

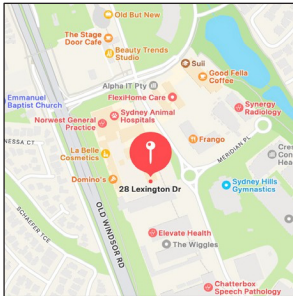
# AUSTRALIAN ACADEMY

BEAUTY - DERMAL - LASER

RTO 90094



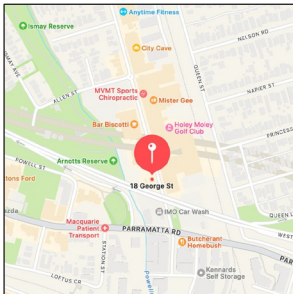
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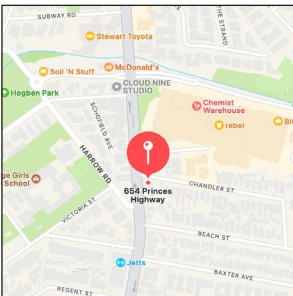
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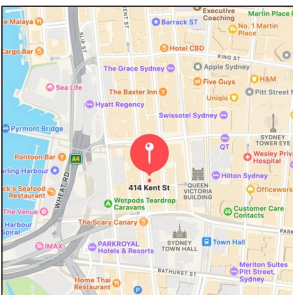
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# C O U R S E S

## THE BEAUTY BUSINESS

SHB50121 Diploma of Beauty Therapy  
SHB50216 Diploma of Salon Management

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SHB50121 Diploma of Beauty Therapy

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SHB50216 Diploma of Salon Management

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AABT5022 Advanced Laser IPL and Dermal Therapies

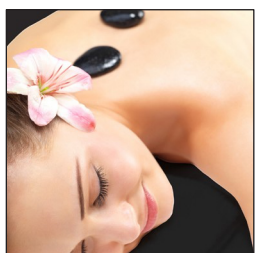
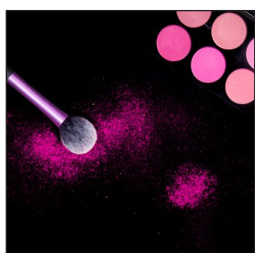
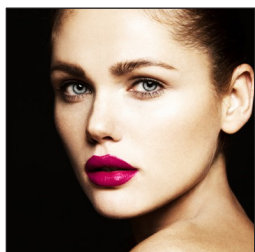
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SHB60221 Advanced Diploma of Skin Therapy

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SHB40121 Certificate IV in Beauty Therapy

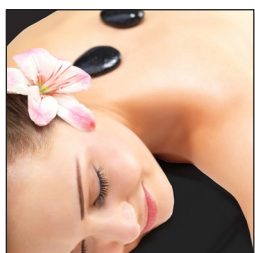
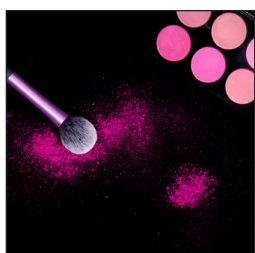
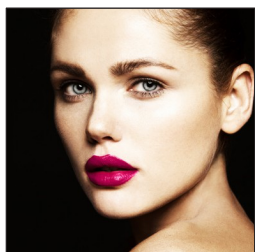
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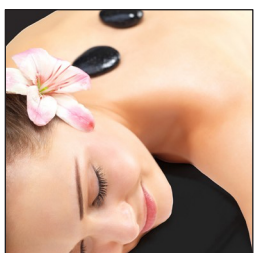
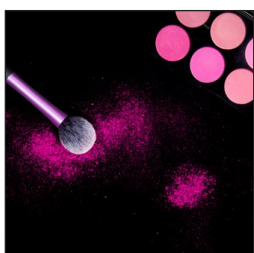
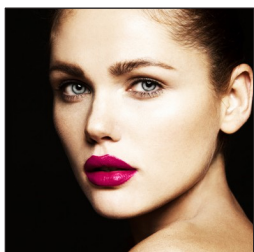


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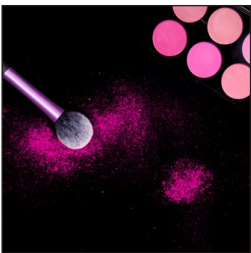
# WELCOME



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

The Academy has been training Australia's leading beauty therapists for over 45 years.

The Academy is a Registered Training Organisation and delivers nationally accredited training and courses due to industry demand.



The Australian Academy of Beauty Dermal and Laser Pty Ltd is recognised as one of Australia's finest beauty training colleges.

Our facilities are second to none. One of our major points of difference is our state-of-the-art student day spa, where in addition to classroom training, students practice on clients in a real work environment.

This valuable experience ensures students are workplace ready at the end of their training.



The Academy is able to offer VET Student Loans to eligible students. Please see criteria in VET Student Loan section .

The Academy delivers the latest SHB Hairdressing and Beauty Services training package, including SHB50121 Diploma of Beauty Therapy and SHB50216 Diploma of Salon Management and SHB60221 Advanced Diploma of Skin Therapy

Due to industry demand, we have also developed our Laser IPL and Dermal Courses: to provide the Advanced Laser IPL and Dermal Therapies Preparatory Course ensures students have the required skills and knowledge to successfully complete the SHB60221 Advanced Diploma of Skin Therapy.

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

Suzanne Campbell

Chief Executive Officer

# ABOUT THE ACADEMY

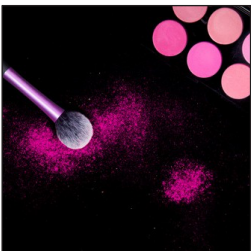
## History Of Excellence



We have been an RTO (Registered training Organisation) since 1999 and training beauty therapists since 1980. We offer a wide range of Beauty, Dermal and Laser courses.

