

# AUSTRALIAN ACADEMY

BEAUTY - DERMAL - LASER

RTO 90094



# STUDENT HANDBOOK

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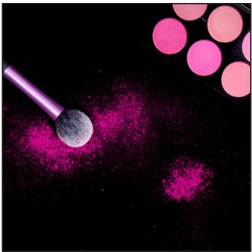
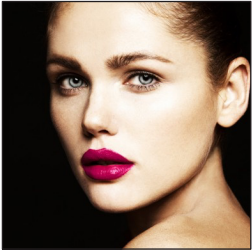
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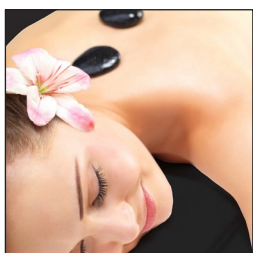
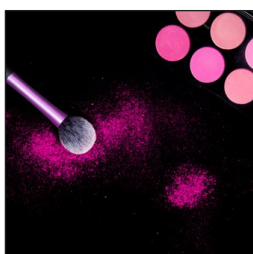
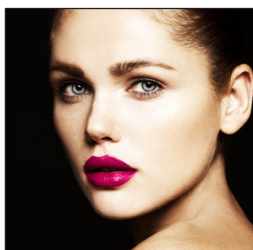
Australian Academy of Beauty Dermal and Laser Pty Ltd P/L RTO Provider No 90094

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# WELCOME

## Welcome



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

Our aim is to provide you with the highest standards of beauty therapy training, in a caring supportive and nurturing environment.

Our Code of Practice on the following pages reflects our culture that supports integrity, quality training safety and wellbeing and freedom from discrimination and harassment.

In this handbook you will find information regarding our policies and procedures that will be helpful to you throughout your course at The Academy.

Detailed course information is available in our Prospectus on our website.

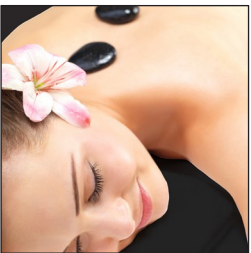
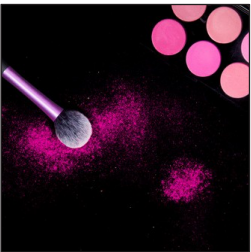
From time to time, it will be necessary to amend sections of the handbook in keeping with changed circumstances.

Amendments will be in written format and clearly explained to you and inserted in the handbook according to our version control policy.

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, laser and dermal therapy.



Suzanne Campbell

Chief Executive Officer

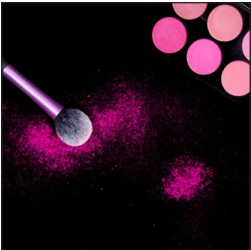
# ABOUT THE ACADEMY



The Academy has been dedicated to teaching the highest professional standards of beauty therapy for over 44 years.

We have been an RTO, (Registered Training Organization) since 1999. The Academy offers a wide range of Beauty, Dermal and Laser courses.

The following courses are nationally recognised qualifications under the Australian Qualifications Framework (AQF) and have been developed as part of the SHB Hairdressing and Beauty Services Training Package:



- SHB50121 Diploma of Beauty Therapy,
- SHB40121 Certificate IV in Beauty Therapy
- SHB60221 Advanced Diploma of Skin Therapy
- SHB50216 Diploma of Salon Management
  
- AABT5022 Advanced Laser IPL and Dermal Therapies

The following course has been developed due to Industry Demand.

This is a non-accredited preparatory course providing the skills and knowledge to successfully complete SHB60221 Advanced Diploma of Skin Therapy and does not itself lead to a nationally recognised qualification.



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 a holistic approach to our training and treatments, specializing 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 also designed to release tension, relax and nurture the whole body and are an important part of our philosophy.

Over the past few years, the industry has significantly changed, and now dermal and laser treatments are provided by most salons. Our AABT5022 Advanced Laser IPL and Dermal Therapies preparatory course provides the essential skills and knowledge to ensure our students graduate with up-to-date industry skills that prepare them to successfully undertake SHB60221 Advanced Diploma of Skin Therapy

You DO NOT have to find your own work experience. In our clinic our students gain invaluable experience not only in beauty therapy, but also all aspects of salon management, laser and dermal therapies, (see section structured workplace Learning) all under the watchful eye of their trainer.

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 relevant 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**

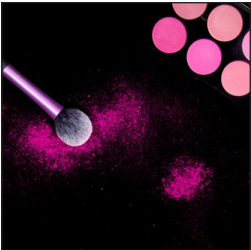
The Academy maintains a highly ethical and responsible approach in the provision of education, training services and assessment of students with its major objective of safeguarding the educational interest and welfare of students and staff.

The Academy is responsible for the quality and training and assessment in compliance with the Outcome Standards for Registered Training Organisations and for the issuance of Australian Qualification Framework (AQF) certification documentation.

### **Continual improvement**

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.



# ORGANISATIONAL POLICIES

## Code of Practice



### **Australian Academy of Beauty Dermal and Laser Pty Ltd (The Academy): Responsibilities**

The Academy will maintain the highest professional standards and comply with all requirements of the VET Quality Framework, and Standards for Registered Training Organizations including regularly monitoring, reviewing and implementing practices for continual improvement.

The Academy agrees to supply quality training, assessment facilities and resources in the above course as detailed in our Prospectus and Student Handbook.

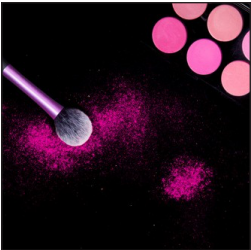
The Academy will ensure all upper management staff have been properly vetted as Fit and Proper Persons and continue to be suitable to lead the organization and ensure financial viability requirements at all times.

The Academy will also:

- regularly monitor review and implement practices for continual improvement and risk minimization to achieving outcomes as described in standards
- 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
- provide an appropriate number of staff (management, trainers and assessors and administration staff) to support the students of the Academy. Staff will be qualified and experienced, professional at all times, dedicated to providing the highest level of beauty and laser training, treat all students and other staff with respect, and represent The Academy ethically at all times.

These trainers, assessors and administration undertake their duties with honesty, integrity and diligence, while maintaining student confidentiality. Assessors ensure that assessments are fair, valid, reliable and flexible.

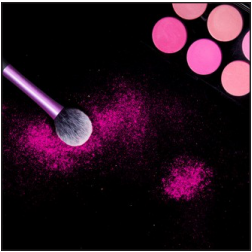
- recruit students in a responsible and ethical manner, and provide a caring, happy learning environment where all students, irrespective of age, gender, sexual orientation, marital status, disability, medical conditions, political convictions and nationality including those of Aboriginal and Torres Strait Island descent are treated respectfully and are free from any discrimination. The Academy's teaching staff are committed to nurturing the individual potential of all students to help them achieve their learning outcomes
- instil a positive culture that supports inclusion, human rights, integrity, quality training, safety and wellbeing and free from discrimination and harassment for all learners and staff
- abide by Consumer Rights laws and regulations
- treat all students fairly, providing external advice and support when needed.





# ORGANISATIONAL POLICIES

## Code of Practice



- The Academy will take all reasonable steps to safeguard the interest, welfare and safety of all students including minors. All Staff will maintain current Working with Children checks
- provide a fair and equitable refund policy with opportunity for extensions of time under certain circumstances and a refund for pre-paid fees where we may be unable to deliver the training and or assessment for which a learner has paid fees
- provide a grievance handling procedure that is fair and just
- ensure all students know how to reach their Trainers and Assessors and management staff
- students are able to access their personal information and assessment records via our online Student Portal, Moodle
- encourage student feedback at every stage of the course which is regularly reviewed for continuous improvement
- provide students with timely and accurate information as it pertains to course enrolment and all relevant administration matters
- provide facilities and equipment that are safe and fit for purpose
- undertake to work as a team, and understand and respect the contribution of each team member
- engage with industry on a regular basis to ensure our training and assessment strategies and facilities are relevant to current industry needs
- strive for total student satisfaction with all aspects of training and take 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
- should there be significant changes to the Academy's operation, including changes to onsite delivery, changes to how a course is to be delivered, changes to senior management, changes to ownership or any other significant event, students will be notified by email through Wisenet Student Management System within 10 days. Students will be asked to acknowledge receipt of this notification by return email which is saved automatically to their student file in Wisenet.

# ORGANISATIONAL POLICIES

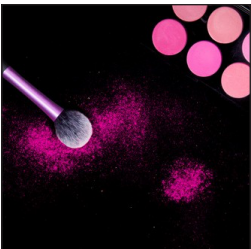
## Organisational Structure



### Organisational Chart

Demonstrates:

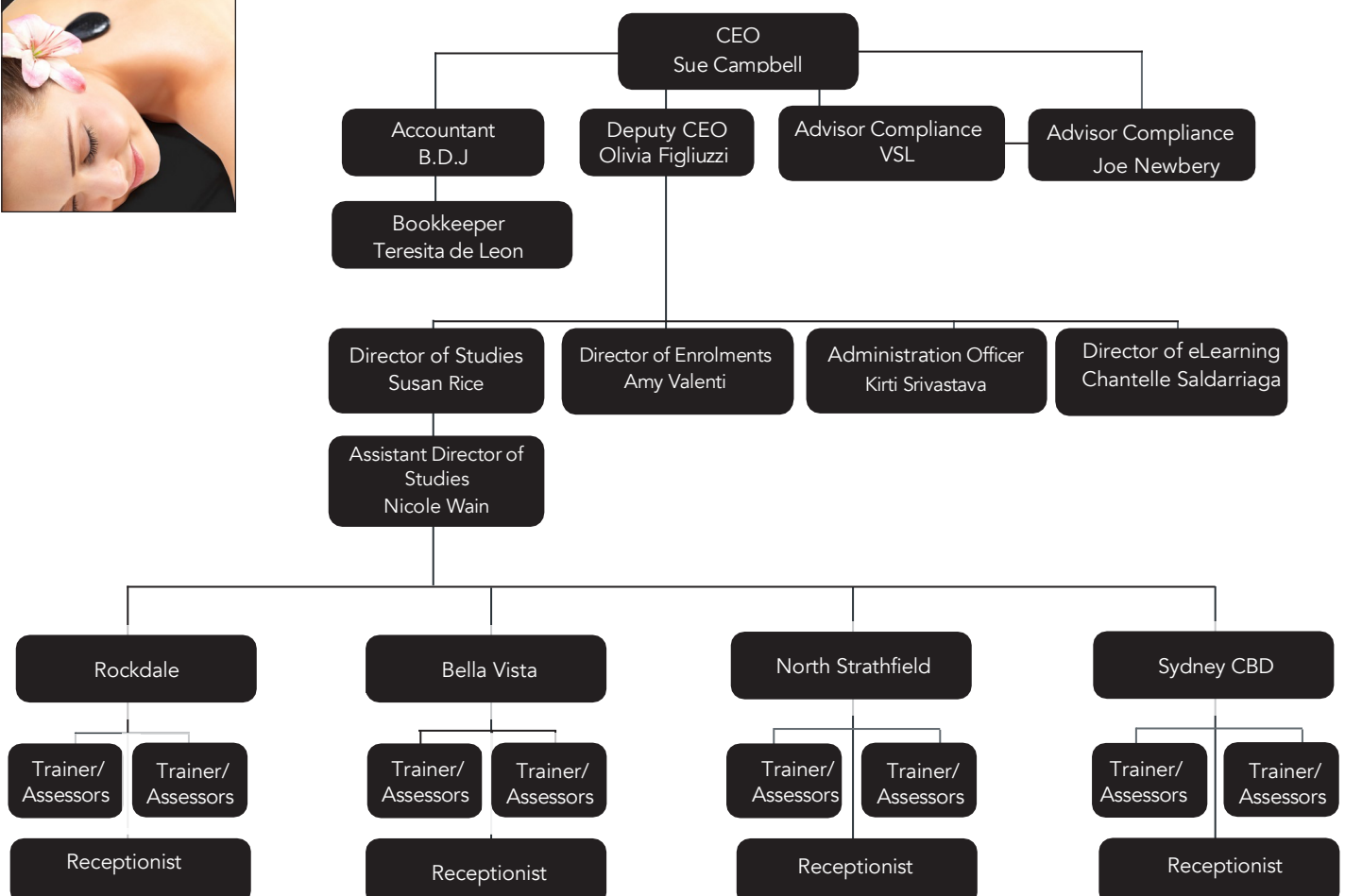
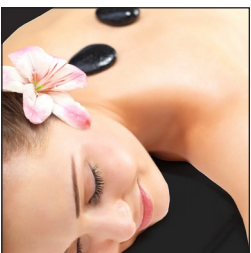
- Simple lines of authority commensurate with the CEO's philosophy of participatory decision making.
- Responsibilities and roles of the CEO, Director of Studies, and other staff.



Basic roles and responsibilities are clearly defined for each member of staff in their duty statement. The simple, flat organisational structure supports effective and rapid communication channels from CEO to Student to ensure the efficient operation of the Academy and its culture for integrity, quality training, safety and wellbeing.

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. We welcome the feedback and contribution from staff and students for our continual improvement.



# ORGANISATIONAL POLICIES

## Staff Contact Information

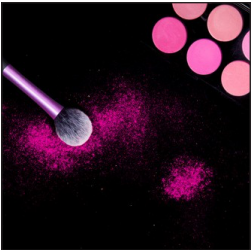


### **Access to Trainers, Assessors, Management and other Staff**

All learners have reasonable access to trainers and assessors and other staff to progress through the training product.

This Handbook lists all staff's email addresses and phone numbers.

Students are reminded at orientation of the process of contacting a trainer or staff member.



All Trainers, Assessors and Administration Staff can be contacted during normal working hours.

Trainers and assessors are required to check their emails and messages regularly throughout the day and respond within 2 hours of contact.

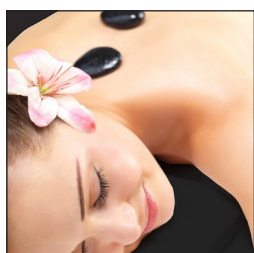
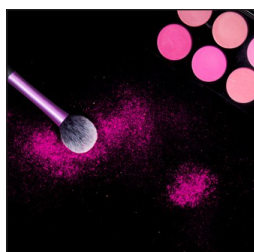
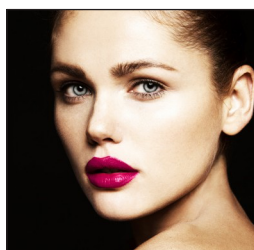
The CEO and Deputy CEO also have their emails and personal phone numbers listed.

Students may contact either of them at any time including evenings and weekends for anything urgent should they not be able to reach their trainer.



# ORGANISATIONAL POLICIES

## Staff Contact Information

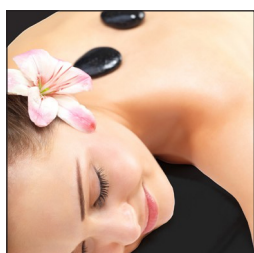
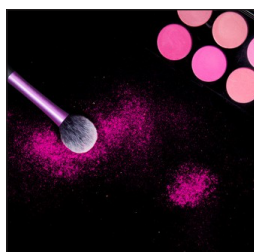
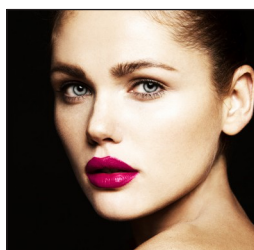


ACADEMY STAFF CONTACT INFORMATION					
FIRST NAME	SURNAME	ROLE	AABT EMAIL	LOCATION	PHONE
HEAD OFFICE					
Suzanne	Campbell	CEO Consumer Protection Officer	sue@aabt.com.au	All	0413 593 177
Olivia	Figliuzzi	Deputy CEO Consumer Protection Officer	olivia@aabt.com.au	All	0410 488 114
Susan	Rice	Director of Studies Consumer Protection Officer	susan@aabt.com.au	All	0493 110 258
Nicole	Wain	Deputy Director of Studies	nicole@aabt.com.au	All	0455 501 517
Amy	Valenti	Director of Enrolments	amy@aabt.com.au	All	0493 450 900
Chantelle	Saldarriaga	Director of eLearning	chantelle@aabt.com.au	All	0423 669 847
Kirti	Srivastava	Administration Officer	kirti@aabt.com.au	All	0469 967 023
ACADEMY					
Georgia	Coluccio	Trainer and Assessor	georgia@aabt.com.au	Bella Vista	(02) 8883 0333
Jes	Cameron	Trainer and Assessor	jes@aabt.com.au	Bella Vista	(02) 8883 0333
Lauren	Balk	Trainer and Assessor	lauren@aabt.com.au	Bella Vista	(02) 8883 0333
Julie	Luoh	Trainer and Assessor	Julie@aabt.com.au	Bella Vista	(02) 8883 0333
Meghan	Di Fabrizio	Trainer and Assessor	meghan@aabt.com.au	Bella Vista	(02) 8883 0333
Delene	Ayers	Trainer and Assessor	delene@aabt.com.au	Bella Vista	(02) 8883 0333
Ainsley	Streater	Trainer and Assessor	ainsley@aabt.com.au	Bella Vista	(02) 8883 0333
Faith	Davies	Academy Coordinator	bellavista@aabt.com.au	Bella Vista	(02) 8883 0333
Charlotte	Mansor	Trainer and Assessor	charlotte@aabt.com.au	North Strathfield	(02) 9764 5849
Angelina	Rossi	Trainer and Assessor	angelina@aabt.com.au	North Strathfield	(02) 9764 5849
Nazmul	Kafoa	Trainer and Assessor	naz@aabt.com.au	North Strathfield	(02) 9764 5849
Hayley	Cunneen	Trainer and Assessor	hayley@aabt.com.au	North Strathfield	(02) 9764 5849
Deanna	Terlizzi	Trainer and Assessor	Deanna@aabt.com.au	North Strathfield	(02) 9764 5849
Rosanna	Da Silveira	Trainer and Assessor	rossana@aabt.com.au	North Strathfield	(02) 9764 5849
Elizabeth	Gauci	Academy Coordinator	northstrathfield@aabt.com.au	North Strathfield	(02) 9764 5849
Zena	Chami	Trainer and Assessor	zena@aabt.com.au	North Strathfield	(02) 9764 5849
Zhane	Hickson	Trainer and Assessor	zhane@aabt.com.au	North Strathfield	(02) 9764 5849
Constance	Assaf	Academy Coordinator	rockdale@aabt.com.au	Rockdale	(02) 9553 0475
Anila	Khan	Trainer and Assessor	anila@aabt.com.au	Rockdale	(02) 9553 0475
Debra	Kaplan	Trainer and Assessor	deb@aabt.com.au	Rockdale	(02) 9553 0475
Emily	Richards	Trainer and Assessor	emily@aabt.com.au	Rockdale	(02) 9553 0475
Rita	Ferraina	Trainer and Assessor	rita@aabt.com.au	Rockdale	(02) 9553 0475
Sheridan	Zammit	Trainer and Assessor	sheridan@aabt.com.au	Rockdale	(02) 9553 0475
Jessica	Rootes	Trainer and Assessor	Jessica.r@aabt.com.au	Sydney	(02) 9564 0050
Alisha	Brown	Trainer and Assessor Distance	alisha@aabt.com.au	Distance	0408 114 955



# PROGRAMS OFFERED

## Courses



The following courses are offered:

CODE	COURSE TITLE	TRAINING PACKAGE
SHB40121	Certificate IV in Beauty Therapy	SHB Hairdressing and Beauty Services Training Package - Current
SHB50121	Diploma of Beauty Therapy	SHB Hairdressing and Beauty Services Training Package - Current
SHB50216	Diploma of Salon Management	SHB Hairdressing and Beauty Services Training Package - Current
AABT5022	Advanced Laser IPL and Dermal Therapies	Non-accredited. Especially developed due to industry need It is also the preparatory course to provide skills and knowledge to successfully complete SHB60221 Advanced Diploma of Skin Therapy
SHB60221	Advanced Diploma of Skin Therapy	SHB Hairdressing and Beauty Services Training Package - Current
Short Courses		
SHBBMUP008	Apply Eyelash Extensions	SHB Hairdressing and Beauty Services Training Package - Current
SHBBFAS004	Provide Lash and Brow Treatment	SHB Hairdressing and Beauty Services Training Package - Current
SHBBMUP009	Design and Apply Make-Up	SHB Hairdressing and Beauty Services Training Package - Current
SHBBINF002	Maintain Infection Control Standards	SHB Hairdressing and Beauty Services Training Package - Current
SHBBSKT011	Provide Superficial Peel Treatments	SHB Hairdressing and Beauty Services Training Package - Current
SHBBSKT010	Provide Superficial Skin Needling Treatments	SHB Hairdressing and Beauty Services Training Package - Current
SHBBSKS009	Provide Micro-Dermabrasion Treatments	SHB Hairdressing and Beauty Services Training Package - Current
SHBBSSC001	Incorporate Knowledge of Skin Structure and Functions into Beauty Therapy	SHB Hairdressing and Beauty Services Training Package - Current
SHBBSSC002	Incorporate Knowledge of Body Structures and Functions into Beauty Therapy	SHB Hairdressing and Beauty Services Training Package - Current

# TRAINING DELIVERY

## Structured Workplace Learning



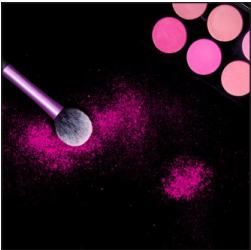
### **Attendance**

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.

Structured workplace learning provides Students with the opportunity to gain valuable experience performing treatments on clients, while also developing essential salon management skills, 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 compulsory learning.

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



### **SHB50121 Diploma of Beauty Therapy**

#### *Full-Time Day Students*

The Diploma of Beauty Therapy program involves structured workplace learning in the student spa after 24 weeks of training which commences after the first 6 months. The Diploma of Beauty Therapy program involves 400 hours of structured workplace learning.

#### *Evening Students*

Evening students are required to attend structured workplace learning one day a week for 400 hours. This will be a Saturday and will start after the first 6 months.

#### *Distance students*

Distance students are required to begin structured workplace learning after the first workshop.



### **AABT5022 Advanced Laser IPL and Dermal Therapies**

Students are required to complete 150 hours of structured workplace learning. If a student is doing both Diploma of Beauty and IPL together, the number of hours will be reduced to 100 hours for AABT5022 Advanced Laser IPL and Dermal Therapies and 400 hours for SHB50121 Diploma of Beauty Therapy (a total of 500 hours) as the units of one course 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.

**Students are required to record all structured workplace learning tasks in their logbook.**

# TRAINING DELIVERY

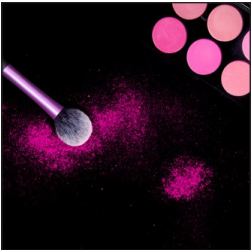
## Training Resources and Facilities



### Training Environment

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 and theory rooms.

The facilities, equipment and resources are safe, fit for purpose and support the delivery of sound training outcomes.



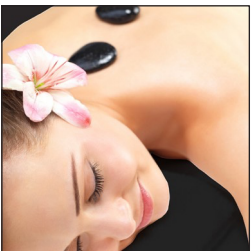
The Academy's facilities meet all requirements to be a Registered Training Organisation delivering SHB Hairdressing and Beauty Services Training Package and industry requirements.

### Training resources

All students are provided with comprehensive training and assessment material and resources relevant to their course through our Student Portal, Moodle.

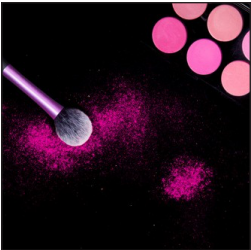
This material includes:

- Student Handbook
- Student Logbook
- Student Learner Workbook (textbook)
- PowerPoints
- Academy-specific additional notes on Advanced Skin diagnosis, Advanced Skin treatments, product knowledge
- Relevant Policies and procedures
- Legislation relevant to unit of study
- Videos
- Assessment plans and assessments
- All products, equipment and materials required in class are provided



# TRAINING DELIVERY

## Transition



### Deleted or Superseded Training products

When a training product on our scope of registration is superseded, deleted or expired, learners are:

- informed as soon as practicable. Where training products have been superseded, students will be notified as soon as possible to minimise disruption to their course of study.
- not enrolled in a training product that has been removed or deleted from the National Register and not enrolled in a product that will expire prior to course completion.
- supported to complete the training product, transition to its replacement or transfer to another training product.
- 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. Students that have not completed their course by the end date are transferred into its replacement course 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 students' 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



# TRAINING DELIVERY

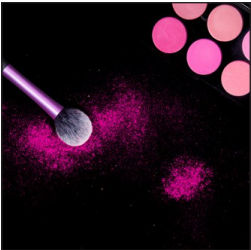
## University Pathways



### **Obtain Your University Degree**

The Academy has an Approved Articulation Pathway with Western Sydney University for Articulation and Credit for both our SHB5012 Diploma of Beauty Therapy and SHB50216 Diploma of Salon Management into Business, Science and Tourism and Event Management Bachelor programs.

You may be eligible for up to one year off a degree program through our previous training.



Please click on the relevant links below:

[SHB50121 Diploma of Beauty Therapy](#) [SHB50216 Diploma of Salon Management](#)



# ASSESSMENT

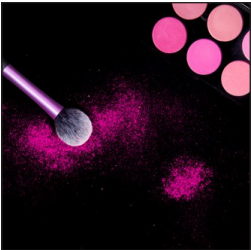
## Assessment Procedures



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:**

- perform the tasks
- handle unexpected issues
- work with others
- 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 packages and are conducted in accordance with the Principles of assessment and Rules of Evidence.