### 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



### Developed due to Industry Demand (non-accredited) Preparatory course.

- AABT5022 Advanced Laser IPL and Dermal Therapies



Our highly qualified and experienced trainers, the most up-to-date equipment, and a curriculum based on the latest skin and body treatments from around the world, ensure you are completely competent and qualified in all aspects of beauty therapy. We take a holistic approach to our training and treatments, specialising in Advanced Skin Diagnosis and Treatment Procedures that offer not only real solutions to skin problems, but also provide a health benefit by restoring harmony and balance in our clients' lives.

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

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 ensures our students graduate with up-to-date industry skills and prepares them to successfully undertake SHB60221 Advanced Diploma of Skin Therapy

A very important advantage of our training involves practical work experience in our Student Clinic (THE SPA), during your course. Here our students gain invaluable experience not only in beauty therapy, but also all aspects of salon management, laser and dermal therapies.

### **NOTE: You do not have to find your own work experience**

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.



# ACCREDITATION

## History Of Excellence

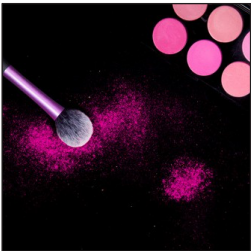


The Australian Academy of Beauty Dermal and Laser Pty Ltd delivers SHB50121 Diploma of Beauty Therapy, SHB40121 Certificate IV in Beauty Therapy, SHB60221 Advanced Diploma of Skin Therapy and SHB50216 Diploma of Salon Management from the nationally accredited SHB Hairdressing and Beauty Services Training Package.

- VET Student Loans are available to qualifying Diploma students, those wishing to upgrade from Certificate IV to Diploma, those wishing to upgrade to the latest Diploma.

### Current VSL approved courses:

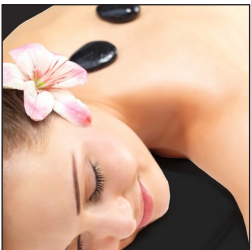
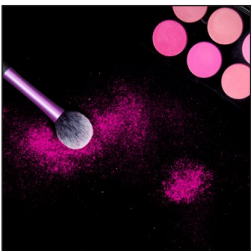
- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



- The above Qualifications are recognised within the Australian Qualification Framework
- The Academy is Austudy, Abstudy and Youth allowance approved for SHB40121 Certificate IV in Beauty Therapy, SHB50121 Diploma of Beauty Therapy, SHB50216 Diploma of Salon Management and SHB60221 Advanced Diploma of Skin Therapy and able to issue student travel concessions on behalf of Transport NSW for full time students.
- The Academy has a pathway with Western Sydney University. Our graduates may receive up to 12 months credit towards this 4-year degree program.
- The Academy also has a pathway with Southern Cross University for Diploma of Salon Management graduates into Bachelor of Business in Hospitality and Tourism.
- AABT5022 Advanced Laser IPL and Dermal Therapies, satisfies the requirements of a full use Cosmetic Laser Licence with Queensland Department of Health, Tasmanian Department of Health and Western Australian Department of Health



# OUR POINTS OF DIFFERENCE



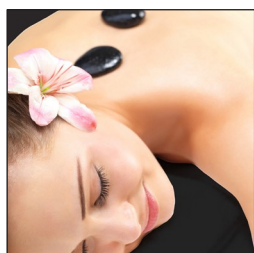
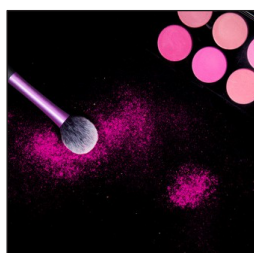
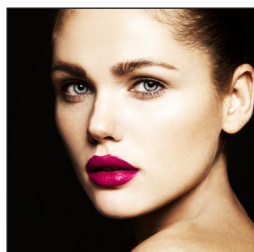
## 15 top reasons to choose the Australian Academy of Beauty Dermal and Laser Pty Ltd

1. The only Australian Academy offering courses to satisfy industry demands combining Beauty, Salon Management Dermal and Laser Therapies,
2. The Academy has been respected by industry as one of Australia's finest beauty training institutions for over 45 years.
3. VET Student Loans available to qualifying Diploma students. (for approved courses see VET Student Loan section )
4. You do not need to find your own work experience. Our state-of-the-art Student Clinic provides all the practice you need on paying clients
5. Cutting edge Laser and Dermal Therapy courses using leading technology
6. The Beauty Business Program, with a Double Diploma in both Beauty and Salon Management provides you with the skills for a management position or to successfully run your own business.
7. University pathway for our Diploma graduates with Western Sydney University
8. University pathway with Southern Cross University for Diploma of Salon Management graduates into Bachelor of Business in Hospitality and Tourism (<https://handbook.scu.edu.au/course/bachelor-of-business-in-hospitality-and-hospitality-management-3007314>).
9. Although our graduates are the first choice of many industry employers and we provide you with interview skills, resume writing and presentation skills to help prepare you for top industry positions, there is not a guarantee you will obtain an industry position on course completion,
10. Austudy, Abstudy and Youth allowance approved (Diploma and Certificate courses).
11. 4 great locations close to public transport, Rockdale, Bella Vista, North Strathfield and Sydney CBD.
12. The most beautiful state of the art facilities in Australia.
13. Small class sizes allowing our trainers to provide individual attention to students and so you can turn your dreams into reality.
14. Exceptional Trainers, who are not only caring and nurturing, but also have the latest industry knowledge and qualifications to ensure every student's journey is the best year of their life.
15. AABT5022 Advanced Laser IPL and Dermal Therapies, satisfies the requirements of a full use Cosmetic Laser Licence and or Laser safety licence with Queensland Department of Health, Tasmanian Department of Health and Western Australian Department of Health

# PROGRAMS OFFERED

## Courses and Training Packages

The following courses are offered:

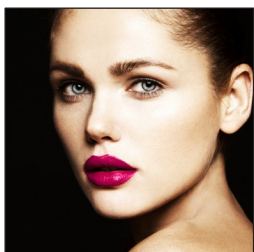


CODE	COURSE TITLE	TRAINING PACKAGE
SHB50121 SHB50216	The Beauty Business Diploma of Beauty Therapy Diploma of Salon Management	SHB Hairdressing and Beauty Services Training Package - Current
SHB40121	Certificate IV in Beauty Therapy	SHB Hairdressing and Beauty Services Training Package - Current
SHB50121	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  This is a preparatory course to ensure students have the required skills and knowledge to successfully complete the 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

# COURSES

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

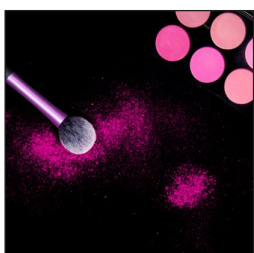


### Fully covered with VET Student Loans for eligible students

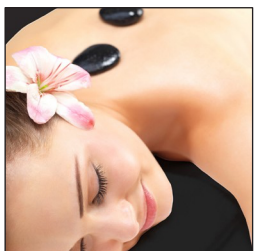
Please Note: VET Student Loans will not be approved for students who do not meet eligibility requirements. A VET student loan gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.

### Industry has talked to us, we have listened!

Today's salon owners want staff with not only significant beauty skills and knowledge, but also salon management and dermal therapy skills and knowledge.



Our flagship course, – The “Beauty Business” Course, a combination of SHB5021 The Diploma of Beauty Therapy and SHB50216 the Diploma of Salon Management is the ultimate qualification to equip you for the very best jobs in the industry. This world class, dual qualification opens many doors across this growing industry including not only working in top spas’ but also in travel, fashion, and media and provides essential skills for those wishing to open their own business or manage a business.



Both are completed simultaneously and completed within 46 weeks for day classes and 72 weeks for part time classes. The practical aspects of salon management, leading staff etc., are completed in our student clinic in combination with normal beauty tasks.

### SHB50121 Diploma of Beauty Therapy

VET Student Loan available for eligible students

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

### SHB50216 Diploma of Salon Management

VET Student Loan available for eligible students

### Are you wanting to own or manage a salon?

This Diploma will give you a strong competitive advantage over your peers for an industry management role and the skills to run your own business.

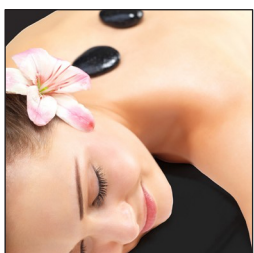
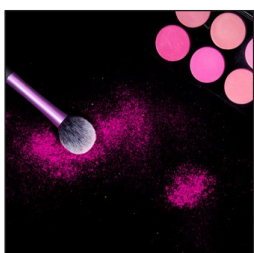
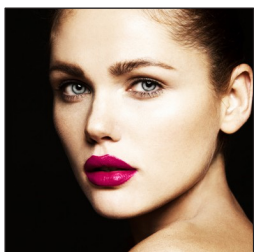
This qualification reflects the role of senior managers and small business owners of personal services businesses. They are responsible for coordinating the day-to-day operation of the business and for planning, monitoring and evaluating the work of the team. Salon managers also operate with significant autonomy to make strategic business management decisions. This qualification provides a pathway to work as a salon manager in any type of personal services business including hairdressing or beauty salons, barber shops and spas.



# COURSES

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Beauty Services

- |             |   |
|-------------|---|
| SHBBMUP009  | Design and apply make-up                      |
| SHBBHRS010  | Provide waxing services                       |
| SHBBFAS004  | Provide lash and brow services                |
| SHBBNLS011  | Use electric file equipment for nail services |
| SHBBNLS007* | Provide manicure and pedicure services        |
| SHBBBOS008* | Provide body massages                         |
| SHBBBOS009* | Provide aromatherapy massages                 |
| SHBBSPA005  | Work in a spa therapies framework             |
| SHBBSPA006  | Provide spa therapies                         |
| SHBBSPA007* | Provide stone therapy massages                |
| SHBBFAS005* | Provide facial treatments and skin care       |
| SHBBFAS006* | Provide specialised facial treatments         |
| SHBXCCS008  | Provide salon services to clients             |
| SIRXSLS001  | Sell to the retail customer                   |

### Skin Science

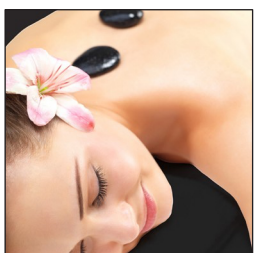
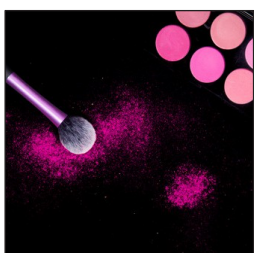
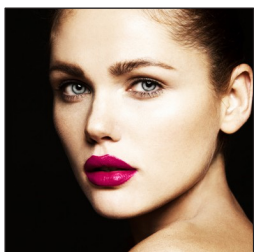
- |            |  |
|------------|--|
| SHBBSSC001 | Incorporate knowledge of skin structure and functions into beauty therapy  |
| SHBBSSC002 | Incorporate knowledge of body structures and functions into beauty therapy |
| SHBXCCS006 | Promote healthy nutritional options in a beauty therapy context            |

Note: Units marked with an asterisk (\*) include one or more prerequisite units of competency.