Assessment criteria and their associated conditions are clearly stated in assessment plans and in the actual assessment information.



Trainers and assessors are required to discuss these with students prior to assessment. It is the trainer's and assessor's responsibility to ensure that all students are fully aware of the assessment requirements needed to achieve competency.

Discussions of specific assessment needs for candidates with a disability or any other special need are undertaken. Our assessment processes are undertaken with integrity to ensure that no candidate is disadvantaged.

All assessments are carried out by fully qualified Assessors and are designed to ensure that each candidate's performance is assessed against the competencies set out in the SHB Hairdressing and Beauty Services Training Package. Candidates are provided with full details of these competencies in the assessment plan in the Student Portal and must acknowledge that they have read and understand the assessment plan.

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.

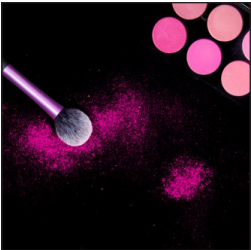
### **Variety of assessment strategies used**

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

- Practical Observation Assessment Tasks
- Underpinning Knowledge Assessment Tasks
- Research Assessment Tasks

# ASSESSMENT

## Assessment Procedures



### 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, logbooks
- Third party reports
- Presentations

Students are advised exactly how each unit will be assessed; an assessment plan is available in the Student Portal and must be acknowledged before commencing any assessment.

In some cases, the assessment is holistic in that it may integrate a number of tasks that make up a competency. The candidate will be made aware of how this will be carried out. As far as possible, verbal feedback will be given immediately for practical assessment. Assessors will upload practical assessment feedback to the Student Portal within a week of the assessment.

Simulated practical tasks (role playing) may be required to demonstrate required skills that are not a common occurrence.

Assessment also takes into consideration some or all of the following foundation skills:

- Reading
- Oral communication
- Numeracy
- Technology
- Writing
- Problem solving
- Learning
- Initiative and enterprise skills
- Planning and organising skills
- Self-management skills

# ASSESSMENT

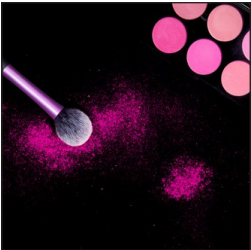
## Assessment Tools



### Assessment Plan

The Assessment Plan provides detailed information on assessment for the relative unit and must be read and acknowledged by the candidate on the Student Portal.

Each unit of competency has several assessment methods which is outlined in the unit's assessment plan. All units will assess underpinning knowledge and practical skills. If unsure of anything, please ask your assessor.



### Underpinning Knowledge and Research Assessment Tasks

Assessments **must be** submitted by the due date. If they are late, and you have not applied for an extension of time, you may receive a Not Yet Satisfactory for that assessment, and additional charges may apply to resit the assessment.

You must achieve 100% to be assessed as satisfactorily completing the assessment task. You are allowed 2 attempts to achieve 100%. If you do not achieve 100% 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.



### Practical Observation Assessment Tasks

Assessors will complete one or more practical observation checklist assessments according to Training Package requirements. These checklists give detailed feedback on each aspect of the assessment. These are uploaded to the Student Portal.

### Grading

You will be marked as Satisfactory (S) or Not Satisfactory (NS).

### Resit policy

If a student is NS, extra training will be provided. The student is able to resit the assessment without extra cost.

### Candidates with special needs

At the enrolment interview, the Director of Enrolments or a member of the senior management team ascertains if a candidate has any special needs for their training and/or assessment. The Academy will take appropriate action to assist the candidate with any special needs requirements. A candidate may at any time during the course require a reasonable adjustment to assessment procedures because of a special need [e.g. accident or injury]. This is discussed with the Director of Studies and appropriate action is taken. Records of requests and agreed action/s are recorded on the candidate's file.

### Confirming all work is your own

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



# ASSESSMENT

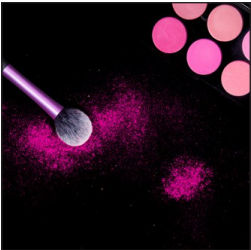
## Recognition of Prior Learning



Recognition of Prior Learning (RPL) is a process which assesses a student's current competencies regardless of how, when or where they were achieved.

The Academy has a RPL policy which is offered to all applicants. Information about RPL is available on the Academy's website, in marketing and advertising materials and in various handouts. Further details are also included in the Student Handbook.

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

Forms of evidence towards recognition may include:



- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements

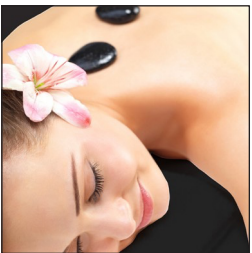
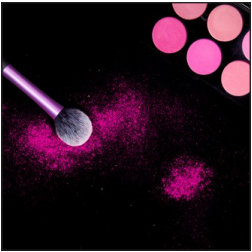
RPL may be undertaken by:

- Submission of appropriate and authorised documentation which clearly indicates prior qualifications, work, projects and experience;
- Skills test observed by a qualified Assessor;
- Submission of work/job experience documents;
- Third party reports;
- Any other evidence considered appropriate

If you wish to apply for RPL, please discuss with the Director of Studies who will provide appropriate documentation to complete at enrolment.

# ASSESSMENT

## Recognition of Prior Learning

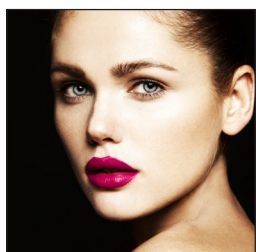


### **The overall process for applying for RPL is as follows:**

- Applicant views pre-enrolment information on website and in prospectus
- Applicant contacts The Academy for guidance on how to proceed
- General RPL information is sent to applicant, together with an enrolment form and cost of RPL if applicable
- Applicant returns completed enrolment form to The Academy and makes payment if applicable
- Unit RPL assessment tool is sent to the applicant
- Applicant and assessor discuss and agree on the evidence the applicant will provide
- Applicant completes RPL assessment tool and evidence and submits to assessor
- Assessor reviews evidence, and may ask the applicant oral or written questions to ensure underpinning knowledge is current
- A skills test will be required to ensure practical skills are current and reflect accepted industry standards
- Assessor makes assessment decision and provides feedback to applicant
- 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. A quote will be provided prior to the submission of an application which based on the assessment requirements to be undertaken.
- All decisions regarding Recognition of Prior Learning are fair, consistent, transparent and maintain the integrity of the training product.
- RPL results are documented, and all evidence is kept in both Moodle and Wisenet learner files.
- If the candidate is not satisfied with the Recognition of Prior Learning Application, they may appeal the outcome like any other assessment decision. Should it be required, the candidate should refer to the appeals section in this document.

# ASSESSMENT

## Credit Transfer

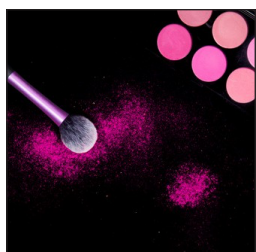


The Academy provides credit to students for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

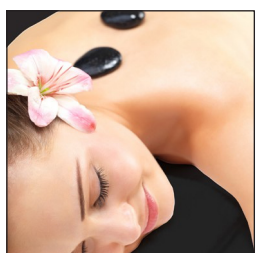
- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Learner Identifier Registrar

### **Credit Transfer Guidelines**

The following guidelines are to be followed in relation to credit transfer:



- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in Australian Academy of Beauty Dermal and Laser scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Australian Academy of Beauty Dermal and Laser does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.



### **Credit transfer procedures**

A student should advise the Academy at time of their enrolment if they have previously achieved one or more units of competency for the course of study they will enrol into. They will be required to provide an original AQF certification documentation issued by any other RTO or an authenticated VET transcript together with the application form for Credit transfer.

The Academy will take a photocopy of the student's documents for their records. Upon receipt, the Registrar will check for direct equivalence for the unit(s) which credit transfer is being applied.

The Director of Studies will advise the student if the unit/s meet the requirements for credit transfer.

The Director of Studies, in consultation with the student, will determine the course of action to be taken to cover gap in currency with the units / module's new requirements. The Academy will verify the authenticity of the submitted documentation by contacting the issuing RTO before granting credit. Upon authentication of AQF submitted documentation, a credit transfer will be recorded by the Registrar in the student management system.

Students who have completed their studies since 2015 may choose to activate the Academy's access to their results via the Unique Student Identifier (USI) portal.

# ASSESSMENT

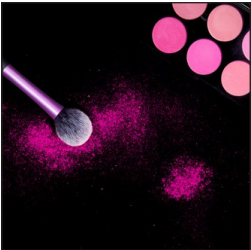
## Missed Assessments



### Missed Assessments

All candidates 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 Director of Studies, there will be an additional cost of \$150 per assessment for re-assessment.



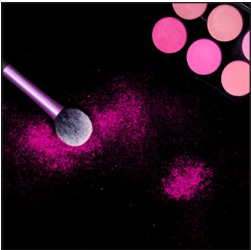
# ASSESSMENT

## Disputed Assessments



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

The procedures are as follows:



- The candidate must submit a Disputed Assessment Report completing the details requested to formalise the dispute within 2 weeks of the assessment.
- This form is available from the Director of Studies, [susan@aabt.com.au](mailto:susan@aabt.com.au)
- 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 decide 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 the student can request a meeting with the Director of Studies. 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 Director of Studies 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.



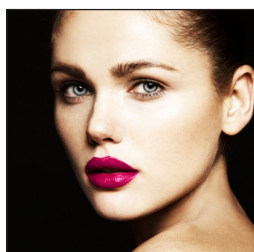
Every attempt is made to solve the dispute in-house and students are given every support to achieve the competency. All matters related to the dispute are recorded and retained on the student's file.

The Disputed Assessment Form is available on Moodle or from the Director of Studies.



# ASSESSMENT

## Student Access to Records



### Student access to records

All students have access to their assessment records automatically within their own, secure Moodle online learner portal. Moodle can 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 students on request.

Completion records are transferred to the Academy's student management system Wisenet from Moodle on completion of a unit. Records in Wisenet include all enrolment information, Training Agreements, VET Student Loan Applications, USI numbers, unit and course completion information. These will be made available upon request immediately to all students. If a student is unable to access their records, they can email [Kirti@aabt.com.au](mailto:Kirti@aabt.com.au) for assistance.

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

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](http://USI.gov.au).

### Security and Integrity of records

All assessment records in Moodle can only be accessed by student with a unique username 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 username and password to access.

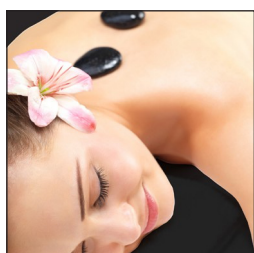
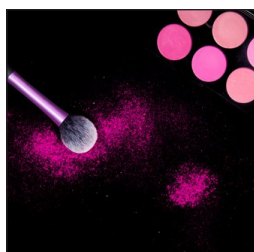
Strict privacy of records is maintained at all times. No third party is allowed to access a student's records without written approval of the student.

### 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](#)

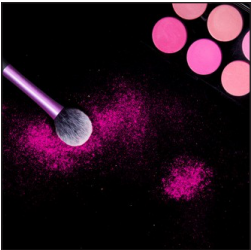
Records can also be obtained through [USI.gov.au](http://USI.gov.au).

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.



# ASSESSMENT

## Successful Course Completion

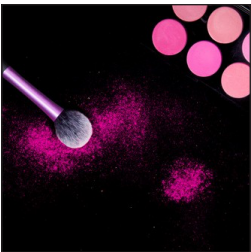


- Students must successfully complete the requirements of all prescribed units of study to obtain their certification in their enrolled course. This includes completing assessment tasks and attending class and clinic.
- Students are required to attend all classes, including practical clinic days, in 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 Director of Studies 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. Additional fees must be paid to re-enrol in that unit. These additional fees are not covered under VET Student Loans.
- 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 Director of Studies, will not meet the requirements for that unit of study and a Not Yet Competent grade will be recorded. All assessments must be completed with a final satisfactory result to achieve competency for each unit.
- Student must complete all required practical clinic hours.
- Students must pay all fees in full.
- Student must complete all assessments at least 5 days prior to graduation to allow assessors time to mark, and preparation of relevant testamurs.



# ASSESSMENT

## 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:

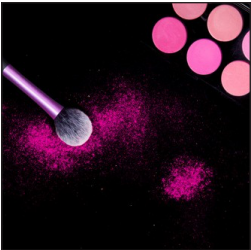
- All assessments are signed off and dated by the assessor as well as by the student. The student is informed of the result.
- The assessor makes a second check of the assessment record to ensure accuracy and to confirm the results. The Assessor signs and dates these results and recommends/not recommends the relevant award.
- The assessor submits these records to the Assistant Director of Studies who will perform a final check for accuracy and completeness prior to submitting to the administration manager for recording in Wisenet and printing of awards and certification documents. The administration manager performs a final check prior to printing the awards.
- All awards have a distinct registration number, and this is recorded in our Wisenet student management system and available indefinitely. Past and current students are advised in the student handbook how to access these records.
- 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.
- A watermark or embossed seal to ensure its authenticity protects all documentation. All certification also includes RTO number, and NRT logo as per ASQA requirements.
- Certification is provided to students within 30 calendar days of being assessed providing all fees have been paid.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

# ASSESSMENT

## Issuance of AQF Qualifications



- 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](http://USI.gov.au). Please contact [nicole@aabt.com.au](mailto:nicole@aabt.com.au) if you require assistance obtaining a USI number.
- 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 username and password.
- AQF certification is only issued to the student, not a third party (e.g.: employer).
- Any replacement certificates incur a cost of \$50 per qualification.

# STUDENT SUPPORT

## Identifying Learning Needs



### Pre Enrolment

Each student is interviewed by the Director of Enrolments prior to course commencement to discuss the course generally and to question the student on their learning needs as well as on any factors the student may have that could affect progress through the course.

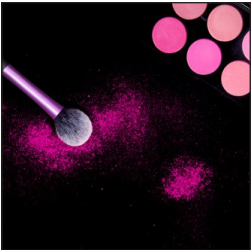
Students are required to nominate on the enrolment form any special needs or support services they may require, related to their undertaking of the course [e.g.: visual impairment, hearing problems etc] so that The Academy can make any necessary adjustments to the individual's training and assessment strategies and provide support as required.

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

At interview, the Director of Enrolments 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 considered for the current course
- Language, literacy, numeracy and digital capability levels commensurate with the course/industry requirements
- Ascertaining, if possible, preferred learning styles or additional needs for the wellbeing of the student
- 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
- Provide advice on course suitability
- Any other matters the Director of Enrolments thinks relevant to the student's needs in relation to the chosen course.

The Director of Enrolments should then be in a position to assess any particular learning or special needs and provide and implement support services which may include, external support services. The Director of Studies and Trainers and Assessors are made aware of the student's needs which are recorded on the student's personal file.





# STUDENT SUPPORT

## Identifying Learning Needs



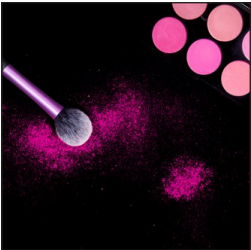
### After Enrolment

In addition to the initial interview, prior to course commencement, monthly interviews take place with the student and their Trainer. An interview also takes place every 3 months with the Director of Studies. This is an opportunity for students to provide feedback on any aspect of the Academy's operation and in particular, any special or learning needs that have developed.

We foster an environment that is friendly and approachable, and VET Students feel safe to ask for help and guidance. All students have the CEO's personal phone number and can contact her at any time, including evenings and weekends for advice and support.

This provides the opportunity of identifying early on when a student's personal circumstances may negatively impact on their attendance and course progression.

In such cases, the Academy will be flexible and where reasonable, adapt practices to provide assistance to support the student at all times.



### Individual Learning Plan

An Individual Learning Plan (ILP) is created when an individual student has specific needs, may require additional support and adjustments may need to be made to our usual processes and practices.

The ILP is reviewed with the student by class trainer and assessor monthly and by Director of Studies 3 monthly and each student can clearly see their strengths, weaknesses, goals, timeframes to achieve goals, and support that is being provided by The Academy.



Our support mechanisms include:

- support from a trainer
- reasonable one on one support from a trainer
- reasonable one on one support from our Director of eLearning
- Support from management or administration team
- Alternative payment plan support
- additional lesson participation free of charge, including access to online webinars
- flexible delivery options for unexpected situations affecting attendance
- extension of time for specific circumstance e.g. sickness or family emergencies
- English as a second language support - external referral
- Disability support if appropriate
- Welfare and guidance services referral
- Employment services - external referral
- additional support services listed under the Disability section

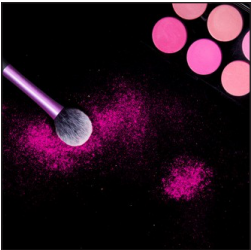


# STUDENT SUPPORT

## Identifying Learning Needs



Where specialist support services are recommended by Australian Academy of Beauty Dermal and Laser (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by Australian Academy of Beauty Dermal and Laser. Students should verify the cost of these services with the provider before proceeding with these specialist support services.



# STUDENT SUPPORT

## Language, Literacy and Numeracy Support

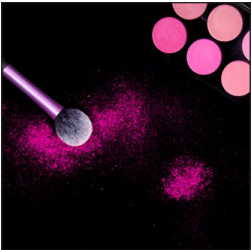


All prospective VET students including short course students are required to show they have the language literacy and numeracy and foundation skills to complete the course successfully.

The required skills are aligned to the Australian Core Skills Framework (ACSF). Students are assessed prior to completion of the enrolment process.

Students are required to have either:

- An AQTF Certificate IV qualification or higher or
- An HSC Certificate or equivalent or higher level of education or
- Learning resources group LLN Robot test ACSF 4 or
- Learning Resources group VET Student Loans approved LLN test (if accessing VET student Loans)



Students are allowed several practice tests (according to individual needs) to familiarise themselves with the test and type of questions.

Only one attempt is allowed at the official VSL approved test.

If after discussing with the prospective student that an accidental mistake has been made and the prospective student can correctly answer the question verbally, a second attempt may be allowed.

Students may have to wait 3 months before attempting again.

The results of the LLN assessment enables us to provide advice about the appropriateness of the training product to meet a student's needs prior to enrolment.

Should a prospective student not have the required skills and competencies to successfully participate in a training product, we would advise the student of the suitability of the training product for them.

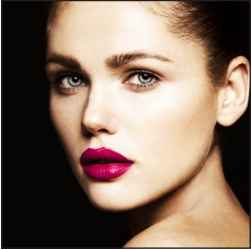
We will also be able to make suggestions regarding relevant applicable support services which include:

- Trainer support
- Reasonable one on one support
- Reasonable specialised one on one support with our Director of eLearning
- Specialised external support as listed on our welfare support services page



# STUDENT SUPPORT

## Digital Capabilities

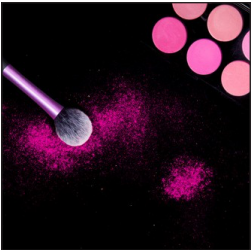


### Digital Capability Requirements and Support

All learners are expected to have basic computer skills.

Digital capability is assessed prior to course commencement, on their digital skills which are aligned to the Australian Core Skills Framework (ACSF).

We use Learning Resources Group Digital Robot to assess digital skills.



Internal support will be provided to learners if applicable and, where required, referral to external support services will be made to enable the learner to complete the course successfully.

The results of the LLN and digital skills assessment enables us to provide advice about the appropriateness of the training product to meet a student's needs prior to enrolment.

Should a prospective student not have the required skills and competencies to successfully participate in a training product, we would advise the student of the suitability of the training product for them.

We will also be able to make suggestions regarding relevant applicable support services which include:

- Trainer support
- Reasonable one on one support
- Reasonable specialised one on one support with our Director of eLearning
- Specialised external support as listed on our welfare support services page



# STUDENT SUPPORT

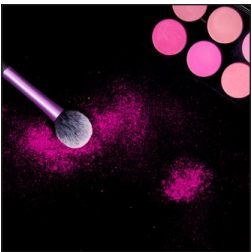
## Diversity and Inclusion



The Australian Academy of Beauty Dermal and Laser fosters a safe and inclusive environment for all students.

We endeavour to eliminate racism, discrimination, bullying and harassment from the learning environment.

We ensure our recruitment policies, policies on racism, discrimination, bullying and harassment and wellbeing and support services are accessible and inclusive for everyone.



This applies to various groups, such as young people, individuals from culturally and linguistically diverse backgrounds, people of different genders, those from diverse socio-economic situations, neurodivergent individuals, and members of the LGBTIQ+ community.

We respect and acknowledge the unique cultural identities, values, and practices of First Nations people, and strive to create an environment where they feel understood, respected, and valued.



We ensure that our environment, training, and assessment processes are culturally safe for First Nations people.

We support First Nations individuals in enrolling, participating in, and completing our training programs.

We ensure that they have equal access and outcomes to non-Indigenous Australians.

The Academy actively addresses unconscious bias, racism, and discrimination while promoting self-determination for First Nations people.

We show respect to our First Nation students by beginning each new class with "Acknowledgement of Country."

### **Staff Professional Development**

All staff have completed substantial compulsory professional development through the SBS Inclusion Program, a 12-month course that includes:

- Support for First Nation people
- Support for LGBTIQ+ people
- Support for people with a disability
- Gender equity
- Cultural diversity

# STUDENT SUPPORT

## Diversity and Inclusion

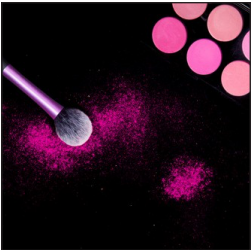


### Fostering an inclusive environment

Learner wellbeing and support for the diversity of VET students is at the heart of our business.

We foster an inclusive training environment for diverse learners by:

- Ensuring our Code of Practice clearly states these policies.
- Ensuring all Trainers and Assessors participate in structured professional development on diversity and inclusion.
- Provide regular support to learners as necessary and from the results of regular feedback and interviews throughout the year.
- Support the delivery of culturally safe training and assessment for Aboriginal and Torres Strait Islander people, giving special consideration to their recruitment, participation and completion.
- Stress at orientation our culture of an inclusive environment, where harassment and discrimination are not tolerated.
- We manage risks to learner safety by ensuring all prospective VET students understand our policies prior to completing the enrolment process.
- All prospective VET Students are asked to confirm on the enrolment paperwork they understand and will adhere to our policies and procedures regarding diversity, inclusion, bullying, harassment and racial discrimination.
- Throughout the course, any matters related to harassment, discrimination, or bullying are addressed immediately. Perpetrators may be asked to leave the Academy if such behaviour continues.
- Please also read our Policies on Discrimination and Bullying and Harassment later in this Student Handbook.



# STUDENT SUPPORT

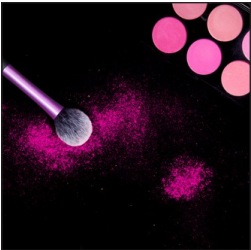
## Disability Support



### Disability Policy

The Academy acknowledges the rights of people with disabilities including those with HIV and accepts its responsibility for the development of their independence in the wider community through full and equitable participation in our courses either as an employee or student wherever possible.

We foster a culture where students from all backgrounds and abilities are encouraged and supported to participate in training and assessment.



It is important that all VET Students feel safe and valued.

Reasonable adjustments are made to support VET students with disability to access and participate in training and assessment on an equal basis.

This applies to employees as well as students.

### Pre-enrolment

We encourage prospective VET students to share information regarding any disability during our pre-enrolment interview and regular interviews throughout the course.

This then enables us to make reasonable adjustments if applicable in a timely manner and provide the relevant support to help them successfully complete their training.

Our policies reflect the National Disability Law 1992, the Disability Standards for Education 2005, and the Disability Discrimination act 1992 to support students with a disability.



### Ongoing support

We also receive regular feedback from VET students, and they are encouraged to request any additional adjustments they may need at any time.

We may need to also consult with appropriate stakeholders e.g. parents, partners etc, to understand a student's individual need and collaboratively identify potential adjustments.

We also ask on each assessment tool if the learner needs any adjustment.

Throughout our Student Handbook, we explain a learner's rights regarding access and equity and disability support.



# STUDENT SUPPORT

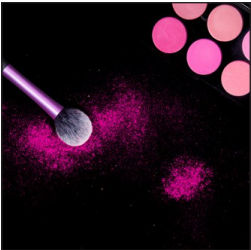
## Disability Support



### Reasonable adjustment

The types of disability we can support and provide reasonable adjustment for, while ensuring the safety of all concerned, are:

- Eyesight issues - needing to sit closer to the front of the classroom
- Hearing issues - needing to repeat, talk louder, provide the learner with a recording of lessons for review at home
- Short-term physical disabilities - by delaying practical tuition or assessment
- Dyslexia - Trainer asking assessment questions orally



The types of support and adjustments that can be provided are very individual, but some are listed below:

- Course material in larger format
- Use of laptop for assessments (available for everyone)
- Sitting close to the front of the classroom for eyesight issues
- Extra time to complete assessments
- Providing additional homework support
- Ergonomic chair
- Assistance with technology
- Flexible assessments, e.g. oral rather than written
- Additional trainer support
- Providing additional break periods
- Opportunity to participate in distance learning online classes in addition to face-to-face



### Limitation to Disability Policy

At all times we will support VET students with disabilities to access and participate in training and assessment as long as it is safe for them, their clients and other VET students.

Please note however, because of WHS requirements and job role expectations, beauty therapy may be impractical for some types of disabilities.

The welfare of others may be at stake which demands complete fine and gross motor skills and full use of all senses as a base requirement.