# COURSES

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Business Management

BSBSMB404	Undertake small business planning
BSBSMB403	Market the small business
SHBXPSM003	Promote a personal services business
SHBWHS002	Provide a safe work environment
BSBHRM506	Manage recruitment selection and induction processes
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM001	Lead teams in a personal services environment
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBHRSM404	Review human resources functions
SHBXWHS003	Apply safe hygiene, health and work practices
SHBBINF002	Maintain infection control standards
SHBXIND003	Comply with organisational requirements within a personal services environment
SHBBCCS005	Advise on beauty products and services
SHBXCCS007	Conduct salon financial transactions
SHBXCCS005	Maintain health and well-being in a personal services setting
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SHBBRES003	Research and apply beauty industry information
BSBSUS511	Develop workplace policy and procedures for sustainability

# COURSES

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

### UNIT CONTENT

The following gives a brief overview of the clustered units

Full details can be found at <https://training.gov.au/Training/Details/SHB50121/qualdetails>

#### Health & Safety in the Workplace

SHBXWHS003 Apply Safe Hygiene, Health and Work Practices

SHBBINF002 Maintain Infection Control Standards

SHBXCCS005 Maintain health and wellbeing in a personal services setting

SHBXWHS002 Provide a safe work environment

- Establishing and maintaining a safe and clean welcoming and professional work environment
- Assessing risks. Training staff. Developing safety policies
- Safe Work Australia and workplace health and safety
- Emergency procedures
- Skin Penetration Act - Health & Hygiene Regulations
- Maintaining health and well-being in a personal services setting

#### Workplace Communications for the Beauty Therapist

SHBXCCS008 Provide salon services to clients

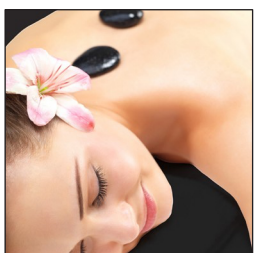
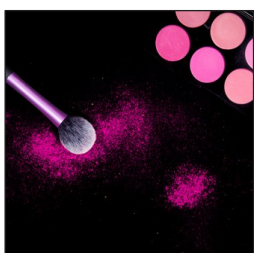
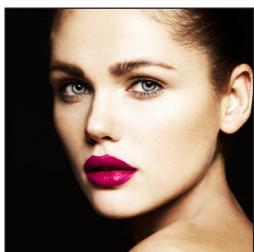
SHBXIND003 Comply with organisational requirements within a personal services environment

SHBBCCS005 Advise on beauty products and services

SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms

SIRXSLS001 Sell to the retail customer

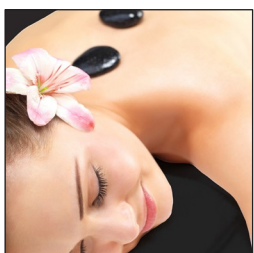
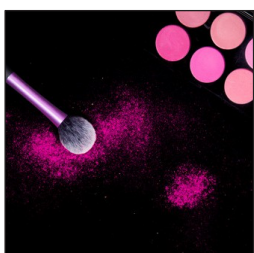
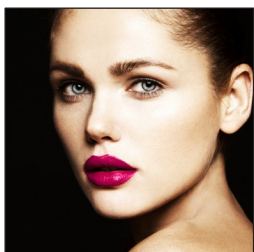
- Telephone answering and reception duties, taking appointments
- Client relations, welcoming clients
- Handling complaints and difficult clients
- Relations with colleagues, teamwork, lines of communications
- Identifying and avoiding conflict
- Professional behaviour, professional dress
- Retail skills,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



# COURSES

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### UNIT CONTENT

#### Client Consultation, Diagnosis and Facial Treatment

- SHBBFAS005 Provide Facial Treatments and Skincare Recommendations
- SHBBFAS006 Provide Specialised Facial Treatments
- SHBBCCS005 Advise on beauty products and services
- SHBXCCS008 Provide salon services to clients
- SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
- SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
- SHBXCCS006 Promote healthy nutritional options in a beauty therapy context

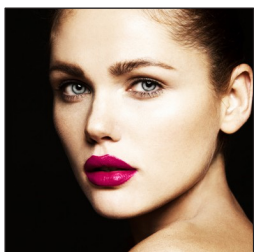
- Determine client's requirements, analyse client characteristics
- Identify contraindications, determine treatment plan
- Professional skin diagnosis using diagnostic equipment
- Preparation of client, treatment area and self
- Treatment of skin types, conditions and disorders such as sun damage, acne,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



# COURSES

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

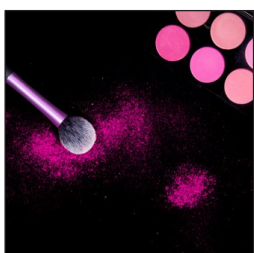


### UNIT CONTENT

#### Eyelash and Eyebrow Treatments

##### SHBBFAS004 Provide Lash & Brow Services

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

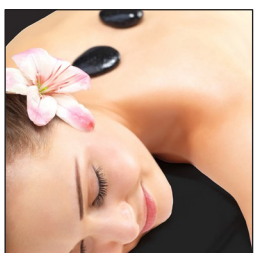


#### Manicure and Pedicure Procedures

##### SHBBNLS007 Provide Manicure and Pedicure Services

##### SHBBNLS011 Use electric file equipment for nail services

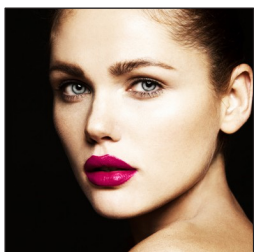
- Preparation of client
- Professional deluxe manicure techniques
- Professional deluxe pedicures
- French manicure techniques
- Professional hand and foot massages techniques
- Introduction to reflexology foot massage techniques
- Intensive treatments of feet and hands particularly for sun damage and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



# COURSES

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

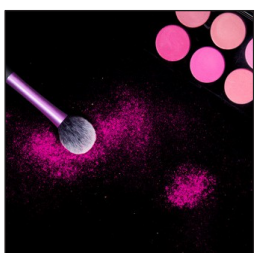


### UNIT CONTENT

#### Face and Body Waxing

SHBBHRS008 Provide Waxing Services

- Theory of hair removal including contraindications
- Preparing client
- Practical waxing techniques using hot and strip wax
- Leg, bikini, under-arm, brow and facial waxing
- Men's back, shoulder and chest waxing techniques