# STUDENT SUPPORT

## Disability Support

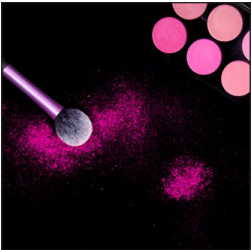


Beauty Therapy tasks involve standing for many treatments.

If reasonable adjustments were not possible, we would advise the prospective learner tactfully, why it was impractical to enrol in the course.

It is also important to ensure that no one harasses or victimises a learner or staff member with a disability.

Staff all participate in professional development throughout the year on ways to support students with disabilities.



# STUDENT SUPPORT

## Welfare - Students Under 18 Years of Age

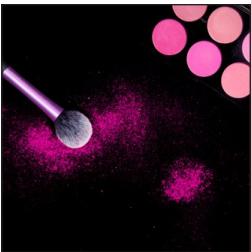


### Managing safety and wellbeing of VET students aged under 18

The principles of child-safe organisations in Australia are designed to ensure the safety and wellbeing of children and young people within organisations. These principles are guided by the National Principles for Child Safe Organisations, which provide a framework for creating child-safe environments.

RTOs that enrol young people are expected to apply the 10 National Principles for Child Safe Organisations:

- Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
- Families and communities are informed and involved in promoting child safety and wellbeing.
- Equity is upheld and diverse needs respected in policy and practice.
- People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Processes to respond to complaints and concerns are child focused.
- Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- Implementation of the national child safe principles is regularly reviewed and improved.
- Policies and procedures document how the organisation is safe for children and young people.



In addition, we also ensure the safety of children and young people, and other vulnerable cohorts by ensuring:

- All Academy staff have current working with children checks.
- Parents or guardians are required to read, understand, and sign enrolment forms, final interview forms and VSL application forms for anyone under 18 years of age.
- Parents and guardians are to sign the final interview checklist specifically giving permission for treatments such as spray tanning.
- Parents and guardians have to sign on final interview form they agree to students under 18 years of age performing treatments on men. (if they are not happy with this, we accommodate this).
- Should a staff member or trainer have concerns about the safety, welfare and wellbeing of students protected under the Child Protection (Working with Children Act 2012) The Director of Studies and the CEO would immediately be advised, and this would be reported to the NSW Department of Family and Community Services and Justice in accordance with legislative requirements. Telephone 133627. [www.keepthemsafe.nsw.gov.au](http://www.keepthemsafe.nsw.gov.au)
- All Trainers and Assessors must take part in professional development throughout the year on the possible risks to under 18's and principles of child safe organisations, including mandatory reporting requirements.

# STUDENT SUPPORT

## Wellbeing and Support Services

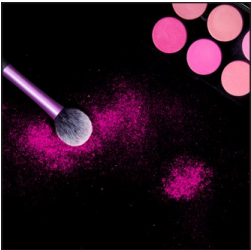


### Wellbeing and Support Services

Wellbeing and support services are available for all students, and students are encouraged to seek the help of the Director of Studies should the need arise.

Trainers and Director of Studies have regular one on one meetings with students which provides a means of identifying wellbeing needs of individual students.

We foster an environment that is friendly, and approachable and VET Students feel safe to ask for help and guidance.



All students have the CEO's personal mobile and can contact her at any time including evenings and weekends for advice and support.

Early notification provides the opportunity to identify, at an early stage, when a student's personal circumstances may negatively affect their attendance or course progression.

We can then put strategies in place to uphold student wellbeing, enhance student's engagement and satisfaction, support progression and completion and create a safe environment.



The Director of Studies 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, financial support services, and professional counselling services.

VET students also have access to our resources in the Student Handbook.

All staff engage in regular professional development, regarding various support needs for students and have a wide range of resources for students when required.

The following pages detail most common support services, but if the support you require is not listed here, please ask your trainer who will help you access required support.

### Counselling

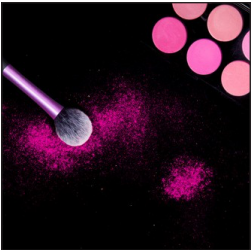
If a student has an issue of a personal nature, they may consult their Trainer or the Director of Studies. It is normally a very informal process, and a trainer will always make time for students.

If for any reason a student is unable to see their trainer quickly the following steps will apply:

- Consult with the any relevant staff member
- Relevant personnel will meet with student will discuss the issue
- The Trainer, Director of Studies and student will decide on the best course of action i.e. solution plan or referral to a more specialist professional.
- All counselling/private information will remain confidential at all times.
- Any notes, records and referrals made during discussions with the Director of Studies will be dealt with in accordance with the General Privacy Statement set out in this handbook.

# STUDENT SUPPORT

## Welfare and Guidance Services

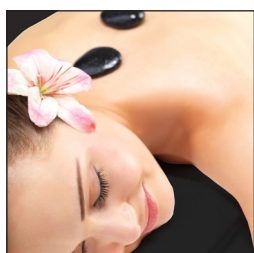
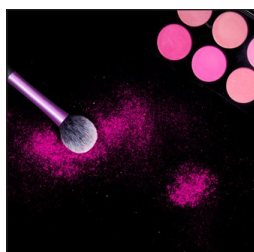
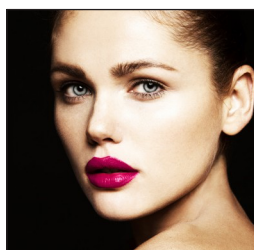


### The following contact numbers may be useful for students:

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
Computer skills tuition - Macquarie Community College .....	1300 845 888
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
Digital Skills Support .....	1300 845 888
<a href="https://www.macquarie.nsw.edu.au/courses/get-job-ready/computer-skills/basic-computer-skills-for-work-and-study/">https://www.macquarie.nsw.edu.au/courses/get-job-ready/computer-skills/basic-computer-skills-for-work-and-study/</a>	
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 Counselling .....	9361 8000
Drugs and mental health .....	9358 6577
Eating disorders .....	9412 4499
Eczema .....	1300 300 182
Emergency services (police, fire, ambulance) .....	000

# STUDENT SUPPORT

## Welfare and Guidance Services

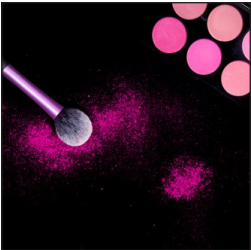


Epilepsy.....	9856 7090
Families & friends with mental illness .....	1800 187 263
Family planning information .....	1300 658 886
Flatmate finders (accommodation).....	flatmatefinders.com.au
Gambling Counselling.....	9951 5566
Gay & lesbian counselling line.....	1300 735 030
G-Line (gambling).....	1800 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
HIV/AIDS Support 13YARN.org.au.....	139 276
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
LLN Support (TAFE free foundation classes.....	131 601
LLN Support Macquarie Community College .....	1300 845 888
<a href="https://www.macquarie.nsw.edu.au/courses/learn-english/advanced/everyday-english-language-advanced/">https://www.macquarie.nsw.edu.au/courses/learn-english/advanced/everyday-english-language-advanced/</a>	
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



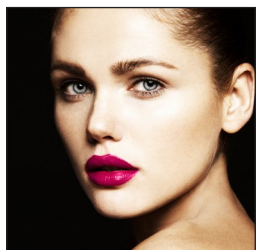
# STUDENT SUPPORT

## Welfare and Guidance Services



Police Assistance Line (non-emergency).....	131 444
Pregnancy counselling.....	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
Relationship counselling.....	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

# INDUSTRY AND EMPLOYER ENGAGEMENT



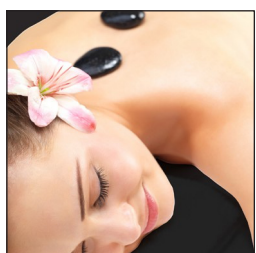
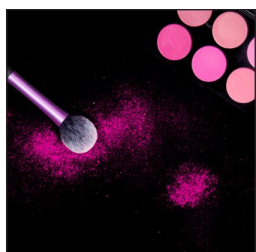
The Academy has a strong and robust association with Industry and employers.

We meet regularly with different industry experts and employers to ensure our training and assessment practices are informed by industry and relevant to industry needs.

The Academy has strong links and partnerships with other community organisations including high schools, apprenticeship networks and universities to facilitate training pathways

Our industry Associations include:

- ABIC - Aesthetic Beauty Industry Council
- HABA- Hair and beauty Association
- Australian Society of Dermal Clinicians
- Southern Cross university - pathway
- Western Sydney University - pathway
- A large number of high schools and respective Career teachers
- Apprenticeship Centres
- Queensland Department of Health (laser licencing)
- Tasmanian Department of Health (laser licencing)
- Western Australia Department of Health (laser licencing)
- A range of wellbeing support services (see page 94)
- A wide range of leading product suppliers

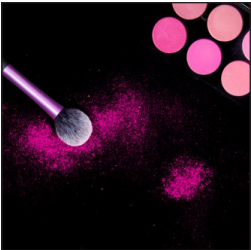


Employer relationships include:

- Urban Spa - known for its high standards excellence in the beauty and dermal industry and internships to students
- The exclusive Hayman Island Spa
- The exclusive Langham Hotel Spa
- The One and Only Wolgan Valley Spa
- A wide range of other leading beauty salons and laser clinics throughout Sydney

# COURSE PROGRESS

## Satisfactory Course Progress - Assessments



All students are required to make satisfactory course progress.

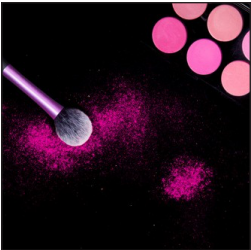
- Satisfactory course progress includes being assessed as competent in the progressive assessment tasks for each unit.

This involves:

1. Completing assessments on each unit by due date and completing the assessment correctly
  2. Completing all relevant classroom 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 \$150 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 at an additional cost, according to the applicable unit.
  - If a student has prior approval from the Director of Studies to reschedule an assessment (available for genuine and compassionate circumstances), the student will be offered an extension of time to complete the assessment.
  - If a student is having difficulty keeping up with their learning and assessment activities, they are requested to discuss this with the Director of Studies who will organise support to ensure they every opportunity to complete their studies
  - 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.

# COURSE PROGRESS

## Satisfactory Course Progress - Attendance



### **Students must be on time for all lessons and all class or 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 or clinic**

The student must:

1. Notify the Trainer of their intended absence by 8.30am.
2. Speak to the trainer, never text or get another student to pass on a message.
3. Notify the trainer as early as possible, possibly the evening before, if it is a clinic day.
4. Obtain a medical certificate should they, or a family member they are caring for be unwell. The student must contact their trainer in writing to advise them of the situation and to also provide a copy of a medical certificate. A makeup day will be organised.
5. Advise their Trainer in writing if they have a scheduled holiday which falls on their clinic or class days, so that additional classes can be scheduled.

These are the only exceptions to mandatory days of attendance.

All students who are genuinely sick and this is supported by a medical certificate or have applied for leave in writing and it is accepted by Director of studies will not be charged for makeup days.

If students simply do not turn up, they will not satisfy the course requirements for attendance.

Making up a missed day where notice has not been given, will incur an extra charge of \$150 per day.

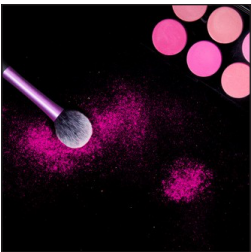
These additional charges are required for trainer and assessor additional administration.

These charges are required to be paid in full before your qualifications are issued.

NOTE: All missed days must be made up the following week by attending classes outside your normal hours. All clinic and class days are mandatory.

# COURSE PROGRESS

## Satisfactory Course Progress - Attendance



### 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 daily by individual trainers and management and recorded in an attendance register.
- Should a student not be able to attend their scheduled day, trainer must be notified on the day.
- The only reasons for non-attendance are:
  - Sickness - medical certificate required
  - Extension of time form emailed to Director of Studies
  - Permission given in writing by Director of Studies
- Students that do one of the above will be able to schedule make up classes at no extra cost.
- Should a student not attend a class or clinic day and have not advised their trainer and organised a makeup day, the student will be required to pay \$150 to make the day up outside the normal schedule for this lesson. This must be paid before final certification.
- Should a student not attend for 2 or more weeks without approval in writing from Director of Studies, the student will be notified that they are not satisfying course attendance for that particular unit, and risk not completing that unit.
- If the student's attendance does not improve, they will be asked to attend a meeting to discuss attendance requirements in line with AABT's attendance policies and to determine whether there are genuine reasons for granting an extension of time at no additional cost.
- If the student continues to not fulfil attendance requirements, and the Academy has not approved an extension of time, a letter is sent to the student called "Non-attendance warning letter".
- If, after the issuance of the Non-attendance Warning Letter, the student continues to not fulfil attendance requirements and does not make contact with The Academy, another letter is sent to the student called "Intention to Cancel Enrolment".
- If after 28 days, there is still no communication or attendance, the enrolment is cancelled, and student is emailed letter called "Cancellation of Enrolment letter".

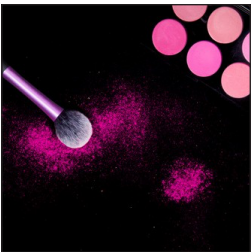
# COURSE PROGRESS

## Extension of Time



### **This policy extends to all students**

For the purposes of this policy, the term Extension of Time refers to additional time granted to a student who has already commenced their course and requires more time to complete it due to compassionate grounds or medical reasons.



1. All requests for an Extension of Time are to be made in writing by completion and lodgement of a Request for Extension of Time form.
2. Students who have commenced their course and wish to extend their time on compassionate grounds may extend for up to one year.
3. Any request for an extension beyond the period permitted will be at the discretion of the Director of Studies.
4. All requests for an extension of time must be approved by the Director of Studies in writing.
5. Should a student be granted an extension of time to reduce their study load for a period of time they must nominate on the extension of time form when they will return to a full study load. It is expected a student will stay engaged in the course and with their trainer. This will be organised in conjunction with the Assistant Director of Studies at a level that is manageable for the extension of time period
6. Only one extension of time will be granted per course.
7. 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.
8. In the event that no communication is received from a student who has extended their course, an email will be sent to the student seeking instructions as to their intentions to continue with their course.
9. Failure to respond to this communication within one month will result in an email being sent called "Failure to keep engaged in course of study during extension of time".
10. If the student is not responding to emails, phone calls or texts nor keeping active on Moodle the student will be sent an email called Intention to Cancel Course.
11. If there is no response to this email, another email called Cancellation of Enrolment is sent to the student's last advised email address on file. This may result in the student's enrolment being cancelled.
12. In the event a student does not apply for an extension of time in writing, deferral or to withdraw and he/she does not attend class and has no contact for a period of one (1) month with no written notice, it will be considered that his/her enrolment has been abandoned and enrolment maybe cancelled.
13. If census date has passed and the student has not withdrawn, a VET Student Loan debt for the applicable unit of study will incur.
14. 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.



# COURSE PROGRESS

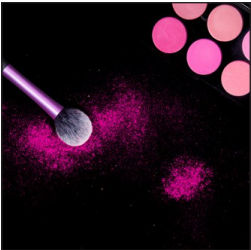
## Course Deferral



### 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 the course that 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 stop their course and are unable to engage in any way for a period of time. This may be due to compassionate grounds or medical reasons.

### Procedure



1. All requests for a deferral are to be made in writing by completion and lodgement of a *deferral* 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 defer their time on compassionate grounds may extend for up to one year.
4. Approval of a request for a deferral beyond the period permitted will be at the discretion of the Director of Studies.
5. All requests for a deferral must be approved by the Director of Studies in writing.
6. Where a student has been granted a deferral, it is imperative that the student notifies 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 deferral will be granted per course.
8. In the event that no communication is received from a student who has deferred 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. When a Deferral form is submitted to the Director of Studies, a progression form will be activated, and the Student must check "Deferred" on this form.

On your return to studies, another progression form will be activated, and you check "continuing".

10. In the event a student does not apply for a deferral, or course withdrawal, and a census date has passed, the applicable vet loan for that unit of study will be payable.
11. Should a student wish to re-enrol after abandoning their course, the full cost of the course is payable.
12. Fees applicable on return from deferral will be applied and the student will be sent an updated fees notice.

# COURSE PROGRESS

## Withdrawal and Refund Policy for Approved Courses

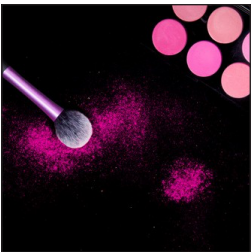


### Definitions

**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.aabt.com.au](http://www.aabt.com.au) and sending it by email to: [susan@aabt.com.au](mailto:susan@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.

Upon receipt of a withdrawal form, the Deputy Director of Studies will contact the student by phone if possible, and by email to discuss possible alternatives to withdrawal. This may include, changing mode of delivery, extending the course etc.

The Student will also be reminded of their VET Student Loan obligations.

If after this discussion, the student is sure they want to withdraw, the Deputy Director of Studies will email student, a confirmation of the receipt of the Withdrawal Letter, which will include:

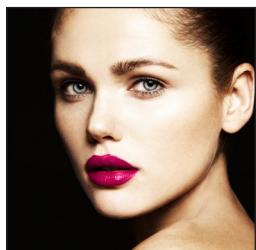
- date of Withdrawal Letter
- courses or part courses that the student is withdrawing from
- relevant census dates
- VSL Debt

In these circumstances, the date of receipt of the original withdrawal form is taken as the date of withdrawal.

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).

# COURSE PROGRESS

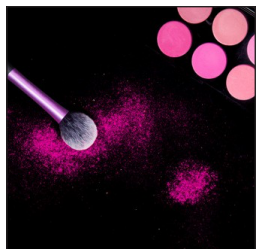
## Withdrawal and Refund Policy for Approved Courses



### 2. Refunds

In the event of a Student withdrawing from part of a Course on or 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 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.



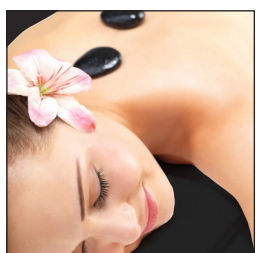
### 3. Payment of Refunds

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

### 4. Publication March 28th, 2023

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 on our website:

<https://www.australianacademyofbeautytherapy.com/vet-student-loans/>



# COURSE PROGRESS

## Withdrawal and Refund Policy for Non VSL Approved Courses



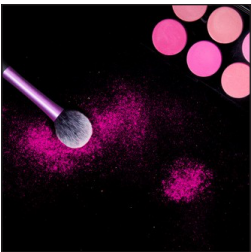
This Withdrawal and Refund Policy is intended to be just and fair.

### Definitions

**Student:** refers to an eligible student enrolled in a Non VET Student Loans approved course, including those enrolled under the Apprenticeship and Traineeship Program.

**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 the Student Portal (Moodle) and sending it by email to: [susan@aabt.com.au](mailto:susan@aabt.com.au). Withdrawal is effective from the date that the Withdrawal Form is emailed to the Director of Studies.



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.

The Academy encourages students to complete the structured workplace learning segment of their course in order to obtain the relevant statements of attainment for individual units.

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 SHB50121 Diploma of Beauty Therapy upfront \$25,290  
Student withdraws after 23 weeks (course length 46 weeks).

Refund applicable \$12,645.

#### Short courses

There is no refund for short courses once they have commenced.

# COURSE PROGRESS

## Withdrawal and Refund Policy for Non VSL Approved Courses



### 3. Payment of Refunds

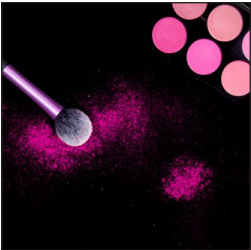
Refunds will be paid within 30 days from receipt of withdrawal form. If a refund is applicable, a Request for refund form (available on Moodle) must also be sent. Student is to nominate their bank account details and money will be paid by electronic transfer. The Academy is not responsible for incorrect details supplied.

### 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.

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.



### 5. Cooling off period

Students have a minimum two (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. Misconduct
3. You provided false or misleading information
4. Bullying and Harassment of another student or staff member
5. You failed to comply with the policies and procedures and signed training agreement of the Australian Academy of Beauty Dermal and Laser Pty Ltd

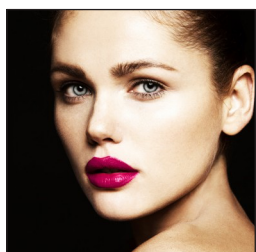
### 7. There is no cost to withdraw

### 8. Appeals

Students have the right to access Australian Academy of Beauty Dermal and Laser complaints and appeals processes and to also take further action under Australia's consumer protection laws.

# COURSE PROGRESS

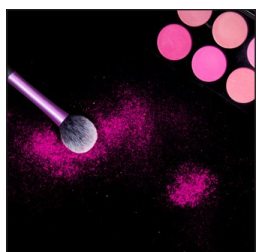
## Withdrawal and Refund Policy for Non VSL Approved Courses



### 9. Consumer Protection and Guarantee

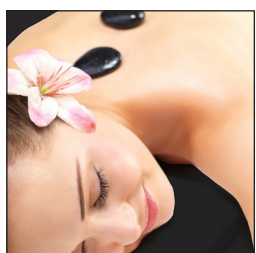
If Australian Academy of Beauty Dermal and Laser cancels or ceases to provide planned training, Australian Academy of Beauty Dermal and Laser must issue a full refund for any services not yet provided.

The basis for determining “services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.



As an example: A student enrolled in a course of 2 units of competency and paid \$600.00 up front as the total course fee.

The course was cancelled due to the trainer falling ill and the student at that time had completed 1 of the 2 units. The student’s enrolment would be finalised, and the student would receive a Statement of Attainment for the 1 completed units. The student would also receive a refund of \$300.00 which represents that value of the training not delivered.



Students’ undertaking a vocational education and training course 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, to statutory a cooling-off period, and unscrupulous sales practices. More information about consumer rights can be accessed from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Please visit the following site for more information: Australian Consumer Law. Students who are unhappy with Australian Academy of Beauty Dermal and Laser arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Australian Academy of Beauty Dermal and Laser complaints policy and procedure (ref to Complaints Handling).



# COURSE PROGRESS

## Abandoning Studies

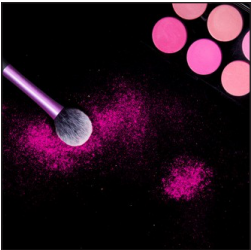


If you are not responding to emails, phone calls and letters within a month of them being sent we will assume you have abandoned your studies.

Initially you will be sent an attendance warning letter, reminding you of your attendance obligations and the debts you have incurred.

A month after that letter if there is still no response, you will be sent an "Intention to cancel letter" as you are not fulfilling the attendance requirements for the course.

This letter also details your VET Student Loan debt.



If we do not hear from you within a month of the intention to cancel letter being sent, you will receive a "Course cancellation letter," again detailing any VET Student Loan debt you have accumulated.

We will always work with you to try and find a way for you to continue your studies due to extenuating circumstances. This may include changing mode of delivery, e.g. day classes to evening, changing to online delivery for a short period of time etc, but you must be in touch and show you are committed to 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 are responsible for your education and Vet Student Loan debt.

You must contact us for a withdrawal or extension of time for extenuating circumstances, or you will still be eligible for your VET Student Loan debt.

The Withdrawal form is located on Moodle and the Academy website [aabt.com.au](http://aabt.com.au).

# DISCIPLINARY PROCEDURES

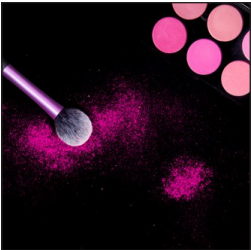
## General Misconduct



The Academy strives to provide a happy caring safe environment where all students irrespective of age, background including those of aboriginal and Torres Strait Island descent are supported to achieve their learning outcomes.

The rules on the following pages are in place and are important to ensure this happens.

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 Director of Studies.



Students who do not comply with the Academy's 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 Director of Studies.

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

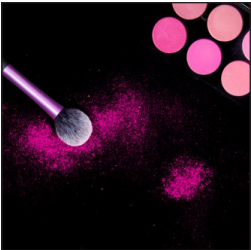
Penalties imposed will consider the nature and the extent of the misconduct. General misconduct is that which:



- 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, including product.
- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO.
- Any act or failure to act that endangers the safety or health of any other person.
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO.

# DISCIPLINARY PROCEDURES

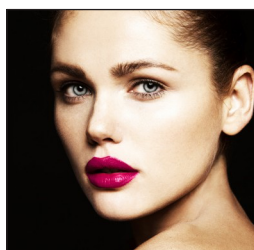
## General Misconduct



- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety.
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment.
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft.
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students.
- Making a false representation as to a matter affecting student status.
- Possession of dangerous articles or banned substances.

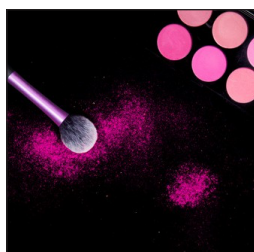
# DISCIPLINARY PROCEDURES

## Academic Integrity Policy



### Context

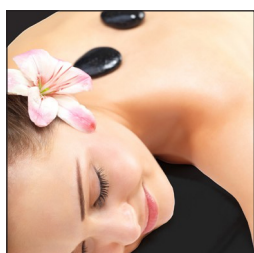
A key objective of Australian Academy of Beauty Dermal and Laser Pty Ltd is to foster integrity in the pursuit of knowledge and to produce graduates with a strong sense of professional ethics. It is the shared responsibility of the whole academy community to create an intellectual environment where academic 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 Pty Ltd 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.

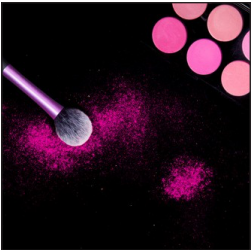
**Suspension:** the cancellation of a student's enrolment and the withdrawal for a specified time of the rights and privileges of a student, including the right to re-enrol as a student. Unless otherwise advised, the student has the right to recommence their studies at the end of the suspension.