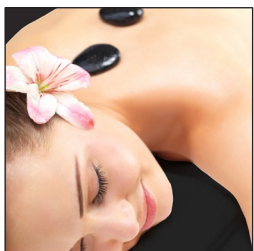
#### Body Massage

SHBBBOS008 Provide Body Massages

SHBBBOS009 Provide Aromatherapy Massages

SHBBSPA007 Provide Stone Therapy Massages

- Assess client requirements
- Perform Swedish body massage techniques
- Perform aromatherapy massage techniques using essential oils
- Provide stone massage treatments



#### Spa Treatments Specialisation

SHBBSPA005 Work in a Spa Therapies Framework

SHBBSPA006 Provide Spa Therapies

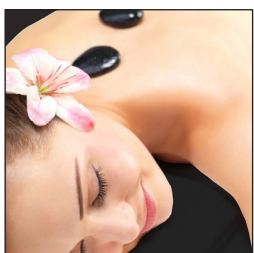
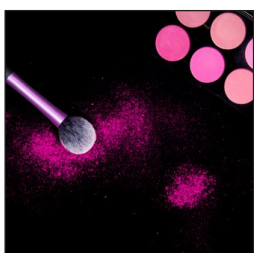
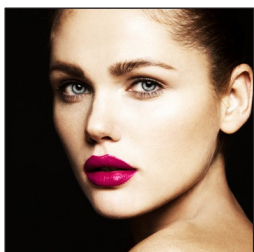
SHBBSPA007 Provide Stone Therapy Massages

- Prepare client and work area
- Assess client requirements, plan program
- Use of specialised body equipment including spa capsule
- Salt scrubs
- Honey and almond body scrubs and vapour treatments
- Seaweed body wraps
- Detoxifying clay treatments
- Stone therapy massage incorporating Lomi Lomi Hawaiian massage

# ENTRY REQUIREMENTS

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Academy Specific Entry Requirements

- Minimum age of 16
- High standard of grooming
- Possess a strong desire to enter this industry
- All prospective students have a one-on-one interview with the Director of Enrolments prior to finalising enrolment application. This is to:
  - ensure the chosen course is appropriate for the student to undertake
  - identify the student's learning or other needs
  - ensure that the student understands their responsibilities
  - ensure that the student understands and agrees to abide by the Academy's policies and procedures
- Have a USI number

For students wishing to access VSL there are additional requirements including academic suitability, citizenship, parental permission if under 18 and having a valid tax file number. Full details are on our website under "Student admission procedures for approved courses". There are no legislative or regulatory entry requirements for this course.

### LLN requirements VSL Applicants

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

### LLN Testing for Non VSL students.

All non-VET Fee Help students including those studying through an apprenticeship pathway will be required to complete the Australian Core Skills framework LLN testing to ensure they are academically suitable for the relevant course prior to completing enrolment. We currently use Learning Resources Group LLN Robot and a level 3 pass rate or higher is required. This will not be required if a prospective student has the HSC, a AQTF Certificate IV or higher qualification.

### 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).

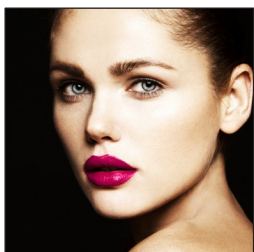
We use Learning Resources Group Digital Robot, to assess digital literacy.

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.

# ENTRY REQUIREMENTS

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

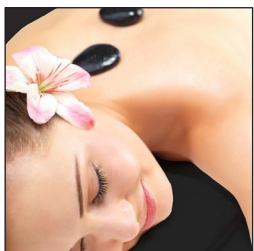
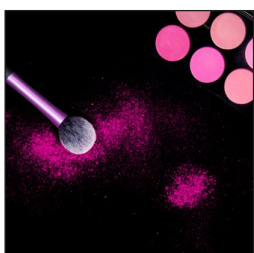


### Computer Requirements

You must be able to use computer for research and assessments. Access to a computer or laptop and a current email address is also required.

### Students to supply

- Notebook and stationery for class
- Laptop required for class
- Microsoft 365
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost \$165)
- Closed in flat, black, rubber soled shoes

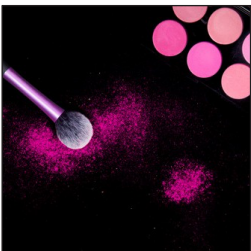




# TRAINING DELIVERY

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Full Time Day Classes - Face-to-face

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

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD. February April July and September intakes

Day classes are held three days a week from 9am – 5pm.

You may choose

- Monday, Tuesday and Wednesday
- Wednesday, Thursday and Friday
- Thursday Friday and Saturday

This course is delivered over two (2) semesters.

The first six (6) months (semester 1) is spent in the classroom environment, completing all theory and classroom practical requirements of the course. Students are prepared for their clinic practical semester by being able to bring family and friends to scheduled practical workshop days.

The final six (6) months (semester 2) is spent in our dedicated student day spa and clinic, performing treatments (structured workplace learning) on paying clients under the supervision and guidance of a qualified trainer and assessor.

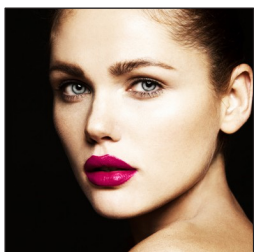
NOTE: Structured workplace learning is not paid and is part of a student's training requirements. Students are committed to obtain work experience in other salons but only in addition to the Academy's clinic attendance requirements. 400 hours of clinic time at the Academy, must be completed prior to Graduation and the successful completion of this course.

The course is completed over 46 weeks. Additional hours are required for home study, research tasks and underpinning knowledge assessment tasks (normally 6 hours per week. These hours will vary according to the student's individual needs.

# TRAINING DELIVERY

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Part Time Evening Classes - Face-to-face

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD. February April July and September intakes.

Evening classes are held over three (3) semesters.

#### Semester 1

- three (3) evenings a week, Monday, Tuesday and Wednesday from 6pm to 9pm for 24 weeks

#### Semester 2

- three (3) evenings a week, Monday, Tuesday and Wednesday from 6pm to 9pm for 24 weeks
- one (1) day per week of structured workplace learning, performing treatments on paying clients in the student clinic on a Saturday from 9am to 5pm

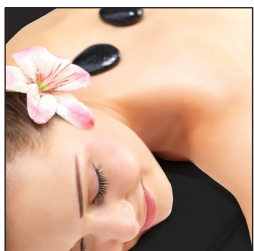
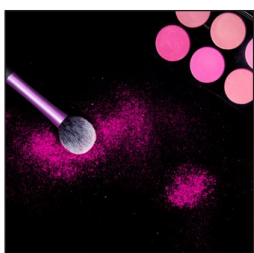
#### Semester 3

- one (1) day per week of structured workplace learning, performing treatments on paying clients in the student clinic on a Saturday from 9am to 5pm

NOTE: Structured workplace learning is not paid and is part of a student's training requirements. Students are committed to obtain work experience in other salons but only in addition to the Academy's clinic attendance requirements. 400 hours of clinic time at the Academy, must be completed prior to Graduation and the successful completion of this course.

The course is completed over 72 weeks. Additional hours are required for home study, research tasks and underpinning knowledge assessment tasks (normally 6 hours per week). These hours will vary according to the student's individual needs.

Evening students will be required to attend someday classes for product knowledge, but ample notice will be provided. Some product classes are not held in the evening due to availability of guest lecturers.



# TRAINING DELIVERY

## The Beauty Business (Dual Diploma)

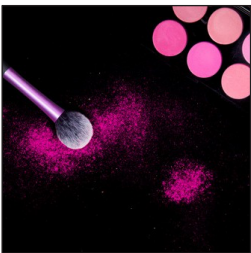
- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Distance Learning - Face-to-face and Online Learning

It is possible to study SHB50121 Diploma of Beauty Therapy, or the Double Diploma incorporating SHB50121 Diploma of Beauty Therapy, SHB50216 Diploma of Salon Management by distance learning.

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



### Delivery

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

The course is studied over 46 weeks (monthly intakes) with a combination of:

- Face-to-face workshops - 5 days, 4 times a year February, May, August and November
- Face-to-face trainer led Webinar - 3 hours per week
- One on one support meeting with trainer fortnightly
- Research and Assessment Tasks - 8 hours per week
- Revision - 8 hours per week
- Structured workplace learning  
clinic practice on paying clients commences after the completion of the first Workshop.



### Structured workplace learning must be completed at our clinic

- 400 hours at our closest student clinic
- All practical assessments must be completed in the student beauty, laser and dermal clinic, on paying clients with qualified Assessors present

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

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

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

### Please note additional requirements for Distance students

Beauty therapy is very practically based. It cannot be taught solely online for this reason; distance students also must be prepared to:

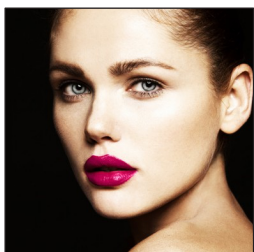
- Attend trainer-led theory lessons once a week via Google Meets
- Have a one-on-one Google Meet each fortnight with their trainer
- Attend the 4 practical workshops throughout the year
- Attend our student clinic for practice on clients after week 12
- Students are responsible for travel and accommodation costs, if required

# TRAINING DELIVERY

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

### Distance Learning - Face-to-face and Online Learning

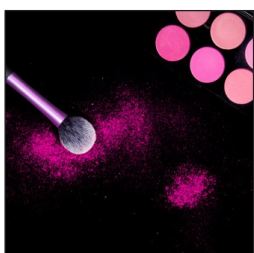


#### Are my qualifications the same as coming to full time study?

You will have your practical assessments with our Assessors and will graduate with the same qualifications as our full-time students. Average timeframe to complete the course by distance learning is 46 weeks.

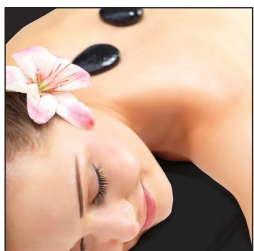
#### When can I start?

You can start this course anytime, by starting the units with the practical workshop approximately three (3) months after starting theory.



#### Resources

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



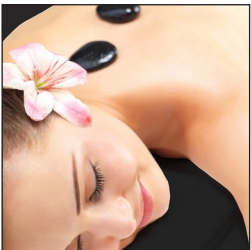
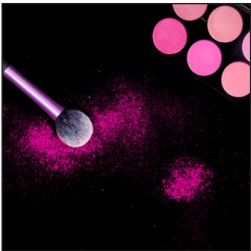
At enrolment and during the course student needs are evaluated and advice or help is provided when necessary. This may include advice on where to go for English language assistance or LLN needs, help with computer issues or medical and health issues that may affect study.

The Academy has state-of-the-art facilities and equipment at each location including laser training rooms, student spa, practical classrooms, theory rooms etc... Additional support includes a weekly webinar where your theory assessment is reviewed, questions answered and support provided, a fortnightly phone meeting with your trainer, again making sure you have no problems or issues. You can email your trainer at any time and we will respond to you as soon as practicable. If you are working in an external workplace, your employer will receive a monthly call from your trainer ensuring everything is running smoothly and they understand their responsibilities.