### Scope

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

# DISCIPLINARY PROCEDURES

## 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 consider 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.

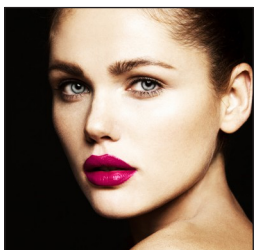
Students must make themselves aware of acceptable referencing practices as plagiarism is considered a serious breach of academic integrity principles.

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.

# DISCIPLINARY PROCEDURES

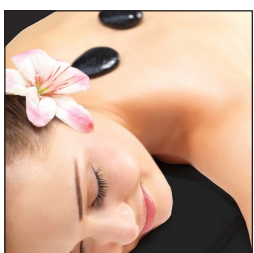
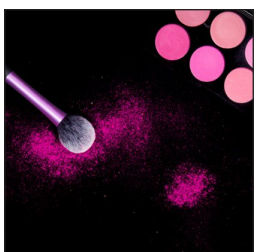
## Academic Integrity Policy



### 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;
- 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.

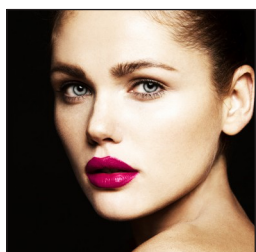
### Ghost writing

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.



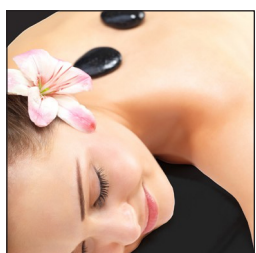
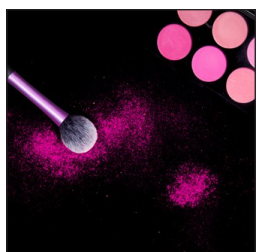
# DISCIPLINARY PROCEDURES

## Academic Integrity Policy



### Use of Artificial Intelligence (AI)

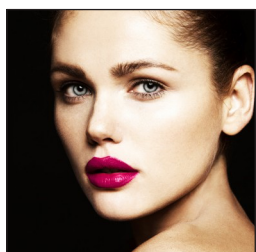
Australian Academy of Beauty Dermal and Laser employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:



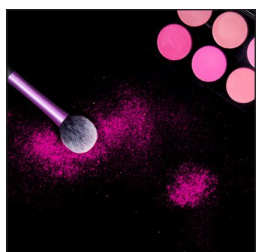
- **Direct Generation of Assessment Responses.** Using AI to generate complete or partial answers for assessments, such as:
  - Having AI write workplace documentation like risk assessments or incident reports
  - Using AI to complete practical task descriptions or work procedures
  - Submitting AI-generated responses for knowledge questions
  - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development.** Using AI in ways that prevent learning essential vocational skills such as:
  - Having AI solve workplace calculations instead of developing mathematical competency
  - Using AI to create technical drawings or designs without learning the underlying principles
  - Relying on AI for measurements or specifications instead of developing measurement skills
  - Having AI interpret technical manuals or workplace documents without developing comprehension skills
- **Professional Communication Tasks.** Using AI to complete communication tasks that demonstrate professional competency, such as:
  - Having AI write client communications or workplace emails
  - Using AI to generate workplace reports
  - Submitting AI-generated meeting minutes or briefing notes
  - Using AI to create workplace presentations or training materials
- **Evidence Collection.** Using AI to fabricate or manipulate evidence of competency, such as:
  - Creating artificial workplace scenarios or examples
  - Generating fictional workplace experiences or observations
  - Producing simulated workplace documentation
  - Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation.** Using AI to document practical skills without performing them, such as:
  - Writing up practical task procedures without completing them
  - Generating safety check documentation without performing checks
  - Creating maintenance logs without conducting maintenance
  - Documenting customer service interactions that did not occur

# DISCIPLINARY PROCEDURES

## Academic Integrity Policy



- **Group Work and Collaboration.** Using AI to bypass genuine workplace collaboration:
  - Having AI generate team contributions
  - Using AI to complete assigned portions of group tasks
  - Creating artificial peer feedback or evaluations
  - Generating team meeting outcomes without participation



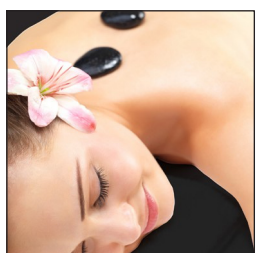
The unacceptable use of artificial intelligence content is considered a form of plagiarism and students found to be breaching this policy will be held accountable.

Action will be taken in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

### 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.

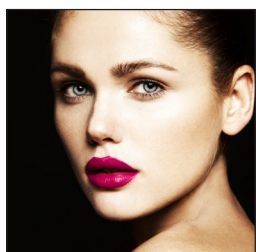
Staff who assess students' work have a responsibility to educate students in appropriate referencing techniques and clearly explain what constitutes plagiarism, collusion and other forms of cheating.

### Allegations and penalties for academic misconduct

All allegations of academic misconduct will be investigated by the Director of Studies 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.

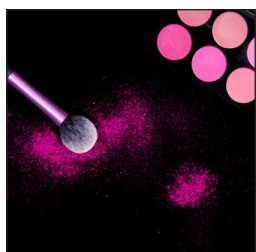
# DISCIPLINARY PROCEDURES

## Academic Integrity Policy



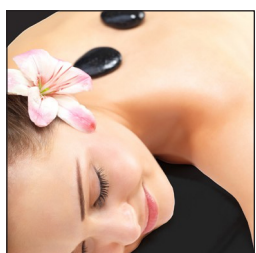
The following will be considered when determining the seriousness of an act of academic misconduct:

- 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.

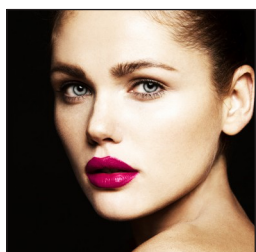
If deemed appropriate given the factors listed in this section, a penalty may also apply.

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.

# DISCIPLINARY PROCEDURES

## Academic Integrity Policy

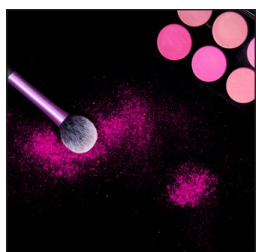


### Initial and Significant Academic Misconduct

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

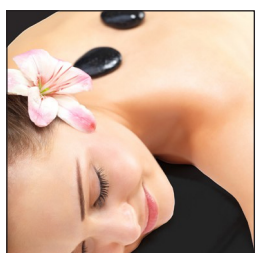
A second substantiated breach of this policy will be recorded on the student's file and will result in the provision of academic counselling to ensure the process is an educative one for the student.

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.



# DISCIPLINARY PROCEDURES

## Academic Integrity Policy

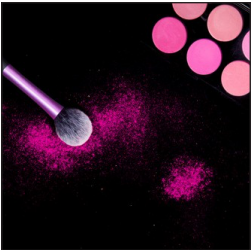


### **Second and significant academic misconduct, or subsequent breaches**

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.



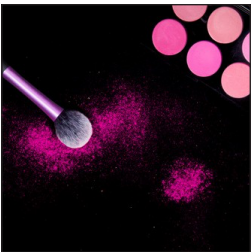
# DISCIPLINARY PROCEDURES

## Discrimination



### Racial Discrimination

The Academy has a policy that emphasises racial harmony and does not tolerate any form of racial discrimination. All personnel are made fully aware of this policy at orientation and induction and through the handbooks and manuals. From time-to-time posters may be displayed to further highlight this policy. There is a complaints and appeal procedure to deal with allegations of racial discrimination and this is outlined in the Staff and Student Handbooks. The Director of Studies is responsible for the implementation of this policy.



This policy document states that the Academy appreciates and values highly the cultural and linguistic diversity of its staff and students.

The Academy is committed to protecting the rights of both students and staff to achieve their full potential in an environment which values cultural diversity and is free from racial discrimination or harassment. Such an environment is one in which positive actions are taken to:

- Discourage racial discrimination and harassment in its structures and its learning and working environment; and,
- Affirm and value cultural diversity.

The Academy is aware of the importance of balancing the need for the eradication of racial discrimination with the need to maintain freedom of expression. The Academy wishes to encourage a rich and diverse cultural life.

Complaints about racism can be made to the Director of Studies.

The Academy will ensure that the academic programs are culturally inclusive in their content and delivery. The staff of the Academy will make every effort to respond to the diverse needs of students. Acceptance of cultural diversity, multiculturalism and specific needs of staff and students from diverse backgrounds will be encouraged.

### Disability Policy

The Academy acknowledges the rights of people with disabilities including those with HIV and accepts its responsibility for the development of their independence in the wider community through full and equitable participation in our courses either as an employee or student wherever possible.

Any form of harassment on the grounds of disability is a contravention of the Academy position on eliminating discrimination and as such will be dealt with accordingly.

Please note, because of the Occupational Health and Safety requirements of beauty therapists, Beauty Therapy is impractical for some types of disabilities.

Please see Disability policy for full details in student support section.





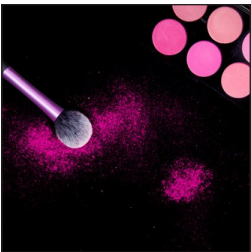
# DISCIPLINARY PROCEDURES

## Bullying and Harassment



The Academy strives to provide a caring, happy learning environment following guidelines of the Human Rights Commission and Fair work where all students and staff irrespective of age, gender, sexual orientation, marital status, disability, medical conditions, political convictions and nationality including those of Aboriginal and Torres Strait Island descent are treated respectfully and are free from any form of discrimination, bullying or harassment.

The Academy's teaching staff are committed to nurturing the individual potential of all students to help them achieve their learning outcomes.



All students and staff are expected to support our culture which is based on inclusion and the principles of dignity equality and mutual respect.

### **What is Bullying and harassment?**

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.



The Academy has a zero-tolerance policy regarding any form of discrimination, bullying, harassment or intimidation and we expect Staff Management and Learners to treat others respectfully, irrespective of ethnic or national origin, religious beliefs, sexual preference marital status, sexual preference, disability, age, political conviction, religious or for any other reason.

All staff are made aware of these policies during orientation procedures, in the Staff Handbook, in Policies and Procedure manuals and through legislation resources. All these documents are readily available to all staff in staff Google Drive.

Staff undertake compulsory Professional Development throughout the year on topics including bullying and harassment, discriminatory practices, and student mental health support utilising services such as Beyond Blue and SBS Inclusion programs.

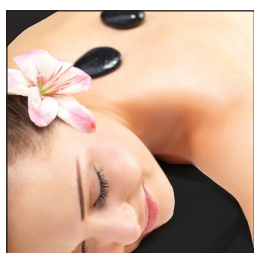
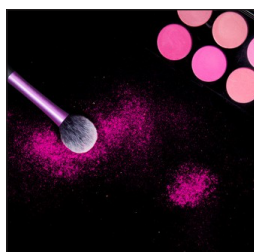
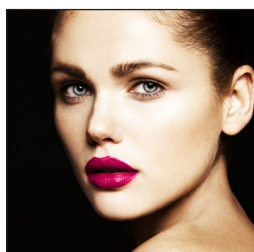
Such programs provide staff with tools and knowledge to support learners or other staff as required.

By implementing this policy, we strive to achieve the following objectives:

- Facilitate equitable access to participation in training and assessment for both learners and staff including through supporting an inclusive learning environment where student and staff diversity is valued and accommodated.
- This includes a particular focus on ensuring all training and assessment is culturally safe for First Nations peoples and that Aboriginal and Torres Strait Islander students are supported to engage with VET and achieve positive outcomes.
- Create a working environment which is free from discrimination, harassment and bullying and where all learners, employees, contractors and clients are treated with dignity, courtesy and respect.

# DISCIPLINARY PROCEDURES

## Bullying and Harassment



- Implement continual professional development training to be able to support learners and staff particularly with mental health needs, and allegations of bullying or harassment.
- Provide an effective procedure for complaints regarding harassment, bullying or any sort of discrimination based on the principles of natural justice.
- Treat all complaints in a sensitive, fair, timely and confidential manner.
- Guarantee protection from any victimisation or reprisals.
- Encourage the reporting of behaviour which breaches this Discrimination and Harassment Policy.
- Always ensure the safety of minors.
- Support staff and student's wellbeing, mental health and safety always.

Should any form of discrimination, harassment or bullying occur, disciplinary action will be taken against any employee or learner who breaches this policy.

If any student or staff member ever feels bullied, harassed or discriminated against they should report their concerns in writing utilizing our complaints and appeals procedures to the CEO [sue@aabt.com.au](mailto:sue@aabt.com.au) who will take necessary action to immediately remove any threat to the complainant and investigate the allegations in a timely manner.

The CEO can also be contacted 7 days a week on her personal mobile which is provided to all Staff and Students.

Staff are reminded of support resources in Trainer Google Folder Legislation- bullying and harassment and make these available to any students as required.

Learners and Staff have many resources available to them in the resource folder of the unit SHBXCCS005 Maintain health and wellbeing in a personal service setting.

<https://www.fairwork.gov.au/employment-conditions/bullying-sexual-harassment-and-discrimination-at-work/bullying-in-the-workplace>

### 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 harassment 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 employees and students when participating in social media activities.

# DISCIPLINARY PROCEDURES

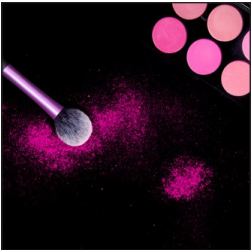
## Bullying and Harassment



### 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 possession or publishing of inappropriate photos containing underaged students carries a criminal charge as outlined by federal law.
- Students must not take photos of students or staff on our premises, post photos or mention students or staff to social media without permission



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.

# DISCIPLINARY PROCEDURES

## Sexual Harassment Policy



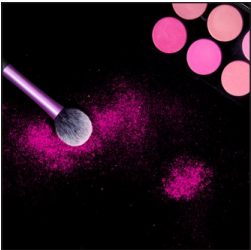
### 1. Purpose

The Australian Academy of Beauty Laser and Dermal Pty Ltd is committed to providing a safe, respectful, and inclusive learning and working environment. Sexual harassment is unlawful and will not be tolerated under any circumstances. This policy outlines what constitutes sexual harassment, the rights of students and staff, and the procedures for addressing complaints.

### 2. Scope

This policy applies to:

- All students, trainers, assessors, and clients of the student clinic.
- All settings connected to the RTO, including classrooms, student clinics, work placements, online platforms, social events, and external training venues.



### 3. Definition of Sexual Harassment

Sexual harassment is any unwelcome sexual advance, request for sexual favours, or conduct of a sexual nature that a reasonable person would find offensive, humiliating, or intimidating.

Examples include (but are not limited to):

- Unwelcome physical contact (touching, hugging, kissing).
- Sexually suggestive comments, jokes, or gestures.
- Displaying or sharing sexually explicit material.
- Repeated unwanted requests for dates.
- Intrusive questions about personal life or appearance.
- Threats or victimisation related to rejection of advances.



### 4. Rights and Responsibilities

- **Students and staff** have the right to study, work, and train in an environment free from sexual harassment.
- **All members of the RTO community** are responsible for treating others with dignity and respect.
- **The RTO** will take all complaints seriously, act promptly, and ensure confidentiality as far as possible.

# DISCIPLINARY PROCEDURES

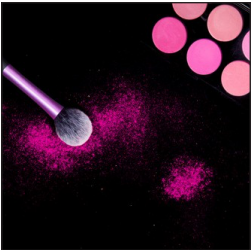
## Sexual Harassment Policy



### 5. Steps Students Must Take if They Experience Sexual Harassment

#### Step 1: Tell the Person

- Clearly say “Stop” or state that the behaviour is unwelcome and must not continue.
- Sometimes, people may not realise their behaviour is offensive.



#### Step 2: Seek Support

##### Clients in student clinic

- If you are in a treatment with a client who sexually harasses you, you must leave the room immediately and seek the support of a staff member.
- Never return to treat the client if you feel the slightest bit uncomfortable.
- Your welfare is our main priority at all times.



##### Sexual harassment from staff or students

- If the sexual harassment is from another student or staff member, you must advise another trainer immediately.
- Access confidential counselling or support services if required through 1800RESPECT (1800 737 732).

### 6. Considerations

- Because of the personal nature of beauty therapy, there may be times body areas may become exposed, for example a towel slipping during a body massage. This is not sexual harassment, and a trainer will explain this can occur and the importance of the therapist adjusting the towel throughout treatment for client modesty.
- It is important however to ensure both male and female clients always keep their underwear (pants) on during treatment.
- Irrespective your welfare is our main priority, and you will never have to treat a client that makes you feel uncomfortable.
- While accidents can occur in practical training, The Academy treats all reports seriously and ensures respectful, professional standards are upheld at all times.

# DISCIPLINARY PROCEDURES

## Sexual Harassment Policy



### 7. Escalation

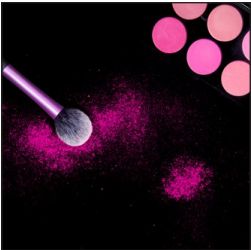
The trainer will notify the Director of Studies immediately if an incident occurs that makes you feel uncomfortable, and it will be recorded in an incident report. This will be discussed at the weekly management meeting and appropriate action taken.

### 8. Formal Complaint Process

You are always welcome to make a formal complaint.

We will:

1. Acknowledge the complaint promptly.
2. Conduct a fair, impartial, and confidential investigation.
3. Provide updates on progress.
4. Take appropriate action, which may include mediation, exclusion of a client from further services, disciplinary measures, or referral to external authorities.



### 9. Confidentiality and Non-Retaliation

- Complaints will be handled with the highest possible confidentiality.
- It is important to note investigation will involve talking to all involved. This includes the person the complaint is about who has the opportunity to respond according to fairness and natural justice.
- Students who report sexual harassment will not be disadvantaged, penalised, or retaliated against in any way.

### 10. Consequences of Sexual Harassment

- Disciplinary action may include warnings, suspension, or termination of enrolment/employment and in the case of clients not being allowed in the student clinic.
- Where unlawful conduct has occurred, the matter may be referred to the police or other authorities.

### 11. Training and Awareness

- All students are aware of these procedures through our student handbook and through their clinic orientation and completion of form.
- Trainers and staff receive professional development training to identify, prevent, and manage sexual harassment throughout the year.



# DISCIPLINARY PROCEDURES

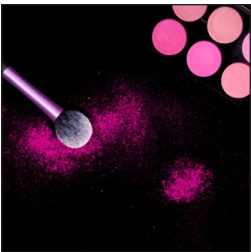
## Misconduct Notification



A student will be issued with a misconduct email if they are found to have:

- 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 Director of Studies, which may result in the Student 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

A student will be issued with a misconduct form if they are found to have:

- 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 the details filed and recorded in our student management system.

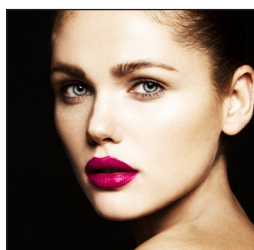
If a second cause for concern form is issued, a meeting will be scheduled with the Trainer, Director of Studies and student. This may be conducted via telephone. The student will be asked to sign a record of the meeting and the concluded outcome. The signature acknowledges that the record of the discussion is accurate.

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.

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.

# GRIEVANCE POLICIES AND PROCEDURES

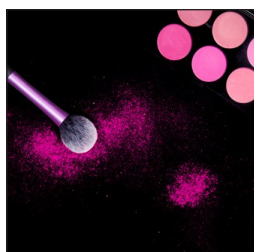
## Grievance Policy



### 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.

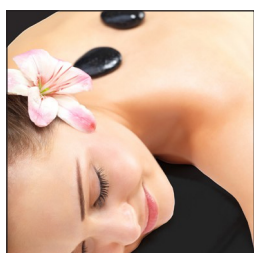
Academic matters include those matters which relate to student progress, assessment, course content or awards for a course.

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. Grievance procedures are publicly and readily available on our website and in the Student Handbook and Prospectus.

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.



# GRIEVANCE POLICIES AND PROCEDURES



## 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.

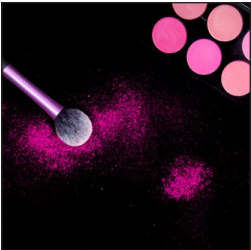
## 3. General principles

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:

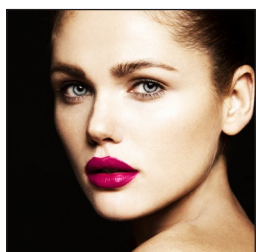
- Learners are supported to provide feedback and make a complaint when required.
- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance and appeals process.
- The Complainant and any respondent 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 electronically. Access to these records may be requested by parties who have used this procedure by writing to the CEO [sue@aabt.com.au](mailto:sue@aabt.com.au).
- 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.



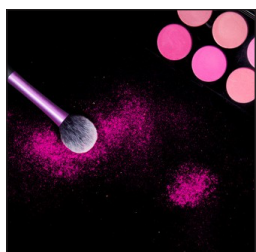
# GRIEVANCE POLICIES AND PROCEDURES



## 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.

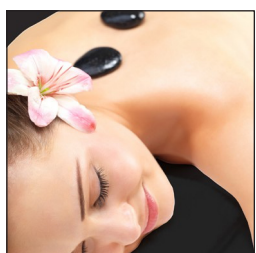


This is an important point to note in understanding that this policy has a broad application and is not simply relevant to grievances that may be made by Students. A grievance may be made by an employer about Australian Academy of Beauty Dermal and Laser Pty Ltd or by a Trainer about the conduct of a 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.



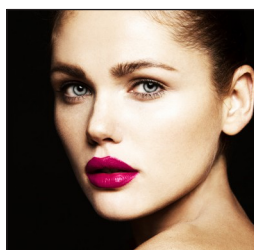
## 7. Informal Grievance Procedures

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 Director of Studies.

# GRIEVANCE POLICIES AND PROCEDURES



## 8. Formal Grievance Procedure

### 8.1 Stage 1

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

To make a formal grievance, the Complainant 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 also be obtained from the Australian Academy of Beauty Dermal and Laser Pty Ltd office by contacting the Deputy CEO.

The completed Grievance Form can be submitted to the Deputy CEO, Olivia Figliuzzi via email to [olivia@aabt.com.au](mailto:olivia@aabt.com.au).

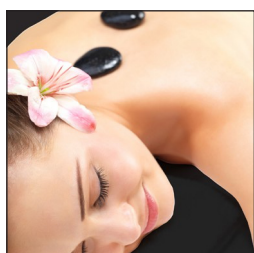
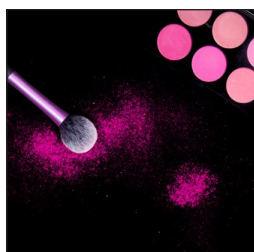
If a Complainant has any difficulty accessing the required form or submitting the grievance to Australian Academy of Beauty Dermal and Laser Pty Ltd, they are advised to contact The Academy CEO Olivia Figliuzzi at the following phone number: 0401 488 114.

Grievances about a particular incident should be made as soon as possible, preferably no later than (30) calendar days of the incident occurring.

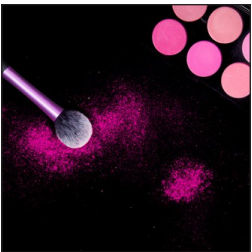
A person who makes a grievance will be provided a written acknowledgement of receipt as soon as possible and not later than 24 hours from the time the grievance is received. This acknowledgement is intended to provide the Complainant assurance that Australian Academy of Beauty Dermal and Laser Pty Ltd 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 15 working 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 meetings via 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.



# GRIEVANCE POLICIES AND PROCEDURES

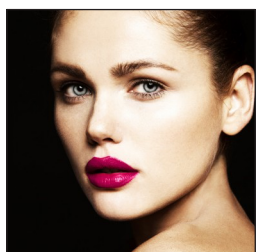


Where a grievance is received by Australian Academy of Beauty Dermal and Laser Pty Ltd which involves allegations about alleged criminal conduct, Australian Academy of Beauty Dermal and Laser Pty Ltd will recommend the Complainant refer the matter to the relevant State or Territory Police Service.

- The handling of a grievance will 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.
- 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 the 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.
- Any 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 consider irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed in the Student Handbook.
- Grievance handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

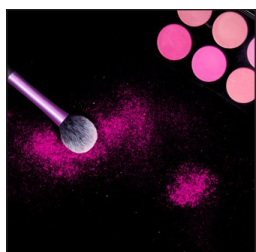


# GRIEVANCE POLICIES AND PROCEDURES



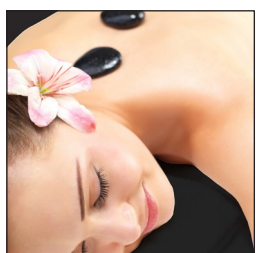
## Informing Persons and Responding to Allegations

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 will be provided adequate opportunity to be heard and respond.



The person has the right to:

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



Australian Academy of Beauty Dermal and Laser Pty Ltd also has an obligation to fully consider the substance of allegations and the response provided by parties before deciding. 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 appeal or seek a third-party review of decisions made by Australian Academy of Beauty Dermal and Laser Pty Ltd.

## 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](mailto: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 decide 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 part to the review may be accompanied or assisted by another party, at that party's cost.

# GRIEVANCE POLICIES AND PROCEDURES



## 8.3 Stage 3. External Review

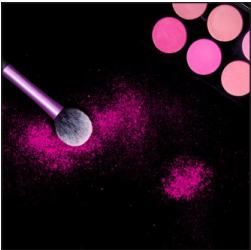
If the Complainant is not satisfied with the outcome of their appeal, then an independent mediator can be requested to review the decision, through the Resolution Institute. The institute can be contacted through:

Address: Suite 602, Level 6, Tower B, Zenith Centre, 821-843 Pacific Highway, Chatswood, NSW 2067

Phone: 02 9251 3366

Free calls: 1800 651 650

Fax: 02 9251 3733 Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)



The Complainant and any other party to the grievance 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 giving 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.

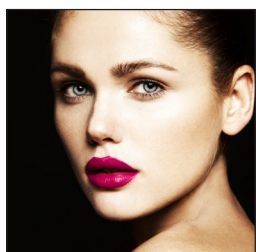


## Timeframes for Resolution of Grievances

Grievances must be resolved to a final outcome within sixty (60) calendar days of the grievance being initially received. Where the Australian Academy of Beauty Dermal and Laser Pty Ltd's CEO considers more than 60 calendar days are required to process and finalise the grievance, the CEO will inform the Complainant in writing, including reasons why more than 60 calendar days are required. The Australian Academy of Beauty Dermal and Laser Pty Ltd will attempt to resolve grievances as soon as possible and within the timeframe specified in this policy. Complainants will be provided with regular updates on the progress of the grievance.

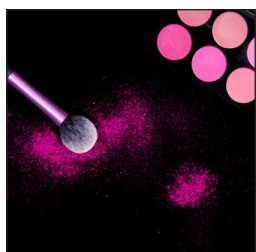
# GRIEVANCE POLICIES AND PROCEDURES

## Record Management



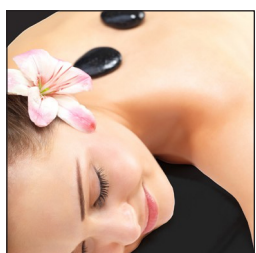
### Record Management of Grievance Records

Records relating to grievances may present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and there may be 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 Wisenet student management system and also in the Student Portal (Moodle).



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. Results of grievances are also discussed at Management and Staff Meetings. Relevant improvements to policies and procedures are discussed, implemented and recorded in the Continual Improvement Register.

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.

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

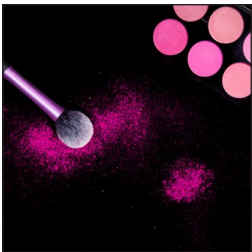
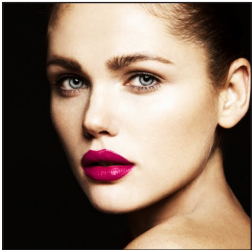
Australian Academy of Beauty Dermal and Laser Pty Ltd will retain records relating to grievances handling for a minimum of five (5) years.

### Destruction of Grievances Records

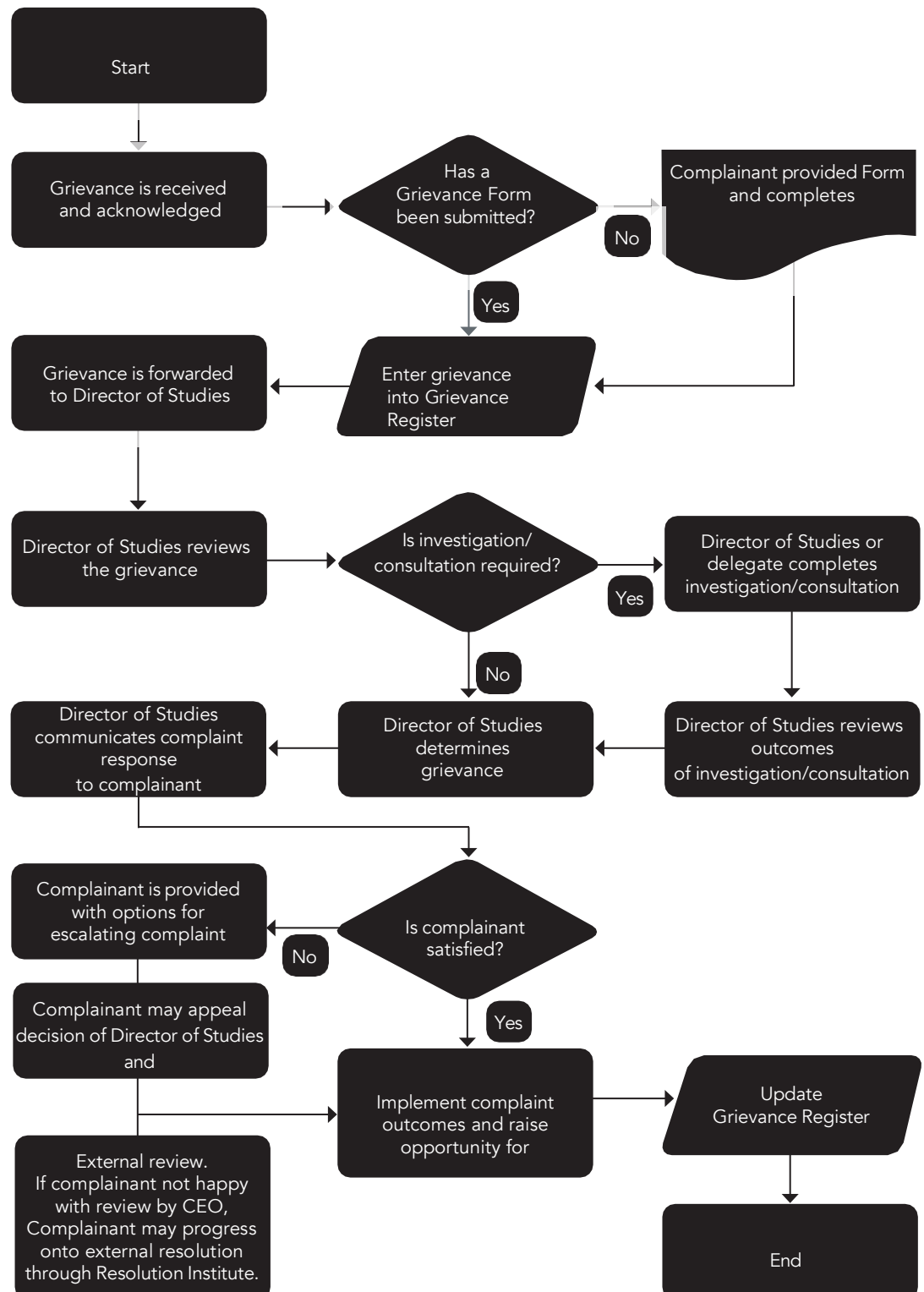
Australian Academy of Beauty Dermal and Laser Pty Ltd CEO is the only person who can authorise (in writing) the destruction of grievance handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before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

**Publication September 5<sup>th</sup> 2024**

# GRIEVANCE POLICIES AND PROCEDURES



## Complaints Handling Process



# APPEALS

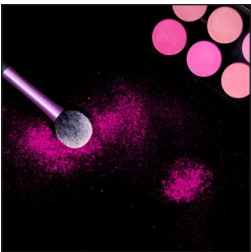
## Appeals Handling



Australian Academy of Beauty Dermal and Laser Pty Ltd is committed to providing a fair and transparent appeals handling process, should the decisions of our RTO adversely impact a learner.

### **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 Pty Ltd.



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 Pty Ltd or a third-party providing services on Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd 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 Pty Ltd 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 Pty Ltd - 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:

# APPEALS

## Appeals Process

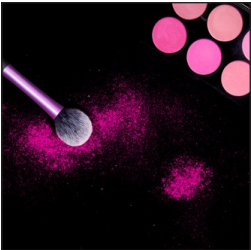


Unit H140 Lower level 28-32 Lexington Drive Bella Vista. NSW. 2153 Or  
susan@aabt.com.au

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 Pty Ltd, they are advised to contact Australian Academy of Beauty Dermal and Laser Pty Ltd immediately at the following phone number: 0413 593 177

### Appeal Handling Procedure

Australian Academy of Beauty Dermal and Laser Pty Ltd will apply the following procedure to its appeals handling:

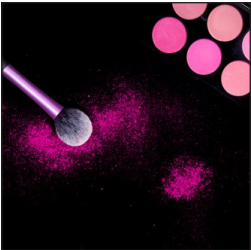


- Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding being informed to the person. An appeal must be submitted using the Australian Academy of Beauty Dermal and Laser Pty Ltd
- A person who submits an appeal must be **provided a written acknowledgement** as soon 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 Pty Ltd 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 Pty Ltd 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 at own expense.
- 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 Pty Ltd 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.



# APPEALS

## Appeals Process



- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within **fourteen (14) working days** of the lodgement of the appeal.
- Appeals must be resolved to a final outcome within **sixty (60) calendar days** of the appeal being initially received. Where Australian Academy of Beauty Dermal and Laser Pty Ltd CEO 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 Pty Ltd 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 Pty Ltd 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 Pty Ltd 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 Pty Ltd representative is to disclose information to any person without the permission of Australian Academy of Beauty Dermal and Laser Pty Ltd 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 consider irrelevant considerations.
- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

### Third Party Review

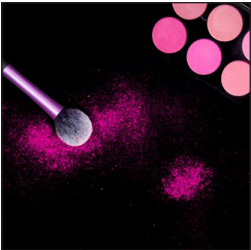
Where the appellant is not satisfied with the handling of the matter by Australian Academy of Beauty Dermal and Laser Pty Ltd, they have the opportunity for a body or person that is independent of Australian Academy of Beauty Dermal and Laser Pty Ltd to review his or her appeal following the internal 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 Pty Ltd to fully consider the nature of the appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person.

# APPEALS

## Appeals Process



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



Where the Australian Academy of Beauty Dermal and Laser Pty Ltd appoints or engages an appropriate independent person to review an appeal, the Australian Academy of Beauty Dermal and Laser Pty Ltd will meet the full cost to facilitate the independent review. Where the person seeking an appeal object 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 Pty Ltd 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 Student Handbook.

Where an appeal is received by Australian Academy of Beauty Dermal and Laser Pty Ltd 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:

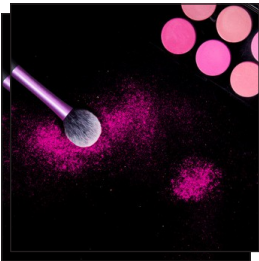
- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

This guidance is communicated to learners within the Student Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Australian Academy of Beauty Dermal and Laser Pty Ltd for information.

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

# APPEALS

## Appeals Process



### 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 Pty Ltd. There is also a record of the appeal maintained within the Australian Academy of Beauty Dermal and Laser Pty Ltd student management system Wisenet. This includes the details about the appeal and a diary log which records the progress of the appeal handling and closure. Outcomes are discussed at management meetings and recorded in the Continual Improvement Register. 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 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 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 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 Appeals Records

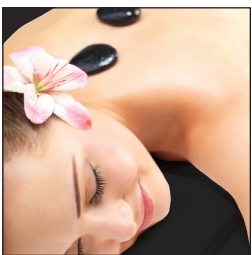
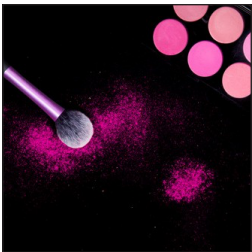
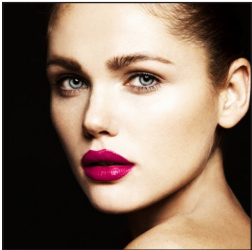
Australian Academy of Beauty Dermal and Laser Pty Ltd is to retain records relating to appeals handling for a minimum of five (5) years.

### Destruction of Appeals Records

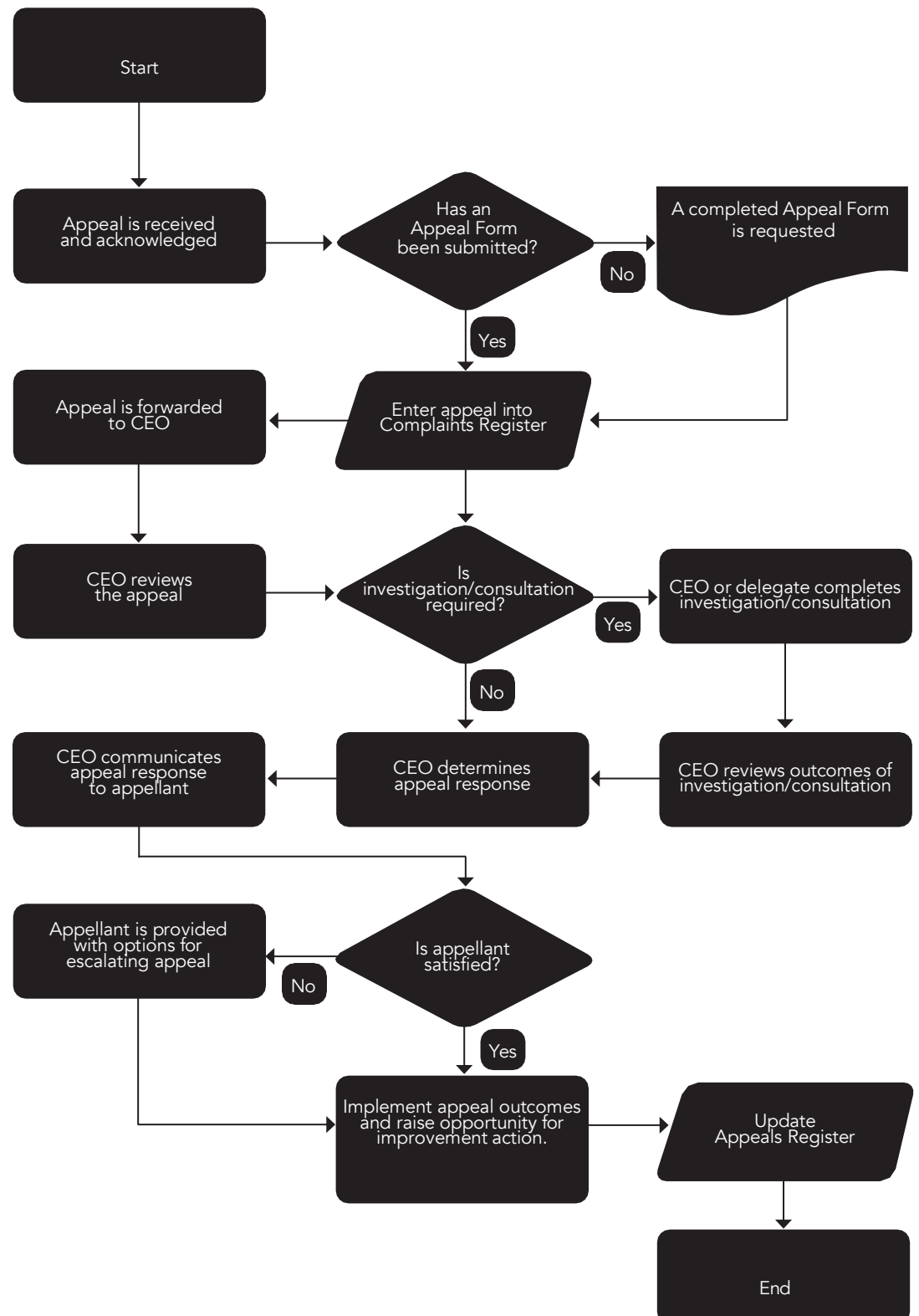
Australian Academy of Beauty Dermal and Laser Pty Ltd CEO is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before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

# APPEALS

## Appeals Process

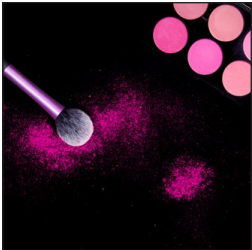


### Administrative Appeals Handling Process

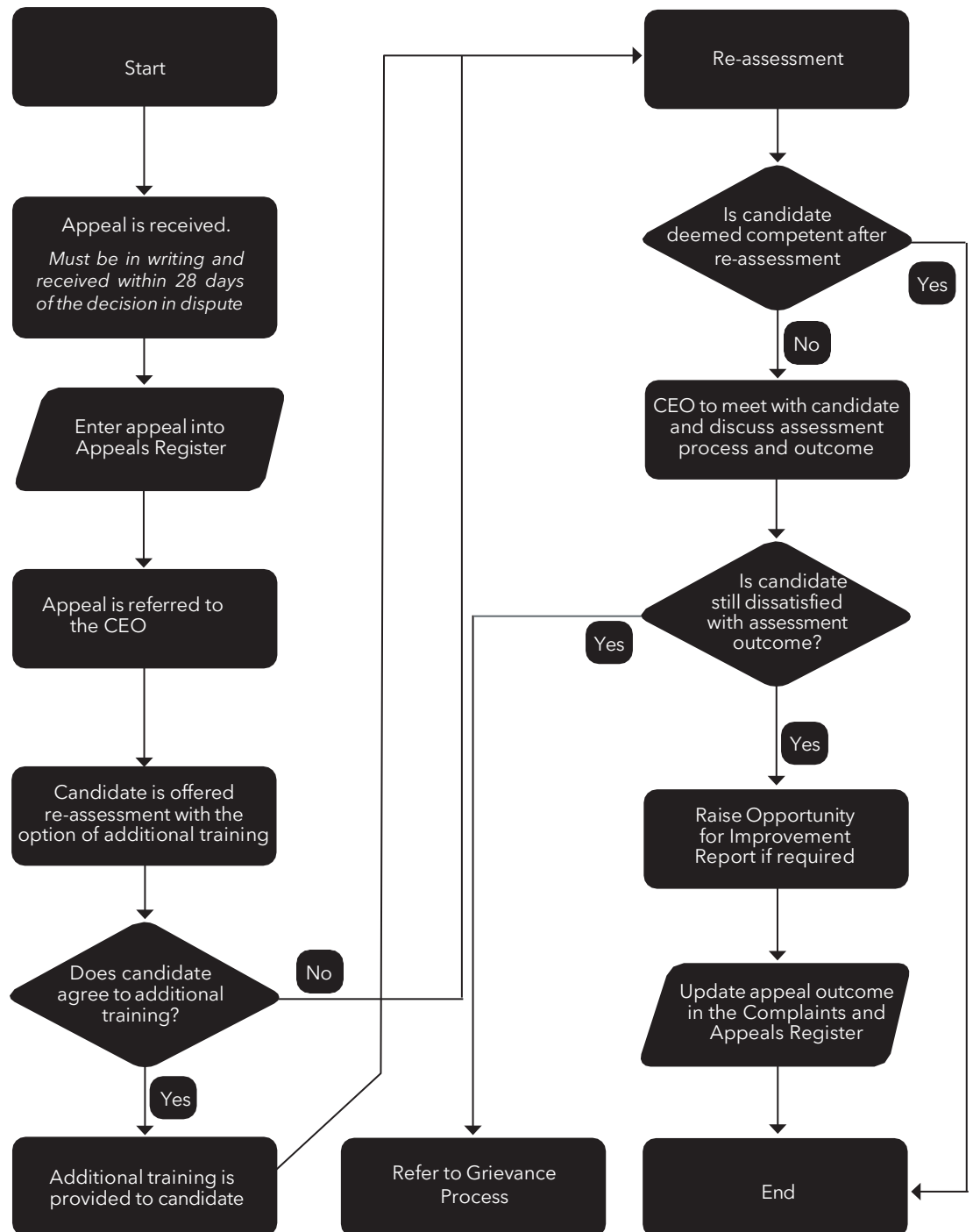


# APPEALS

## Appeals Process



### Assessment Appeals Handling Process



# VET STUDENT LOANS

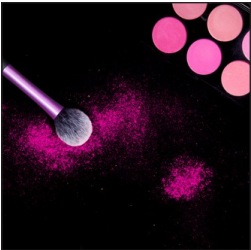
## VET Student Loans



### What is a VET Student Loan?

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 an approved 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 a student's personal debt obligation until it is repaid to the Commonwealth Government. 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. A student may wish to seek independent financial advice before applying for a loan.

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 VET Student loan is spread across the course of 4 fee periods. Each fee period has a Census date no less than 20% into the fee period. This scheme is an extension of the 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 Loan applications for:

- SHB50121 Diploma of Beauty Therapy
- SHB50116 Diploma of Salon Management



# VET STUDENT LOANS



## 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 Pty Ltd (the Academy) will advise the Commonwealth Department of Education that you wish to apply for a VET Student Loan.

You will receive an email from the Department with a username and password. You then complete an online *VET Student Loan Electronic Commonwealth Assistance Form* (eCAF). You must have your USI number and tax file number handy.

The application is completed electronically and will be treated as having been signed if the communication contains:

- Your USI
- Your Tax File Number
- An acknowledgement you have read and understood the application
- A confirmation by you of the accuracy of the information in the application
- If the student is under 18, they must print the application form and have a parent/guardian sign it, then provide this to the Academy
- If the student is under 18 but is independent, proof of independence, e.g. youth allowance receipt, must be provided to the Academy
- By signing and submitting the VET Student Loan form, the student accepts that the Academy will automatically use the VET Student Loan for those VET units of study provided on the invoice notice and subsequent invoice notices in relation to the units that contribute to the course, unless the student advises the Academy in writing that they do not wish to use VET Student Loans as your method of paying your tuition fees for any unit of study.

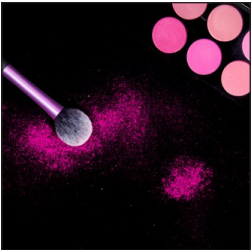
The Academy will issue an invoice 14 days prior to the census day for each unit of study. You will also receive a VET Student Loan Fee Notice 14 days before course commencement.

The day after the census day, you will incur a VET Student Loan debt for the units of study contained in the invoice notice if you have 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.

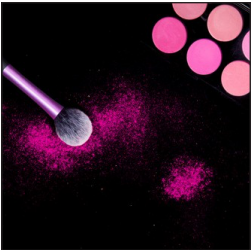
## What is needed to be eligible for VET Student Loans assistance?

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

- Satisfy the Academy's 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;



# VET STUDENT LOANS



- 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 HELP balance greater than zero – that is, they have not exceeded their loan 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, a Request for a VET Student Loan Electronic Commonwealth Assistance Form (eCAF). This must be at least 2 days after enrolment in a unit or units of study and before the first scheduled census day.
- You will also be required to advise the Secretary of Department of Education if you wish to continue to use the VET Student Loan scheme throughout the course. This is done by completing a Progression Form every four months. You have 14 days to complete this form.

## 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 Electronic Commonwealth Assistance Form (eCAF)* 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 enrolls, with the student taking out a loan for any tuition fees that remain unpaid at the end of each census day.

The Academy's fee periods and census days can be found in the Schedule of VET Tuition Fees relevant to your course and are on the VET Student Loan Page of the website.

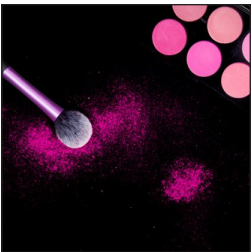
# VET STUDENT LOANS



A student may cancel their enrolment by withdrawing from each VET unit of study on or before the census day in accordance with the Academy's *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



To withdraw from a course or unit of study, a student must:

1. Complete the withdrawal form available on the Academy website and email to [olivia@aabt.com.au](mailto:olivia@aabt.com.au).
2. Ensure the Academy confirms receipt of your email. Date of withdrawal is the date your email with the form attached is received.

## 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 Government.



## 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 HELP limit which is indexed annually by the Australian Government. **Repayments do not reset the maximum that can be borrowed.**

The HELP limit for 2026 is \$129,833 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 HELP limit.

For the SHB50121 Diploma of Beauty Therapy, if the full VET Student Loan amount of \$19,290 is used, then total debt to the Australian Government would be \$23,148. For the SHB50216 Diploma of Salon Management, if a full VET Student Loan of \$12,858 is used, then total debt to the Australian Government would be \$15,429.60.

In addition to the loan fee, your loan is also indexed each year. It increases annually on June 1st to maintain its real value, adjusting in line with changes in the cost of living (as measured by the Consumer price Index figures released in March each year). Debts are not indexed until they are 11 months old. You can find current and past indexation rates on the Australian Taxation office website (<https://www.ato.gov.au>)

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

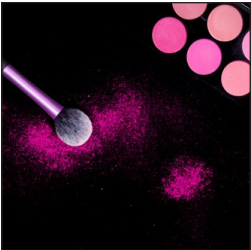
# VET STUDENT LOANS



## 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 2025 - 2026, the VET Student Loans threshold level is \$67,000.

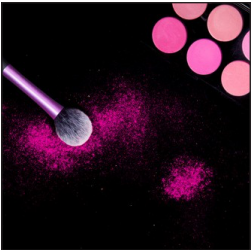
## What else do I need to know about VET Student Loans?



- 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 HELP loan 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 HELP balance to cover the VET Student Loan assistance amounts indicated in the invoice notice.
- Throughout the course you may be required to communicate your agreement to the Department of Education Secretary to continue using VET Student Loans to pay your tuition fees for your course. This will be facilitated electronically, and the Academy will advise you when this is required to be done. This is normally in March, June and October each year.
- All policies and procedures relating to VET Student Loans, Withdrawal policies, Census days and the latest VET Student Loan booklet are available on the Academy's 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 immediately an event occurs by email to the Director [olivia@aabt.com.au](mailto:olivia@aabt.com.au).
- The Department of Education will contact students to verify enrolment in courses.
- 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.
- Variation of tuition fees and variation of census days. Once set, our fees and census dates are current for the 12-month period January to December. In the very unlikely event that there is a variation of tuition fees or variation of census days, Students will be advised immediately by email and variations will be published immediately on this website.