# TRAINING DELIVERY

## The Beauty Business (Dual Diploma)

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Resources - Distance learning Kits

Distance students are provided with the following kits to practice at home

#### Wax Kit Inclusions:

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

#### MANICURE/PEDICURE KIT

##### Inclusions:

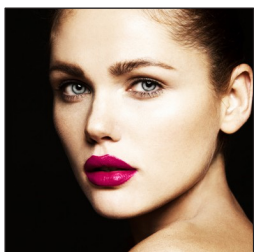
- 10 nail files
- 1 nail buffer
- 1 nail brush
- 10 orange wood sticks
- acetone polish remover
- 10 pedi paddles
- 1 Urban Spa Body Silk retail
- 1 Urban Spa Pedi Spa
- 1 manicure bowl
- nail clippers
- 1 polish (base coat)
- 1 polish (topcoat)
- 1 (red) nail polish
- cuticle conditioner
- 1 French (pink) nail polish
- 1 French (white) tip nail polish



# TRAINING DELIVERY

## The Beauty Business (Dual Diploma)

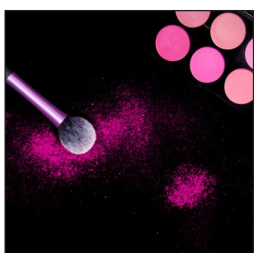
- SHB50121 Diploma of Beauty Therapy
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### MASSAGE KIT

#### Inclusions:

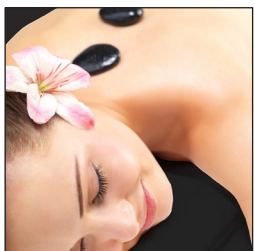
- lavender essential oil
- coconut essential oil
- 500 ml massage oil
- 2 hot stones



### LASH & BROW KIT

#### Inclusions

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



### FACIAL KIT

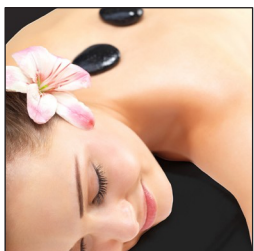
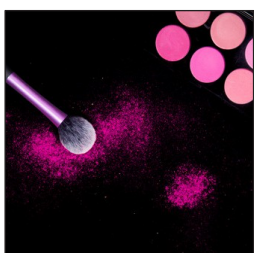
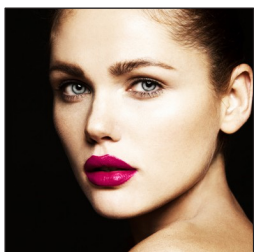
#### Inclusions

- 1 woods facial analysis lamp
- 1 Urban Spa product manual
- 1 Urban Spa Eye & Lip Cleanser
- 1 Urban Spa Clarity Cleanser
- 1 Urban Spa Harmony Cleanser
- 1 Urban Spa Gentle Exfoliant
- 1 Urban Spa Glycolic Serum Peel
- 1 Urban Spa Blackhead Treatment
- 1 Urban Spa Clarity Mask
- 1 Urban Spa Harmony Rose Mask
- 1 Urban Spa Antioxidant Serum
- 1 Urban Spa Clarity Moisturiser
- 1 Urban Spa Harmony Moisturiser
- 1 Urban Spa Eye cream

# TRAINING DELIVERY

## The Beauty Business (Dual Diploma)

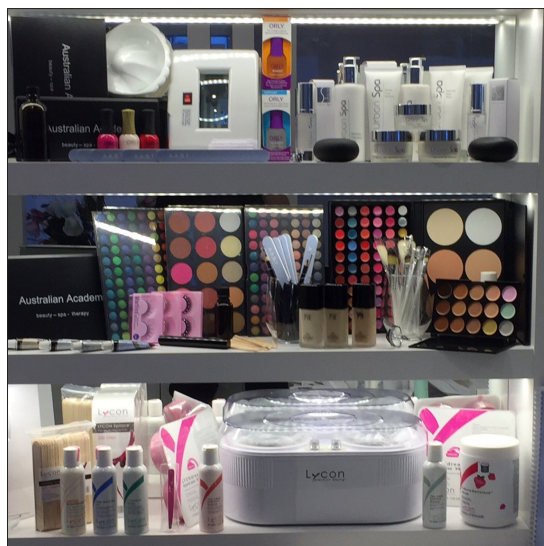
- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### MAKE UP KIT

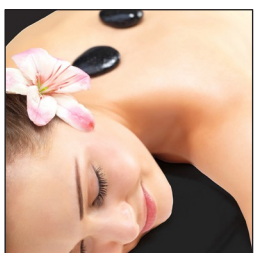
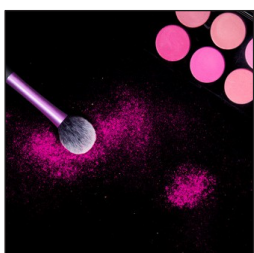
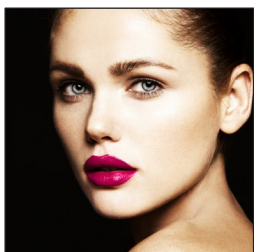
#### Inclusions

- 1 make up brush set
- eyelash curler
- false lashes
- 1 pkt disposable mascara wands
- 1 pkt disposable lip wands
- eyeshadow makeup palette
- blush makeup palette
- corrective palette
- 1 light foundation
- 1 medium foundation
- 1 dark foundation
- 1 setting powder palette
- 1 lip palette
- black eyeliner
- brown eyeliner
- red lipliner
- pink lipliner
- nude lipliner
- black mascara