# VET STUDENT LOANS

## Keeping Track of your VET Student Loan



- Once your enrolment is finalised and prior to the first census day, you will receive a VET Student Loans Statement of Covered Fees which will provide details of the total cost of the course and what will be covered by the loan amount.
- 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, which shows the fees that are covered and not covered for that particular fee period. Within 28 days after the census day, you will be emailed a Commonwealth Assistance Notice (CAN) that provides further information about your debt. If you believe your CAN is incorrect, please contact the Academy immediately.
- All policies and procedures relating to VET Student Loans, Withdrawal Policies, Census dates, fees and charges and the VET Student Loans booklet are on our website [aabt.com.au](http://aabt.com.au) under the heading VET Student Loans on the right-hand side.
- It is important for an enrolled student to notify the Academy of any change of address, phone number or email address.
- For more information on VET Student Loans, you may refer to the VET Student Loans information booklet on our website.

# VET STUDENT LOANS

## Statement of Tuition Protection



### 1. Overview

This Statement sets out how Australian Academy of Beauty Dermal and Laser Pty Ltd provides protection to students in the event that Australian Academy of Beauty Dermal and Laser Pty Ltd ceases to provide a course of study in which a student who has taken a VET Student Loan ("VSL Student") is enrolled.

### 2. Tuition Protection Service (TPS)

[www.education.gov.au/tps/vsl-students](http://www.education.gov.au/tps/vsl-students)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist VSL Students whose education providers are unable to fully deliver their course of study. Australian Academy of Beauty Dermal and Laser Pty Ltd is a member of the TPS for VSL Students. The TPS is designed to ensure that if a provider defaults VSL Students are able to either:

- continue their studies with a replacement provider in an equivalent or similar course; or
- if a suitable course is not available, receive a loan re-credit for parts of the course they were unable to complete because of the provider's default.

### 3. TPS process

In the unlikely event Australian Academy of Beauty Dermal and Laser Pty Ltd defaults before you are able to complete your course the TPS will assist you to:

- continue your studies with a replacement provider in an equivalent or similar course; or
- if the TPS can't find you a suitable replacement course, you may be entitled to receive a loan re-credit for parts of the course you were unable to complete because Australian Academy of Beauty Dermal and Laser Pty Ltd defaulted.

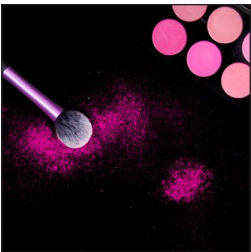
For more details visit: <https://tps.gov.au/Vet/Get/vetoverview>.

This document is made available to students and persons seeking to enrol with Australian Academy of Beauty Dermal and Laser Pty Ltd by publication on the website: [aabt.com.au](http://aabt.com.au).

You can read the VET Student Loans Student Fact Sheet here: <https://www.education.gov.au/tps/vsl-students>.

### 4. Publication

This document is made available to students and persons seeking to enrol with Australian Academy of Beauty Dermal and Laser by publication on the website: [www.aabt.com.au](http://www.aabt.com.au).





# VET STUDENT LOANS

## 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 Pty Ltd ceases to provide an Approved Course

If for any reason the Australian Academy of Beauty Dermal and Laser Pty Ltd ceases to provide an Approved Course after it starts but before it is completed, then the Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd.'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 HELP balance must be re-credited) re-credit the student's HELP balance.

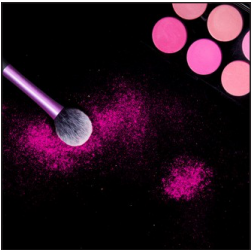
### 2. When the Australian Academy of Beauty Dermal and Laser Pty Ltd provides a replacement course

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

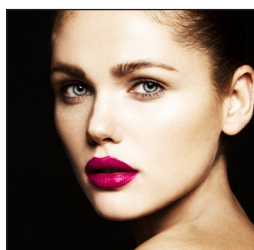
### 3. Publication March 1st, 2021

This document is made available to students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser Pty Ltd by publication on the website: [aabt.com.au](http://aabt.com.au).



# VET STUDENT LOANS

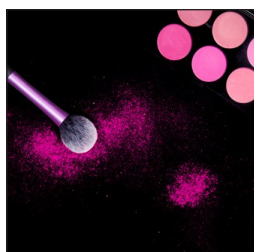
## Student Review Procedures for Re-crediting a HELP Balance



This document is made available to students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser Pty Ltd by publication on the website: [www.aabt.com.au](http://www.aabt.com.au)

### Overview

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



### Definitions

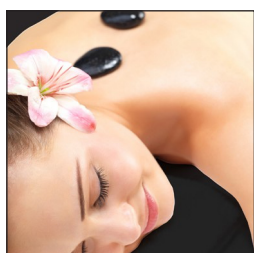
**The Act:** Refers to the *VET Student Loans Act 2016*

**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.

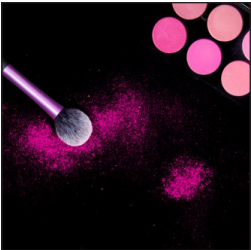


### 1. General Principles

- 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 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 Pty Ltd will ensure that a Student is not victimised or discriminated against for making an application for re-crediting the Student's HELP balance under Part 6 of the Act or seeking a review of the initial decision.

# VET STUDENT LOANS

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

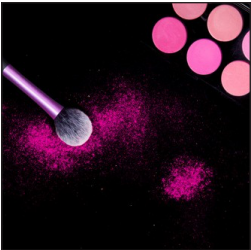


### 2. Re-crediting a HELP Balance due to special circumstances

- 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 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 Pty Ltd will re-credit the Student's 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.
- 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 HELP balance based on special circumstances will be considered on its merits together with all supporting documentation substantiating the claim.
- 2.6 The Deputy CEO is the designated officer responsible for the assessment of a Student's request for a re-credit of their HELP balance due to special circumstances and for the initial decision regarding the request.
- 2.7 A Student must apply in writing to the Deputy CEO at the Australian Academy of Beauty Dermal and Laser Pty Ltd, [olivia@aabt.com.au](mailto:olivia@aabt.com.au), within 12 months after the Census Day for the course, or the part of the course. The Australian Academy of Beauty Dermal and Laser Pty Ltd 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.

# VET STUDENT LOANS

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



- 2.8 The application for re-crediting a HELP balance must include details of:
- those parts of the course for which a Student is seeking to have a 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 Pty Ltd 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 Pty Ltd 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 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 HELP balance in relation to special circumstances if the Australian Academy of Beauty Dermal and Laser Pty Ltd 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. Review of a decision to re-credit a HELP Balance due to special circumstances

- 3.1 Where the Australian Academy of Beauty Dermal and Laser Pty Ltd decides NOT to re-credit a Student's 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 Pty Ltd, 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 Pty Ltd, sue@aabt.com.au, as the designated Review Officer of any decisions relating to a request for re-crediting of a 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.

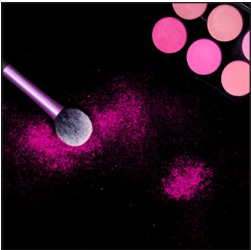
# VET STUDENT LOANS

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



### 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 Review Tribunal if they disagree with the Review Decision, and timelines involved (see below). (from October 2024, this will be the Administrative Review Tribunal).



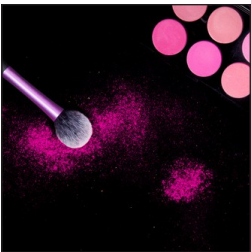
## Reconsideration by the Administrative Review Tribunal

- 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 Review Tribunal (ART) if they are not satisfied with the outcome and the contact details of the closest ART office and the approximate costs of lodging an appeal. The application must be lodged at the ART within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the ART. (ART from October 2024).
- 4.2 Full details of the application process and fees payable are available on the ART's website: <https://www.art.gov.au> An application fee may have to be paid in the amount of \$1121 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 ART. Refer to the ART website for more details. Details of the closest ART office can also be found on the ART website: <https://www.art.gov.au> 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 ART. Upon the Department's receipt of a notification from the ART, the Department will notify the Australian Academy of Beauty Dermal and Laser Pty Ltd 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.



# VET STUDENT LOANS

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



### 4. Re-crediting a 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 Pty Ltd, or a person acting on the Australian Academy of Beauty Dermal and Laser Pty Ltd.'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 Pty Ltd 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.

### 5. Application to re-credit a HELP Balance form

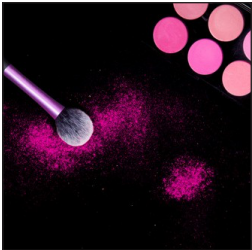
- 6.1 If you wish to apply to have a Re-credit of a HELP Balance due to special circumstances, please use the "Application to re-credit a HELP Balance form" available on our website. NOTE: Special Circumstances must be applied for, within 12 months of the last census date, relevant to your course.
- 6.2 These procedures are published on the Australian Academy of Beauty Dermal and Laser Pty Ltd website: [www.aabt.com.au](http://www.aabt.com.au) to ensure Students have up to date and accurate information publicly available to them.

### 6. Publication 21st of September 2024



# VET STUDENT LOANS

## Location of ART 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

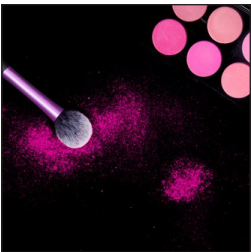
# VET STUDENT LOANS

## 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 Pty Ltd) 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 Pty Ltd.



### 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. Fair Treatment and Equal Benefits and Opportunity

- 1.1 The Australian Academy of Beauty Dermal and Laser Pty Ltd will treat fairly all students and potential students.
- 1.2 The Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd, 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 Pty Ltd considering 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 Pty Ltd and an employer or industry body and limits or restricts enrolments in some or all of the places in the approved course.

# VET STUDENT LOANS

## Student Admission Procedures for Approved Courses



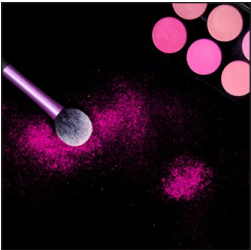
### 2. Student Selection

#### 2.1 Entry requirements for approved courses

To be eligible for entry into the SHB50121 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.



#### 2.2 Academic suitability requirements

To undertake an Approved Course a Student must be academically suited. A potential student is academically suited when:



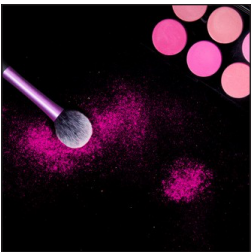
- The Student has met the Australian Academy of Beauty Dermal and Laser Pty Ltd.'s entry requirements for the Approved Course and
- The Student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy using an approved assessment tool, and the Australian Academy of Beauty Dermal and Laser Pty Ltd reasonably believes that the Student displays that competence; or
- The Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd 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 Student is required to be assessed using the LLN tool, they will be emailed the procedure prior to enrolment confirmation. This will also include the name of a support person for any clarification needed.
- The student 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.
- If for some reason this is not possible, the test will be conducted via Google Meets under the supervision of a Trainer and Assessor.
- Students are allowed several practice tests (according to individual needs) to familiarise themselves with the test and type of questions
- Only one attempt is allowed at the official VSL approved test.

# VET STUDENT LOANS

## Student Admission Procedures for Approved Courses



- If after discussing with prospective student an inadvertent mistake has been made and the prospective student can correctly answer the question verbally, a second attempt may be allowed.
- Students may have to wait 3 months before attempting again
- A log is kept of the time of the Google Supervised Meeting including the time the assessment was submitted.



This test is to be conducted with honesty and integrity and students have to make a declaration they have conducted the test themselves. Results of the testing will be emailed to potential student as soon as practicable after the assessment.

The Secretary of the Department defined above, may obtain these results upon request. These results are retained for at least 7 years in the Australian Academy of Beauty Dermal and Laser's Wisenet management system.

The test has two parts:

### Reading task

- 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 numeracy assessment provides diagnostic feedback on the learner's performance in the focus areas of:

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

### 2.3 Digital Literacy Assessment

All learners are assessed prior to course commencement, on their digital skills which are aligned to the Australian Core Skills Framework (ACSF).

We use Learning Resources Group Digital Robot, to assess digital literacy.

Internal support will be provided to learners if applicable and where required, referral to external support services, will be made to enable the learner to complete the course successfully.



# VET STUDENT LOANS

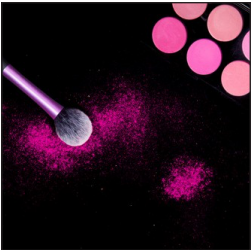
## Student Admission Procedures for Approved Course



### 2.4 Other requirements

All Potential Students are to have a one-on-one interview with the Director of Enrolments. This is to ascertain the appropriateness of the proposed course and the Potential Student's ability to undertake required studies. It is also to ensure that the student understands 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 is required for class and all assessments
- Microsoft 365
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost \$165)
- Closed in flat rubber soled shoes



## 3. Communicating to Potential Students Prior to Enrolment

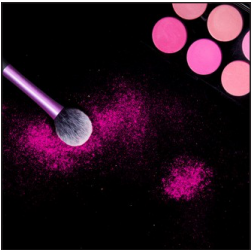
3.1 The Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that potential students are fully informed of the tuition fees and any other fees that apply to the Approved Course; and are clear about their responsibilities, obligations and rights if they enrol in an Approved Course; and are 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 Pty Ltd will provide each applicant the following information:

- all information required to be provided under the Outcome Standards for Registered Training Organisations 2025 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 Government; and that the loan will remain a personal debt until it is repaid to the Commonwealth Government; 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 will be required during the Approved Course to communicate their agreement to the department secretary to continue to use the VET Student Loan to pay tuition fees for the Approved Course.

# VET STUDENT LOANS

## Student Admission Procedures for 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 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 Pty Ltd.'s procedure for withdrawal; and if a student withdraws on or 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 Pty Ltd.'s website; the tuition fees for the Approved Course; the census days for the Approved Course; the Australian Academy of Beauty Dermal and Laser Pty Ltd.'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 Pty Ltd of any change of contact details.

3.3 The Australian Academy of Beauty Dermal and Laser Pty Ltd will retain the information provided to a student before enrolment as specified above for a period of at least 7 years.

#### **4. Application and enrolment process**

- 4.1 A potential student is encouraged to read all course information provided on the Australian Academy of Beauty Dermal and Laser's website, in the Prospectus and Student Handbook.
- 4.2 The potential student is invited to attend an information evening to ensure they understand the course and policies and procedures. The Director of Enrolments or senior management personally discusses all aspects of the course with potential students.



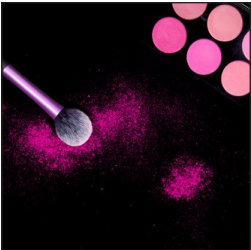
# VET STUDENT LOANS

## Student Admission Procedures for Approved Courses



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

The Director of Enrolments or senior management 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 assess 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.



- 4.4 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.

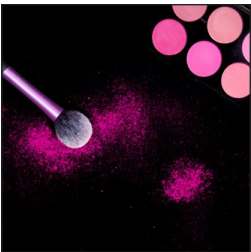
- 4.5 Potential students who meet the course entry requirements and academic suitability requirements will be sent a Letter of Offer confirming their place in the Approved Course subject to a one-on-one interview with The Director of Enrolments or senior management of the Australian Academy of Beauty Dermal and Laser Pty Ltd. Following acceptance of the offer the applicant is sent information about enrolment explaining all aspects of the Approved Course including start date, payment options and details of student orientation. Included in the information provided to students will be full details of any and all fees applicable to the Approved Course including any fees other than tuition fees that may apply. In the case of fees that are not tuition fees the Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that student understands that the fees are not for tuition; the purpose of the fees; the student's total liability for the fees; and when and how the fees are to be paid. Fees will never be charged for assessments to determine whether a student is academically suited to undertake an Approved Course or applying for enrolment, or enrolling in, an Approved Course.



- 4.6 Where the application is not complete or if further information is required to assess 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.
- 4.7 A record of the student's enrolment, including the date of enrolment in the Approved Course will be maintained for a period of at least 10 years.

# VET STUDENT LOANS

## Student Admission Procedures for Approved Courses



### 5. 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 enrolls 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 parent or responsible guardian (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 Pty Ltd 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 7 years.

### 6. Re-admission after withdrawal from an Approved Course

A Student who has earlier withdrawn from part of an Approved Course with Australian Academy of Beauty Dermal and Laser and wishes to re-enrol in a further part of the Approved Course, may apply for re-admission to the Approved Course by writing to the CEO stating their reasons for wanting to be re-admitted to the Approved Course. Considering the written statement the CEO will determine if the Student continues to meet the academic suitability requirements for the course and if satisfied that this is the case will re-admit the Student to the Approved Course. A Student with fees in arrears will not be re-admitted until those outstanding fees have been paid. Fees current at re-admission will be applicable. When a student is re-admitted to a course, the CEO will determine an appropriate tuition fee for any units that need to be repeated.

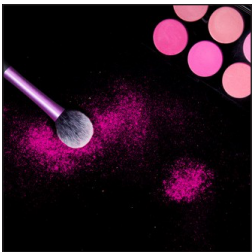
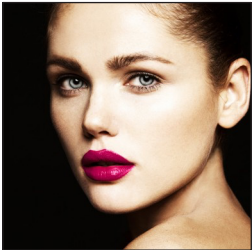
This will reflect current fees and changes. The student will also be given a new VSL Statement of Covered Fees, which outlines the remaining fees for the course after readmission.

### 7. Publication 24 of September 2024

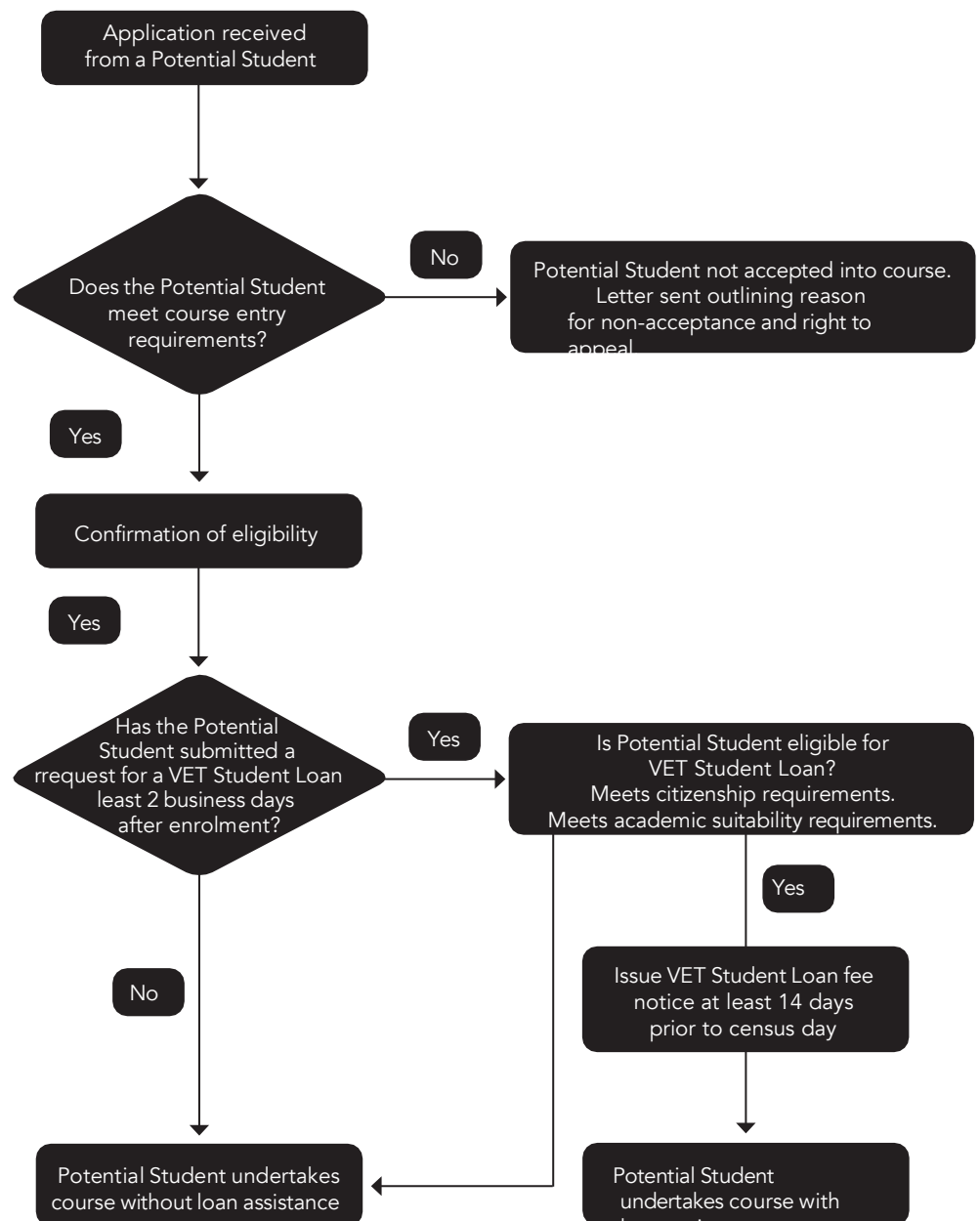
These *Student Admission Procedures for Approved Courses* will be made available to students and potential students through publication on the website: [aabt.com.au](http://aabt.com.au).

# VET STUDENT LOANS

## Student Admission Procedures for Approved Courses

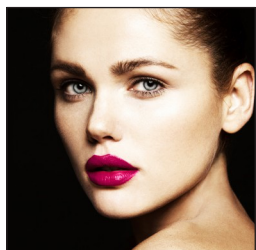


### 8. Enrolment Process Flow



# VET STUDENT LOANS

## Provider Cancellation of Enrolment Procedures for Approved Courses



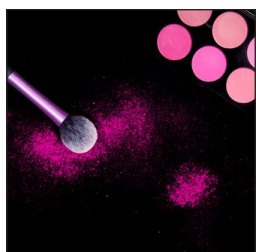
### Definitions

**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 Pty Ltd) 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:

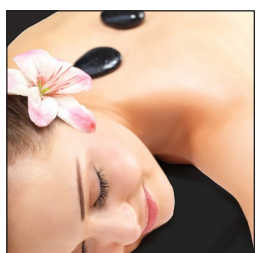
- That the student has not meaningfully engaged with the Course or part of the Course prior to the Census Day; and
- Australian Academy of Beauty Dermal and Laser Pty Ltd believes the Student does not have a reasonable chance to complete the Course or part of the Course.

Where Australian Academy of Beauty Dermal and Laser Pty Ltd has taken a decision to cancel a Student's enrolment Australian Academy of Beauty Dermal and Laser Pty Ltd 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.

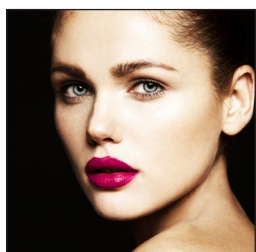
### 2. Publication October 31st, 2019

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 Pty Ltd by publication on the website: [aabt.com.au](http://aabt.com.au).



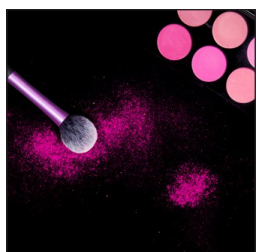
# ADDITIONAL POLICIES AND PROCEDURES

## Your role as a student



As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress.

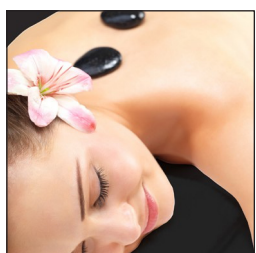
Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning.



Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

As a student at Australian Academy of Beauty Dermal and Laser, you are expected to:

- Attend training sessions on time and be ready to take part
- Follow your trainer's instructions and get involved in all learning and assessment activities
- Take responsibility for your progress and ask for help if you are unsure about something
- Participate safely and let someone know if you see any risks or hazards
- Treat others with respect, including your trainer, classmates, and staff
- Keep going when things get hard, effort and persistence are key to learning
- Stay curious, ask questions, try new things, and be open to feedback
- Look after the training resources, tools, and equipment you use
- Submit your work on time and make sure it's your own
- Respond positively to feedback and be open to improving your skills
- Reflect on what you have learned and how you can keep growing
- Behave in a way that reflects the standards expected in your future workplace

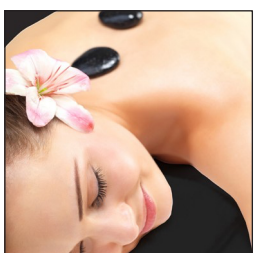
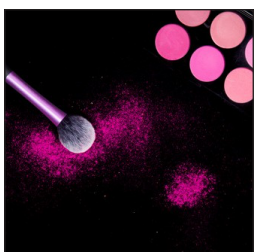
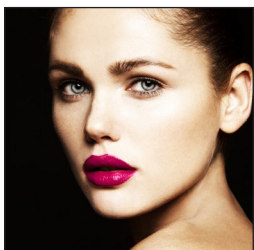


By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.



# ADDITIONAL POLICIES AND PROCEDURES

## Grooming Policy



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 Target 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. Hair is not to have colours like pink, purple, and must be conservative reflecting highest industry standards. 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. Facial piercings are not permitted.
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 or vape in uniform.
12. Personal Hygiene

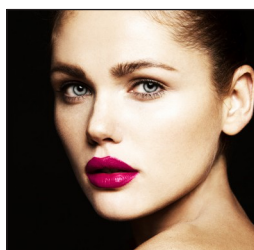
Please shower every day, use deodorant, ensure hair is always clean, wash uniform and underwear every night. Be aware of unpleasant odours as you are working in very close proximity with people.





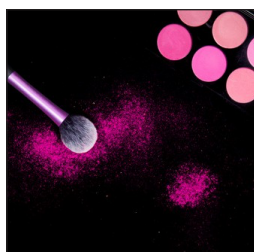
# ADDITIONAL POLICIES AND PROCEDURES

## Other Policies Regarding Student Expectations



### **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.

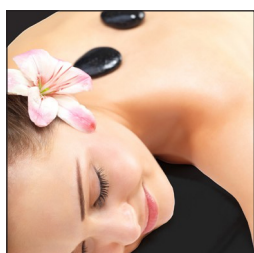


### **Chewing Gum**

Chewing of gum while at college is not permitted.

### **Smoking or Vaping**

Smoking or vaping 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 or vaping is also not permitted whilst a student is wearing uniform or can be easily identified as a student of the Academy.



Students who find it necessary to smoke in a break must take the utmost care to maintain their personal hygiene including washing their hands and brushing their teeth.

### **Food**

No food is permitted in the 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.

### **Change of Address and Emergency Contact Information**

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

### **Keeping in contact**

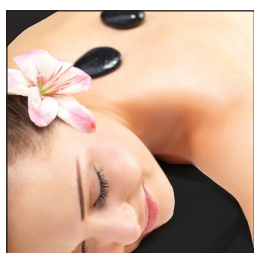
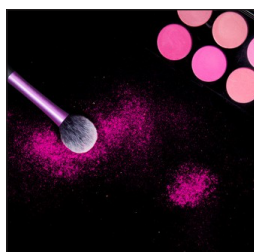
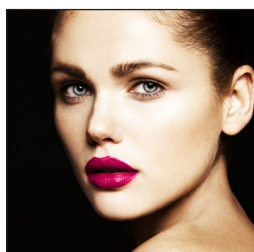
The Academy has an internal Facebook and Moodle messaging program where we endeavour to keep you up to date with relevant topics. This also includes job opportunities.

### **Privacy**

No student may photograph another student or staff member nor use such photographs in any form of social media without the express permission of the student or academy.

# ADDITIONAL POLICIES AND PROCEDURES

## Privacy Statement and VET Data Use Statement



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

In collecting personal information, the Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd 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 Pty Ltd. The Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd.

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

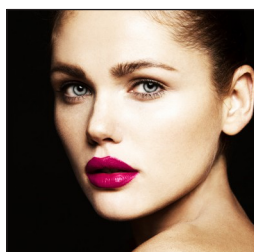
### 3. Privacy Statement and VET Data Use Statement

Under the Data Provision Requirements 2020 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.

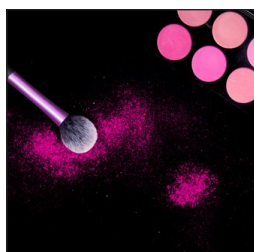
This information normally comes from your enrolment form and funding applications including VET student Loan applications. By signing the Training agreement on your enrolment form you acknowledge you understand this and agree to your information being shared.

# ADDITIONAL POLICIES AND PROCEDURES

## Privacy Statement and VET Data Use Statement

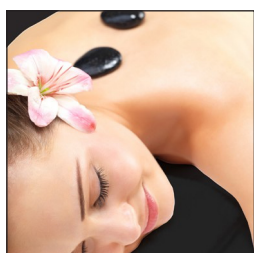


This information may be collected from you, your parent or guardian, such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including your ethnicity or health information) and other enrolment and training activity-related 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.



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.

The Department may contact you by telephone or post after you have ceased training with the Australian Academy of Beauty Dermal and Laser Pty Ltd to evaluate your training.



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 [ncver.edu.au](http://ncver.edu.au)).

### 4. Disclosure of personal information

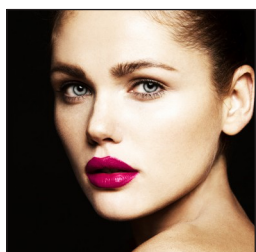
Personal information about students studying with the Australian Academy of Beauty Dermal and Laser Pty Ltd may be shared with the Australian Government and designated authorities including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering 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 Pty Ltd. 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 including funding;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

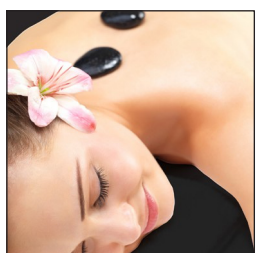
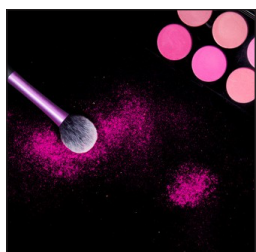
# ADDITIONAL POLICIES AND PROCEDURES

## Privacy Statement and VET Data Use Statement



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.
- Determine eligibility to receive subsidised training, fee exemptions or concessions



The Australian Academy of Beauty Dermal and Laser Pty Ltd will not disclose an individual's personal information to another person or organisation unless:

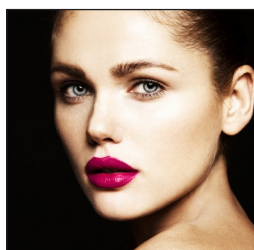
- a. the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b. the individual concerned has given written consent to the disclosure;
- c. the Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd 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 Pty Ltd 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.

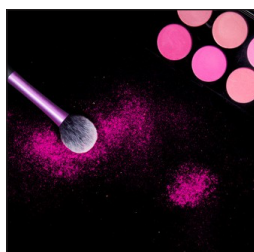
# ADDITIONAL POLICIES AND PROCEDURES

## Privacy Statement and VET Data Use Statement



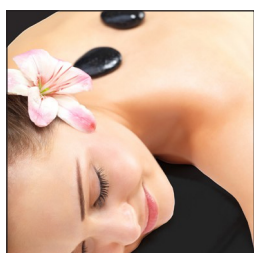
### 5. Security and integrity of personal information

The Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.



The Australian Academy of Beauty Dermal and Laser Pty Ltd 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 Pty Ltd has no further use for personal information for any purpose disclosed by the Australian Academy of Beauty Dermal and Laser Pty Ltd, 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 Pty Ltd 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 Pty Ltd holds about them; however, the Australian Academy of Beauty Dermal and Laser Pty Ltd 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.

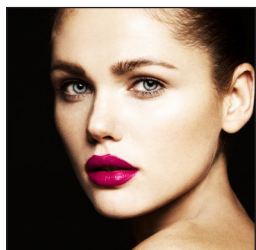
If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that, a record be amended 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.



# ADDITIONAL POLICIES AND PROCEDURES

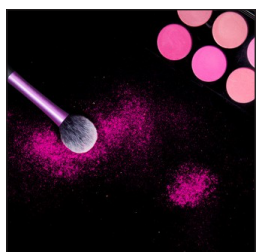
## Privacy Statement and VET Data Use Statement



Written requests for access to, to obtain a copy of, or correct personal information held by the Australian Academy of Beauty Dermal and Laser Pty Ltd should be sent to:

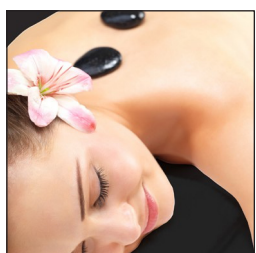
Administration Officer  
The Australian Academy of Beauty Dermal and Laser Pty Ltd [kirti@aabt.com.au](mailto:kirti@aabt.com.au).

### 7. Complaints about an alleged breach of the APPs



Where an individual believes that the Australian Academy of Beauty Dermal and Laser Pty Ltd has breached a Privacy Principle in relation to that individual, they may lodge a complaint using the Australian Academy of Beauty Dermal and Laser Pty Ltd'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 16th December 2020



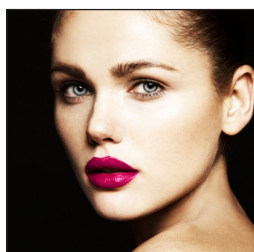
These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser Pty Ltd by publication on the Australian Academy of Beauty Dermal and Laser Pty Ltd's website: [aabt.com.au](http://aabt.com.au).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



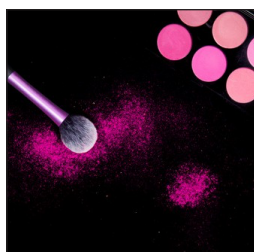
# ADDITIONAL POLICIES AND PROCEDURES

## Electronic Signature Policy



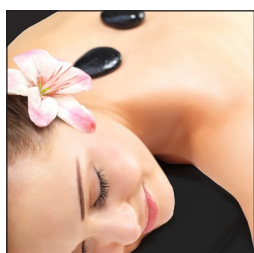
The Australian Academy of Beauty Dermal and Laser Pty Ltd recognises an electronic signature as a valid signature from The Academy, trainers and students when communication occurs through the Student Portal (Moodle).

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 their 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.



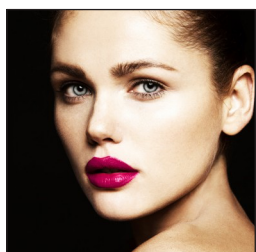
Students and staff are responsible for any information they provide, update or remove. All staff and students are responsible for protecting the confidentiality of their username and password. Students and staff must never give their username and password to another person.

The Australian Academy of Beauty Dermal and Laser Pty Ltd 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.

# ADDITIONAL POLICIES AND PROCEDURES

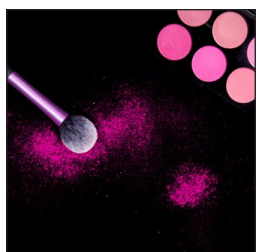
## Legislative Requirements and Compliance



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.

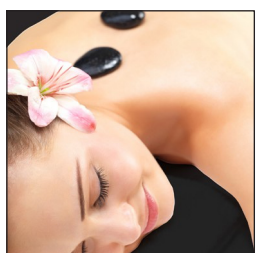
Where at all possible, legislation relevant to each unit of competence is provided to student to access in their learner resources for the unit.



The Director of Studies 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.



We subscribe to alerts from the legislation registers and all legislation updated as required. In addition, management review all legislation for currency at least annually and update as required in resource files.

### **Appropriate Government offices are:**

Commonwealth Legislation Government offices: 1300 565 6863

Website: <http://www.legislation.gov.au> State of NSW legislation

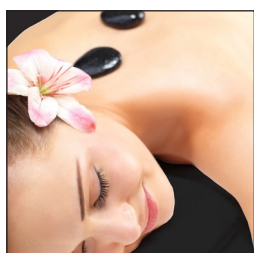
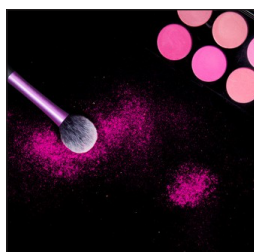
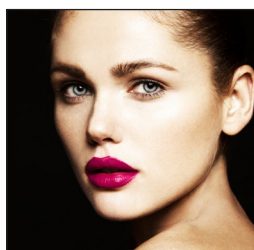
Level 23, AMP Centre, 50 Bridge Street Sydney Ph: 9321 3333

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.

# ADDITIONAL POLICIES AND PROCEDURES

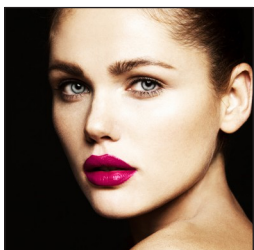
## Legislative Requirements and Compliance



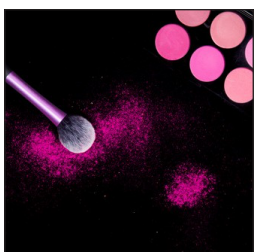
Weblink	
Work Health and Safety Act 2011	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N</a>
The Privacy Amendment (enhancing Privacy Protection) Act 2012 and Privacy regulation 2013	<a href="http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform">http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform</a>
Workers Compensation Act 1987	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+70+1987+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+70+1987+cd+0+N</a>
Workplace Injury Management and Workers Compensation Act 1998	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+86+1998+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+86+1998+cd+0+N</a>
Anti-Discrimination Act 1977	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+48+1977+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+48+1977+cd+0+N</a>
Child Protection (Working with Children) Act 2012	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+51+2012+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+51+2012+cd+0+N</a>
Apprenticeship and Traineeship Act 2001	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+2001+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+2001+cd+0+N</a>
Public Health Act 2010 No127 (skin penetration public health regulation 2012)	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+311+2012+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+311+2012+cd+0+N</a>
Copyright act 1968 (national act)	<a href="http://www.legislation.gov.au/Series/C2004A07378">http://www.legislation.gov.au/Series/C2004A07378</a>
National Vocational Education and Training Regulator Act 2011	<a href="http://www.legislation.gov.au/series/C2017C00245">http://www.legislation.gov.au/series/C2017C00245</a>
National Vocational Education and Training Regulator (Transitional Provisions) Act 2011	<a href="http://www.legislation.gov.au/Details/C2017C00249">http://www.legislation.gov.au/Details/C2017C00249</a>
National Vocational Education and Training regulator (charges act) Act 2012	<a href="http://www.legislation.gov.au/Details/C2017C00217">http://www.legislation.gov.au/Details/C2017C00217</a>
VET Quality Framework	<a href="http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html">http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html</a>
Student Identifier Act 2014	<a href="http://www.legislation.gov.au">http://www.legislation.gov.au</a>
Copyright Act 1968	<a href="http://www.legislation.gov.au">http://www.legislation.gov.au</a>
Disability Discrimination Act 1992	<a href="http://www.legislation.gov.au">http://www.legislation.gov.au</a>
Disability Discrimination Amendment Act 2002	<a href="http://www.legislation.gov.au">http://www.legislation.gov.au</a>
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	<a href="http://www.legislation.gov.au">http://www.legislation.gov.au</a>
Freedom of Information Act	<a href="http://www.legislation.gov.au">http://www.legislation.gov.au</a>
Outcome Standards for registered training organisations	<a href="http://www.legislation.gov.au">http://www.legislation.gov.au</a>
VET Student Loan Act 2016	<a href="https://www.legislation.gov.au/Details/C2017C00183">https://www.legislation.gov.au/Details/C2017C00183</a>
VET Student Loan Rules 2016	<a href="https://www.legislation.gov.au/Details/F2017C00963">https://www.legislation.gov.au/Details/F2017C00963</a>
Privacy and Personal Information Act 1998	<a href="https://www.legislation.gov.au/Details/C2014C00076">https://www.legislation.gov.au/Details/C2014C00076</a>
Australian Privacy Principles 2014	<a href="https://www.legislation.gov.au/Details/C2022C00005">https://www.legislation.gov.au/Details/C2022C00005</a>
Higher Education Support Act 2003	<a href="https://www.legislation.gov.au/Details/C2022C00005">https://www.legislation.gov.au/Details/C2022C00005</a>
Crimes Act 1914	<a href="https://jade.io/j/?a=outline&amp;id=216603">https://jade.io/j/?a=outline&amp;id=216603</a>
Competition and Consumer Act 2010	<a href="https://www.legislation.gov.au/Details/C2011C00003">https://www.legislation.gov.au/Details/C2011C00003</a>
Corporations Act 2001	<a href="https://www.legislation.gov.au/Details/C2019C00216">https://www.legislation.gov.au/Details/C2019C00216</a>

# ADDITIONAL POLICIES AND PROCEDURES

## Workplace Health and Safety (WHS)

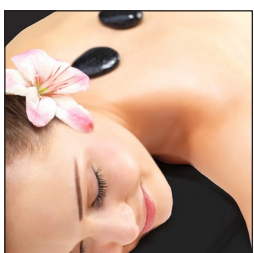


The Academy adheres to all WHS legislation and regulations including the WHS Safety Act 2011. Staff and students are informed of the WHS requirements and responsibilities during induction and orientation sessions and are required to know aspects of WHS by way of building evacuations, fire drill, what 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. Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.



And as per the WHS Act Section 29, all personnel are briefed on WHS procedures regularly and appropriate drills are carried out. The Director of Studies 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 are 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. **All students must comply with the following WHS requirements at all times.**

SHBXWHS003 Apply safe hygiene, health and work practices is one of the first units covered to ensure safety of all students.

Our workplace health and safety policies include:

### Infection control

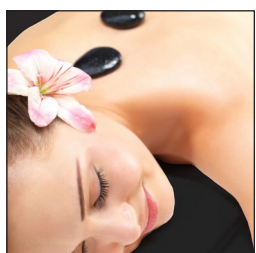
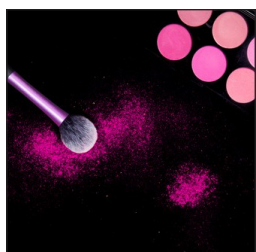
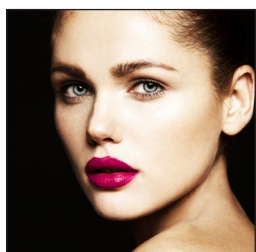
- Sanitizing and sterilizing procedures carried out each day.
- Rooms are cleaned and left sanitized at the end of each day.
- The requirements of the Skin Penetration Act.

### Electrical equipment:

- Follow equipment operating procedures and trainer instructions for the safe operation of equipment.
- Frayed cords and electrical equipment not working.
- Electrical equipment that is not working should be reported to the Training Manager.
- Ensure electrical equipment is tested and tagged every 12 months by a suitably qualified and competent person.
- All electrical work must be undertaken by qualified electricians. No student or staff member is to attempt to undertake any tasks related to broken electrical equipment including electricity supply.

# ADDITIONAL POLICIES AND PROCEDURES

## Workplace Health and Safety (WHS)



### Fire safety:

- Australian Academy of Beauty Dermal and Laser will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- 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
- The quickest and safest exit points from all aspects of the building and understand the evacuation plan
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users are to consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any practice sessions on fire safety evacuation procedures and the use of fire safety devices.

### First aid:

- Provision for first aid facilities are available where training is delivered.
- Understand who is the first aid officer
- A first aid kit is to be located in student area
- All accidents must be reported to Australian Academy of Beauty Dermal and Laser staff.
- The accident and any first aid administered must be recorded by staff involved.
- Safety incident report is to be completed on any incident requiring first aid or near miss.

### Computer facilities:

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work to allow a five-to-ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

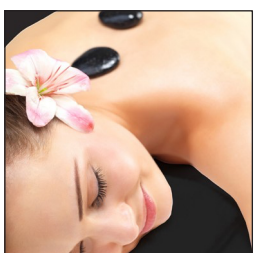
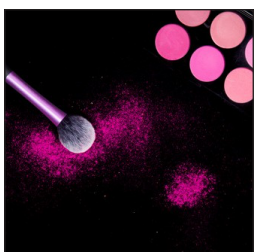
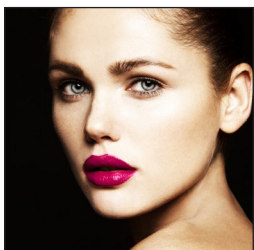
### Lifting:

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Australian Academy of Beauty Dermal and Laser unless directed to do so by the Trainer.



# ADDITIONAL POLICIES AND PROCEDURES

## Workplace Health and Safety (WHS)



- If you have experienced back problems in the past do not attempt to lift anything at all and advise the Trainer of any limitation.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- Never twist your torso while lifting.
- Never lift a heavy item above shoulder level.
- Never carry a load that obstructs your vision.
- Never hold your breath while lifting, moving, and setting the load down.
- Before lifting a load, make sure the load is secure.
- Use a safe lifting speed and avoid using momentum.
- Be aware of your surroundings before and during lifting.
- When in doubt, ask for help.

### Work and study areas:

- Always ensure that all work areas are clean and clear to avoid the danger of accident by tripping or falling over.
- Ensure floors are never slippery, immediately clean up spilt product or water
- Where signage is kept for wet floors etc, and know when and how to use these
- Place all rubbish in the bins provided.
- Correct labelling of all bottle's jars.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.
- Do not leave bags or garments on the floor obstructing passageways.

### Work integrated training

- All students must complete workplace health and safety induction before student clinic work integrated training commences.
- Students must have access to appropriate clothing and personal protective equipment required.
- Appropriate supervision arrangements in the workplace must be established to ensure that the student's safe participation is monitored.
- Hazard risk assessment on planned work integrated training must be completed to identify the likelihood and consequence of injury or harm occurring and appropriate risk reduction measures.

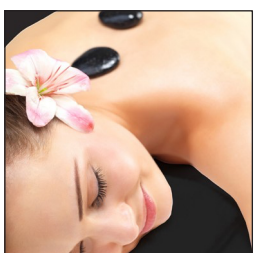
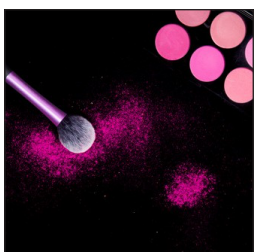
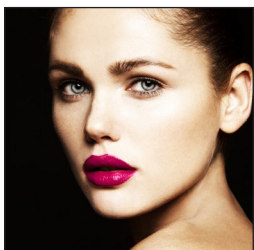
### Training facilities

- Trainer to conduct a walk around each morning to confirm the training environment is safe and ready for use.
- A building assessment should be conducted every 12 months to assess a facility general suitability for safe access.
- Training venue suitability checklist should be completed on any new training venues use on an as required basis.



# ADDITIONAL POLICIES AND PROCEDURES

## Workplace Health and Safety (WHS)



- Hazard risk assessment must be completed and approved by the Training Manager on any training activity that is conducted outside of a classroom or a controlled environment.

### General

- 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 e.g.: 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 an environmentally sustainable workplace and that I am required to turn off lights whenever room not in use, minimize waste of product, minimize waste of water, minimize waste of electricity, minimize waste of paper.
- Abide by the grooming standards, hair, makeup, clean uniform, cardigans, and shoes.
- Never be under the influence of alcohol or drugs at The Academy
- The policies on harassment and bullying
- No running throughout the premises
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- observe hygiene standards particularly in eating and bathroom areas.

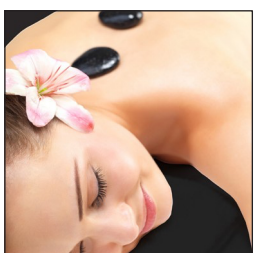
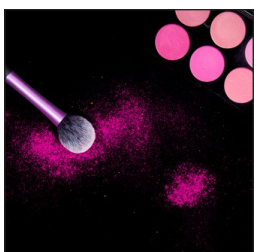
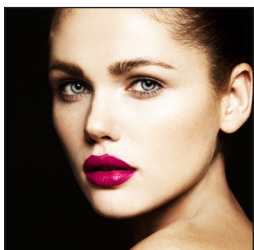
### Responding to Hazards

All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

- **Identify the Hazard:** Recognise any potential safety hazard in the workplace. This could be anything from a spill on the floor to malfunctioning equipment.
- **Assess the Risk:** Evaluate the potential risk associated with the hazard. Consider the likelihood of an accident occurring and the possible severity of its consequences.
- **Control the Area:** If possible, isolate the hazard to prevent further risk. This could involve cordoning off the area, shutting down equipment, or evacuating the area if necessary.
- **Notify the Relevant Personnel:** Report the hazard immediately to the nearest Procurement Institute staff member or senior manager. Provide them with detailed information about the hazard and its location.

# ADDITIONAL POLICIES AND PROCEDURES

## Workplace Health and Safety (WHS)



- **Take Immediate Action if Necessary:** If the situation requires immediate intervention to prevent harm (like turning off power to prevent electrocution or using a fire extinguisher on a small fire), do so if you are trained and it is safe.
- **Record the Incident:** Document the hazard and the actions taken in response. This record can be important for future safety planning and may be required for compliance with workplace safety regulations. Ensure everyone knows where injury book is kept.
- **Review and Follow Up:** After the immediate hazard has been addressed, conduct a review of the incident. This should include an analysis of how the hazard occurred, what was done to respond to it, and what can be done to prevent it in the future. This review should be led by management.
- **Implement Corrective Actions:** Based on the review, take steps to prevent the hazard from recurring. This could involve changes to procedures, additional training for staff, students, or modifications to equipment or the environment.
- **Monitor the Situation:** Keep an eye on the area or situation to ensure that the hazard has been effectively mitigated and that no new risks have emerged.
- **Continual Improvement:** Use the experience as a learning opportunity for continual improvement in workplace safety practices. Record any identified opportunities for improvement in a continuous improvement report and refer this through to the management meeting.

Remember, safety in the workplace is not just a policy or a set of procedures; it's a mindset that belongs to each one of us. When we step into our work or training environment, we become guardians of each other's well-being. Every caution we take, every hazard we report, and every safety guideline we follow is a testament to our commitment to each other's safety and health. It's through our collective vigilance and shared responsibility that we create an environment where everyone can work, grow, and return home safely each day.

# ADDITIONAL POLICIES AND PROCEDURES

## Sustainable Work Practices

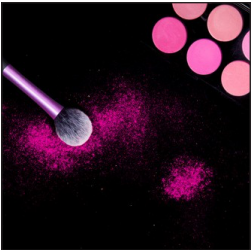


### **Environmentally Sustainable Work Practices**

Participate in environmentally sustainable work practices.

It is the responsibility of all students and staff members to look after the environment and use work practices that help sustain the environment.

We can do this by:



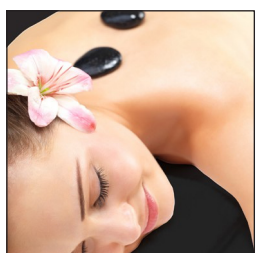
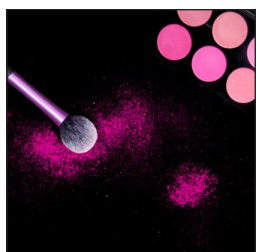
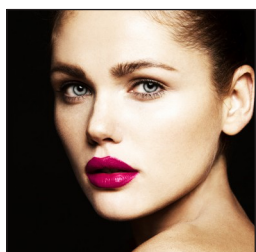
- Turning off light switches whenever possible
- Recycling waste
- Minimising water usage
- Not putting chemicals or dangerous liquids down drains
- Using biodegradable cleaning products
- Minimising paper usage - using electronic methods where possible
- Minimising wastage of products



We ask all members of the Academy to be aware of our policies and apply practices regarding environmentally sustainable work practices.

# ADDITIONAL POLICIES AND PROCEDURES

## Insurance



In accordance with the Compliance Standards for RTOs, The Academy must hold public liability insurance that covers all the organisation's operations for the entire period in which the organisation is registered. In addition to the need to comply with this obligation, public liability insurance along with other relevant insurance is an important risk reduction strategy to reduce the effects of the likely consequences in the event of a risk eventuating.

The CEO is responsible for establishing ongoing public liability insurance coverage for The Academy. The CEO is to retain a record of the certificate of cover for public liability insurance and be able to produce this on request.

The following considerations are to be given to the level of public liability insurance that The Academy requires:

- Industry type and risk profile.
- Regular business activities and interactions.
- Potential for injury, damage, or claims.
- Historical claim frequency.
- Contractual or regulatory insurance requirements.
- Annual business turnover and financial scale.
- Number of employees and subcontractors.
- Industry standards for insurance coverage.
- Business location and premises condition.
- Maximum financial exposure from potential claims.
- Client or customer coverage expectations.
- Cost and affordability of insurance premiums; and
- Professional recommendations from insurance advisors.

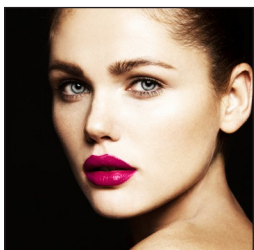
The Academy currently holds Public Risk Insurance and Professional Indemnity Insurance with Marsh Insurance - AIG Australia Limited ABN 93 004 727 753 AFSL 381686 Policy number PIMA000617

The Academy currently holds Business Insurance with Marsh Insurance - QBE Insurance ABN 78003191035 AFS 239545.

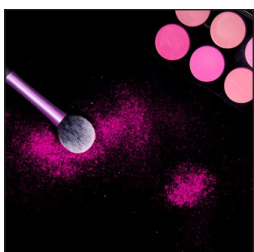
The Academy currently holds Workers Compensation Insurance through Icare workers Insurance Policy No 120816401.

# ADDITIONAL POLICIES AND PROCEDURES

## Unique Student Identifier

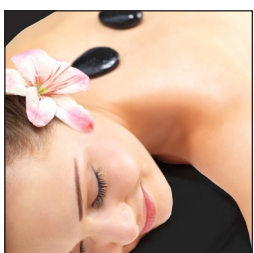


If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.



When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets -available to download [Student Information for the USI](#).

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.



Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI.

These do not apply to the vast majority of students in Australia.

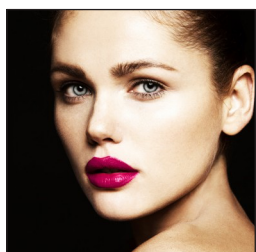
The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

We are happy to personally help any student obtain a USI number if required.

Please ask our Enrolment Director for any help if necessary.

# ADDITIONAL POLICIES AND PROCEDURES

## Significant Changes to The Academy's Operation



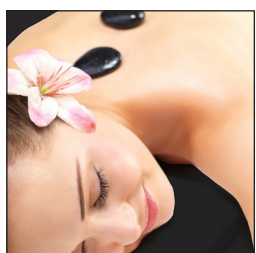
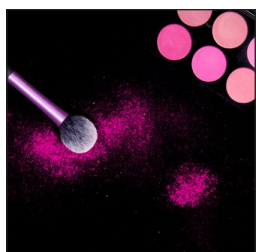
### Unable to deliver a course or changes in services

In the unlikely event we were unable to deliver or complete a course once a student had enrolled where fees had been paid upfront a student would be placed in another mutually agreed course or any fees paid would be refunded.

### Changes to any other Academy operation that will affect students including possible change to delivery site

AABT reserves the right to amend the terms and conditions of the learner's enrolment at any time. Changes may include:

- contact details of the RTO.
- changes to course delivery arrangements, including delivery site, course details, cost or duration.
- Unexpected events impacting delivery.
- changes to training product that they are enrolled in, including superseded units and transition.
- changes to ownership.
- changes to our policies and procedures.



If changes are made that affect the learner's enrolment, the learner will be informed 28 days prior to changes taking effect. Learners are provided this advanced notice to submit an appeal, from the date that they were informed of the decision, if required. Further information about appealing a decision, is contained in the complaints and appeals handling policy.

### Academy closure

In the unlikely event the Academy closed or ceased to deliver services the following procedures would be followed.

- Advise ASQA and VET Student Loans Immediately
- Advise all staff and students immediately
- Inform the Student Protection Service
- Advise students of the student protection procedures

### How students and staff will be notified of such events

Students will be notified by email through Wisenet Student Management System prior to any significant changes to the Academy's operation.

Students will be asked to acknowledge receipt of this notification by return email which is saved automatically to their student file in Wisenet. Students have the right to access our appeals policy, within 28 days of the receipt of the notification.

Trainers will be notified through email and via Weekly trainer meetings. Trainers will also notify students verbally of such events.



# ADDITIONAL POLICIES AND PROCEDURES

## Significant Changes to The Academy's Operation

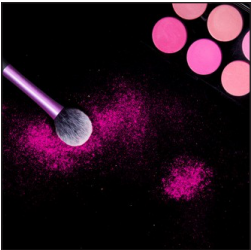


### **Obtaining records should the RTO cease to operate**

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.

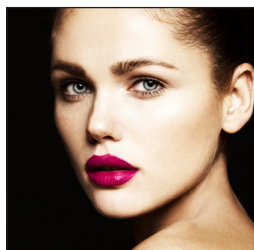


Information regarding student's achievements may be required by government departments.



# ADDITIONAL POLICIES AND PROCEDURES

## Fees and Charges

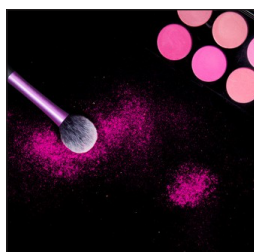


To view current fees and charges, please visit our website. Fees and charges are displayed under the heading Fees and Charges. VET Student Loan Schedule of Fees and Charges are displayed under the VET Student Loan tab.

Australian Academy of Beauty Dermal and Laser charge fees for services provided to students undertaking training and assessment. These charges are generally for items such as course training and assessment services.

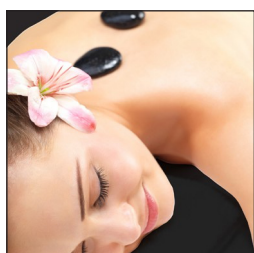
Fees are payable at different stages depending on the type of course the student is enrolling in. As an example:

- for a Short Course, the total fee may be required to be paid via the website or at reception at the point when the student is registering for the course.
- for a Long Course with a scheduled start date, the student will be required to make regular payments according to method chosen on enrolment form,



This information is provided as part of the pre-enrolment with this *Student Handbook*. If for whatever reason you are not able to access the *Fees and Charges* on the website, please contact Australian Academy of Beauty Dermal.

Australian Academy of Beauty Dermal and Laser may discontinue training if fees are not paid in accordance with the agreed *Schedule of Fees and Charges*.



### Payment methods

Australian Academy of Beauty Dermal and Laser accepts payment for fees using the following payment methods:

- Credit Card
- Ezi debit payment methods

The Ezi debit document outlines your rights and responsibilities with regards to allowing Ezi debit to directly debit your nominated bank account or credit card for any instalments or fees entered into by you with the Academy, as well as the terms and conditions of this Contract and Ezi debit Service Agreement.

For further queries regarding your Contract or this form, contact Ezi debit on 1300 763 256.

Ezi debit Terms and Conditions - <https://www.ezidebit.com/-/media/ezidebit/files/ezidebit-terms-and-conditions-aus.pdf>

- VET Student Loans

Payment in cash is not available. Please refer to our invoice for payment options.

# ADDITIONAL POLICIES AND PROCEDURES

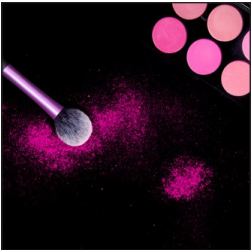
## Fees and Charges



### **Fees Paid in Advance**

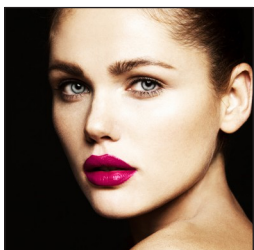
Australian Academy of Beauty Dermal and Laser does not require prospective or current students to prepay fees in excess of the threshold for prepaid fee amount which is in excess of a total of \$1,500. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student.

If the cost of the course is less than \$1,500, generally the full amount will be requested for payment prior to the course commencing.



# ADDITIONAL POLICIES AND PROCEDURES

## Consumer Rights



### Consumer rights

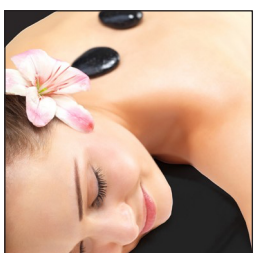
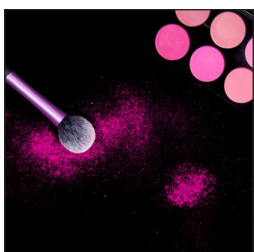
Students have rights as a consumer under Australia's Consumer Protection Laws including a 2-day cooling off period from enrolment

### 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>



Students enrolled under through the Apprenticeship and traineeship program can also contact the NSW Department of education relating to consumer protection matters at

<https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/support-to-help-with-your-studies/smart-and-skilled-consumer-protection#Who1>

Phone No 1300 772 104

# TRAINING AGREEMENT

## Training Agreement and Declaration of Understanding

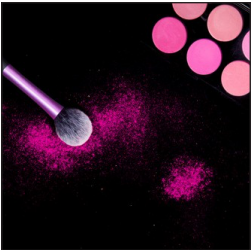
### **Australian Academy of Beauty Dermal and Laser Pty Ltd (The Academy):**



#### **Responsibilities**

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

The Academy is responsible for the quality of training and assessment, in compliance with the Standards for RTO's and the issuance of AQF certification documentation.



The Academy agrees to supply quality training, assessment facilities and resources in the above course as detailed in our Prospectus and Student Handbook.

The Academy will ensure all upper management staff have been properly vetted as Fit and Proper Persons and continue to be suitable to lead the organisation and ensure financial viability requirements at all times.

The Academy will also:

- regularly monitor, review and implement practices for continual improvement and risk minimisation to achieving outcomes as described in standards.
- 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.
- provide adequate staff, trainers and assessors and support staff for the number of students who are qualified and experienced, professional at all times, dedicated to providing the highest level of beauty and laser training, treat all students and other staff with respect, and represent The Academy ethically at all times.

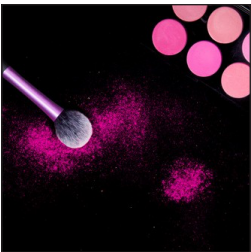
These trainers, assessors and administration undertake their duties with honesty, integrity and diligence, while maintaining student confidentiality. Assessors ensure that assessments are fair, valid, reliable and flexible.

- recruit students in a responsible and ethical manner, and provide a caring, happy learning environment where all students, irrespective of age, gender, sexual orientation, marital status, disability, medical conditions, political convictions and nationality including those of Aboriginal and Torres Strait Island descent are treated respectfully and are free from any discrimination. The Academy's teaching staff are committed to nurturing the individual potential of all students to help them achieve their learning outcomes.
- instil a positive culture that supports inclusion, human rights, integrity, quality training, safety and wellbeing and free from discrimination and harassment for all learners and staff.



# TRAINING AGREEMENT

## Training Agreement and Declaration of Understanding

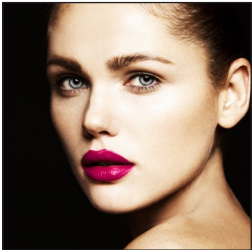


- abide by Consumer Rights laws and regulations.
- treat all students fairly, providing external advice and support when needed.
- The Academy will take all reasonable steps to safeguard the interest, welfare and safety of all students including minors. All Staff will maintain current Working with Children checks.
- provide a fair and equitable refund policy with opportunity for extensions of time under certain circumstances and a refund for pre-paid fees where we may be unable to deliver the training and or assessment for which a learner has paid fees.
- provide a grievance handling procedure that is fair and just.
- ensure all students know how to reach their Trainers and Assessors and management staff.
- students are able to access their personal information and assessment records via our online Student Portal, Moodle.
- encourage student feedback at every stage of the course which is regularly reviewed for continuous improvement.
- provide students with timely and accurate information as it pertains to course enrolment and all relevant administration matters.
- provide facilities and equipment that are safe and fit for purpose.
- 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.
- should there be significant changes to the Academy's operation, including changes to onsite delivery, changes to how a course is to be delivered, changes to senior management, changes to ownership or any other significant event students will be notified by email through Wisenet Student Management System within 28 days. Students will be asked to acknowledge receipt of this notification by return email which is saved automatically to their student file in Wisenet.



# TRAINING AGREEMENT

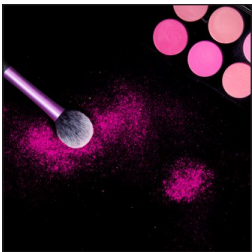
## Training Agreement and Declaration of Understanding



### Student Responsibilities

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

- I have read and have a sound understanding of the policies in the Student Handbook and Prospectus and agree to abide by requirements of all policies including, but not limited to:



### Student Selection and Enrolment Information

I have been provided with information on student selection and enrolment including:

- information prior to enrolment to ensure I could make an informed decision regarding course suitability
- student selection and fairness procedures
- requirements to commence course
- the need to obtain a USI number and how to obtain it and give permission for the Australian Academy of Beauty Dermal and Laser to retrieve my USI number from USI.gov.au should it be necessary



### Course Information

I have been given all course information prior to enrolling including:

- Course information, including course code and title, content and vocational outcomes
- Course costs and payment options
- Duration of course, modes of delivery, locations, commencement dates and scheduling (timetables)
- Requirements for successful course completion
- Issuance of AQF qualifications in accordance with AQF Qualifications Insurance Policy

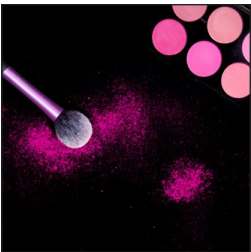
### Attendance Requirements

I have been provided with information regarding attendance requirements including:

- Attendance requirements
- Work experience expectations (clinic expectations)
- 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
- Policy on making up days
- 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 at an additional cost
- 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
- Deferral and withdrawal from studies

# TRAINING AGREEMENT

## Training Agreement and Declaration of Understanding



### Assessment Information

I have been provided with information regarding assessment procedures including:

- Details about flexible learning and assessment procedures
- Recognition of prior learning arrangements and recognition of AQF qualifications issued by other RTOs (credit transfer)
- All work will be my own work, including assessments and I understand the Academic integrity policies and the consequences should plagiarism occur.
- Disputed assessments and access to assessment records
- 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 the Student 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.

### Privacy Information

I have been provided with information regarding privacy including:

- I have read the Privacy Statement and VET data use statement detailed in the student handbook and prospectus, and consent to the collection and disclosure of information, outlined in this statement
- Personal information procedures and that information regarding my enrolment will be provided to various Government departments included funding departments, as required by law
- Parents or guardians will be provided with information on request for any student less than 18 years old
- Parents of learners who are over the age of 18 and have paid the fees on behalf of the learner may access their records and seek information regarding progress and attendance
- I agree that next of kin can be contacted should Academy be unable to contact me.
- 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.

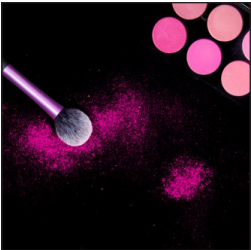
### Student Support Services

I have been provided with information regarding Student support services including:

- Assistance with language, literacy and numeracy
- Digital skills assistance, training in the use of Moodle and how to access all learning resources
- Student support services including welfare and guidance services and how to contact and access each type of support service
- How to access phone numbers and emails for all trainers and administration staff

# TRAINING AGREEMENT

## Training Agreement and Declaration of Understanding



### Fees and Charges

I have been provided with information regarding fees and charges including:

- Fees and charges including any additional fees and charges, variety of payment terms, including options for paying including payment up front, a loan through VET Student Loan scheme or quarterly payments or combination of first two options. See website for details under fees and charges.
- Fees and charges will not change once enrolled in a particular course of study
- Other fees not covered with VET Student Loan including uniform, graduation costs and making up classes or re-assessment.
- Refund policy.
- Implications of Government training entitlements and subsidy arrangements if applicable, including Smart and Skilled funding through the Apprenticeship and Traineeship Program.

### Contributing to a harmonious environment

I have read and understand the policies on racial discrimination, and bully and harassment and the importance of treating all students and staff with respect, irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief and agree to abide by these policies at all times including:

- Disciplinary procedures
- Bullying and harassment
- Racial discrimination
- Professional behaviour, no swearing, vaping etc

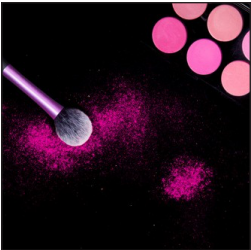
### Other Policies

I have read and understand the following policies and agree to abide by these policies at all times:

- Grooming requirements
- Complaints and appeal processes and how to access forms if required
- Relevant legislative requirements
- Consumer rights and relevant human rights as detailed in the Student Handbook
- WHS requirements including students' responsibilities for cleaning and sanitizing and safe work practices as per student handbook.
- Policies and procedures if there are significant changes to the Academy's operation or processes including changes to onsite delivery, or changes to how a course is to be delivered, or if the RTO closes or ceases to deliver any services, or if there are changes to ownership or senior management.

# TRAINING AGREEMENT

## Training Agreement and Declaration of Understanding



### VET Student Loans

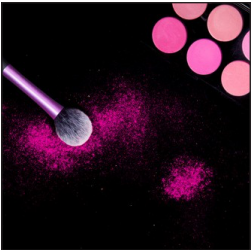
I have read and understand all aspects of the VET Student Loan Booklet including:

Loan Fees:

- 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 Government 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 Government.
- A VET Student Loan will remain as a personal debt obligation until it is repaid to the Commonwealth Government.
- 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 Government.
- A Request for Commonwealth Government 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 enrolls, 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.
- I understand the amount of loan and applicable loan fees.
- I know how to access this information on The Academy's website and in Moodle
- I also know the location of published tuition fees, published census dates and published withdrawal policy and procedures on The Academy's website.
- I know the location of the Schedule of fees and census dates on The Academy's website.
- Withdrawals from course must be in writing via the Withdrawal Form on The Website and receipt acknowledged by the Director of Studies before advertised census date otherwise fees as per published Schedule of Fees on our website are applicable according to VET Student Loan policies and procedures.
- I understand if I am enrolled in a unit of study 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 as per the applicable refund policy.
- Applicable refund policy.
- Tuition assurance arrangements.
- Review procedures for re-crediting a FEE HELP balance.

# TRAINING AGREEMENT

## Training Agreement and Declaration of Understanding



### 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 declare I have not been offered any type of incentive to enrol in this course or been promised a job if I enrolled.
- 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 Organizations.
- I have read and understand the Privacy Statement and VET Data Statement in the Student Handbook and Prospectus and I consent to the collection, use and disclosure of my personal information, outlined in the Privacy Statement
- I have a thorough understanding of my responsibilities regarding VET Student Loans.
- I declare I have read and understood all aspects of this training agreement and the student handbook and acknowledge my responsibilities.
- I declare that all the information provided by me, in connection with the enrolment process, is true, accurate, complete and not misleading in any way.

Name:

Signature:

Parent's/ Guardian Name:

Parent's/ Guardian

Signature:

if under 18 years

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

Staff Member's Signature:

Date:

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 and will notify students of any changes, 28 days before they come into effect and so as not to disadvantage students. Students have the right to access The Academy's complaints and appeals policy if they feel proposed changes will unduly affect them.



# GLOSSARY

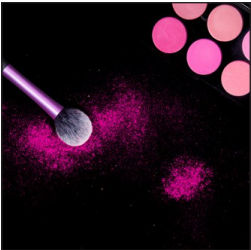
## Glossary



**Amount of Training** means the quantity of learning activities provided to a student, including classes, lectures, or tutorials as well as trainer-directed learning and practice, and workplace learning.

**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.

**Australian Qualifications Framework (AQF)** has the same meaning as in the National Vocational Education and Training Regulator Act 2011.



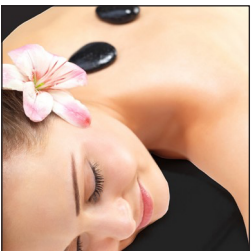
**AQF Certification Documentation** is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

**Assessment Judgement** means a determination of whether competency has been achieved by a student consistent with the training product and clause 1.2.3 of these Standards.

**Assessment System** means a coordinated set of documented policies and procedures (including assessment materials and tools) designed to ensure that assessment, including recognition of prior learning, meets the requirements of these Standards.

**Assessment Tools** contain multiple assessment instruments designed for the purpose of gathering evidence of knowledge and skills, and include:

- the context and conditions of assessment,
- the tasks to be administered to the student, and
- an outline of the evidence to be gathered from the candidate and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).



**Authenticated VET Transcript** has the meaning given in the Student Identifiers Act 2014.

**Census Date** The census day is the date by which an enrolment may be cancelled without incurring tuition fees for the course or a 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 enrolls, with the student taking out a loan for any tuition fees that remain unpaid at the end of each census day. Our census dates are on the website under heading Vet Student Loans- Schedule of Vet tuition fees

**Credit Transfer** is a process that provides students with credit outcomes for training products based on identified equivalence in content and learning outcomes.



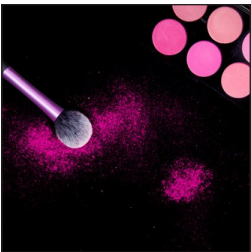
# GLOSSARY

## Glossary



**Direction** means oversight, guidance and quality assurance provided in respect of an individual who does not have the full training and/or assessment credential to ensure the quality of training and/or assessment delivered by that person. The RTO is responsible for determining the nature and extent of direction required and any necessary restrictions and ensuring the quality of training and assessment is consistent with the Standards.

**Executive Officer** has the same meaning as in the National Vocational Education and Training Regulator Act 2011.



**Guidelines** means the Standards for RTOs – Guidelines made by the Ministerial Council which consist of two parts: Credential Guidelines and Specified Training Products.

**High Managerial Agent** has the same meaning as in the National Vocational Education and Training Regulator Act 2011.

**Management** means the person(s) and/or body(ies) responsible for overseeing, directing and administering the operations of the RTO, and includes high managerial agents and executive officers.



**Mode of Delivery** means the method adopted to deliver training and/or assessment, including face-to-face, online, distance, or blended methods.

**Pre-validation** is the review of the assessment tools prior to use to ensure that the assessment system meets the requirements of the training product and the requirements of these Standards. It does not include validation of assessment practices and judgements.

**Reasonable Adjustments** are adjustments made by an RTO in alignment with Part 3 of the Disability Standards for Education 2005, including a reasonable measure or action that has the effect of assisting a student with disability to enrol, commence or complete a training product with the RTO in line with the requirements of that training product, and use facilities or services provided by or on behalf of the RTO, on the same basis as a student without disability.

**Recognition of Prior Learning (RPL)** is an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which they meet the requirements specified in the training product.

**Scope** means scope of registration as defined in the National Vocational Education and Training Regulator Act 2011.

**Services** means training and/or assessment, training support services, wellbeing support services where the RTO offers them, and any activities related to the recruitment of students, including where these services are delivered through a third-party arrangement.

# GLOSSARY

## Glossary

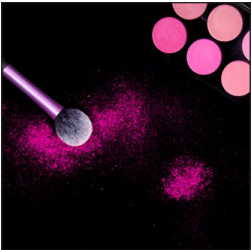


**Student Identifiers Registrar** has the meaning given in the Student Identifiers Act 2014.

**Unique Student Identifier** has the same meaning as the term 'Student Identifier' as in the Student Identifiers Act 2014.

**The Act** refers to the Vet Student Loans Act 2016.

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



**Third Party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

**Trainers and Assessors** are people delivering training and/or assessment as described in clause 3.1.2 with the exclusion of industry experts who are working under supervision.



**Training Product** means:

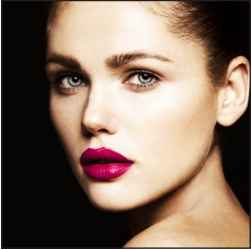
- AQF qualification, being an AQF qualification type endorsed in a training package or accredited in a VET accredited course,
- skill set, being a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement or a defined industry need,
- unit of competency, being the specification of the standards of performance required in the workplace as defined in a training package, and
- accredited short course, being a course that leads to a statement of attainment accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses made under subsection 188(1) of the National Vocational Education and Training Regulator Act 2011 (or the equivalent requirements adopted by a non-referring State).

**Training Support Services** means services and resources designed to support students to meet training product requirements and complete the training product in which they are enrolled.

**Vet Student Loan** 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.

# GLOSSARY

## Glossary



**Wellbeing Support Services** means personal support services and resources to assist with students' physical, mental, and emotional wellbeing, which may include mental health resources, counselling, health services, crisis support providers and emergency services, and legal, advocacy, accommodation and welfare services.

**Validation** is the review of assessment systems designed to ensure that the assessment tools are consistent with the training product and the requirements of these Standards, and ensure consistent outcomes are achieved through assessment practices and judgements.