# COURSES

## SHB50121 Diploma of Beauty Therapy



### Partially covered by VET Student Loans for eligible students

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

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

### Units Included in this Course

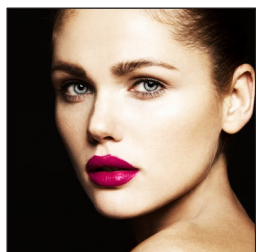
#### UNITS INCLUDED

SHBBMUP009	Design and apply make-up
SHBBHRS010	Provide waxing services
SHBBFAS004	Provide lash and brow services
SHBBNLS011	Use electric file equipment for nail services
SHBBNLS007*	Provide manicure and pedicure services
SHBBBOS008*	Provide body massages
SHBBBOS009*	Provide aromatherapy massages
SHBBSPA005	Work in a spa therapies framework
SHBBSPA006	Provide spa therapies
SHBBSPA007*	Provide stone therapy massages
SHBBFAS005*	Provide facial treatments and skin care
SHBBFAS006*	Provide specialised facial treatments
SHBXCCS008	Provide salon services to clients
SIRXSLS001	Sell to the retail customer
SHBBSSC001	Incorporate knowledge of skin structure and functions into beauty therapy
SHBBSSC002	Incorporate knowledge of body structures and functions into beauty therapy
SHBXCCS006	Promote healthy nutritional options in a beauty therapy context

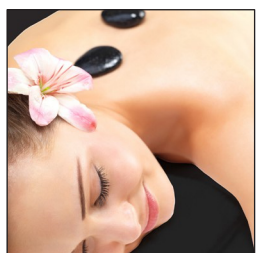
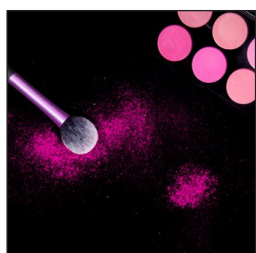
# COURSES

## SHB50121 Diploma of Beauty Therapy

### Units Included (continued)



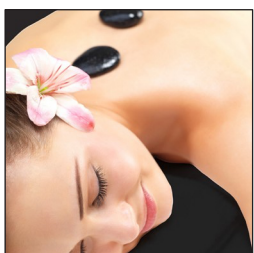
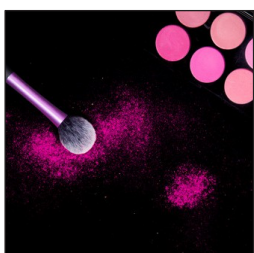
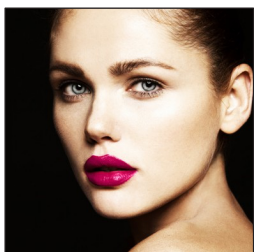
SHBXPSM003	Promote a personal services business
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM001	Lead teams in a personal services environment
SHBXWHS003	Apply safe hygiene, health and work practices
SHBBINF002	Maintain infection control standards
SHBXIND003	Comply with organisational requirements within a personal services environment
SHBBCCS005	Advise on beauty products and services
SHBXCCS007	Conduct salon financial transactions
SHBXCCS005	Maintain health and well-being in a personal services setting
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SHBBRES003	Research and apply beauty industry information
BSBSUS511	Develop workplace policy and procedures for sustainability



Note: Units marked with an asterisk (\*) include one or more prerequisite units of competency.

# ENTRY REQUIREMENTS

## SHB50121 Diploma of Beauty Therapy



### Academy Specific Entry Requirements

- Minimum age of 16
- High standard of grooming
- Possess a strong desire to enter this industry
- All prospective students have a one-on-one interview with the Director of Enrolments prior to finalising enrolment application. This is to:
  - ensure the chosen course is appropriate for the student to undertake
  - identify the student's learning or other needs
  - ensure that the student understands their responsibilities
  - ensure that the student understands and agrees to abide by the Academy's policies and procedures
- Have a USI number

For students wishing to access VSL there are additional requirements including academic suitability, citizenship, parental permission if under 18 and having a valid tax file number. Full details are on our website under "Student admission procedures for approved courses".

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

### LLN requirements VSL Applicants

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

### LLN Testing for Non VSL students

All non-VET Fee Help students including those studying through an apprenticeship pathway will be required to complete the Australian Core Skills framework LLN testing to ensure they are academically suitable for the relevant course prior to completing enrolment. We currently use Learning Resources Group LLN Robot and a level 3 pass rate or higher is required. This will not be required if a prospective student has the HSC, a AQTF Certificate IV or higher qualification.

### 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).

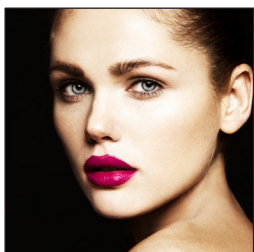
We use Learning Resources Group Digital Robot, to assess digital literacy.

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.



# ENTRY REQUIREMENTS

## SHB50121 Diploma of Beauty Therapy

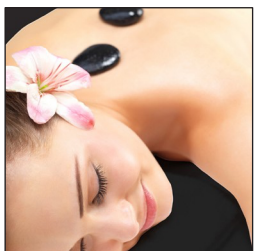
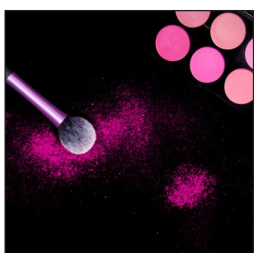


### Computer Requirements

You must be able to use computer for research and assessments. Access to a computer or laptop and a current email address is also required.

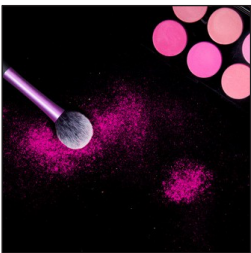
### Students to supply

- Notebook and stationery for class
- Laptop required for class
- Microsoft 365
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost \$165)
- Closed in flat, black, rubber soled shoes



# TRAINING DELIVERY

## SHB50121 Diploma of Beauty Therapy



### Training Delivery

#### Full Time Day Classes

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

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

February April July and September intakes.

Day classes are held three days a week from 9am – 5pm.

You may choose:

- Monday, Tuesday and Wednesday
- Wednesday, Thursday and Friday
- Thursday Friday and Saturday

This course is delivered over two (2) semesters.

The first six (6) months (semester 1) is spent in the classroom environment, completing all theory and classroom practical requirements of the course. Students are prepared for their clinic practical semester by being able to bring family and friends to scheduled practical workshop days.

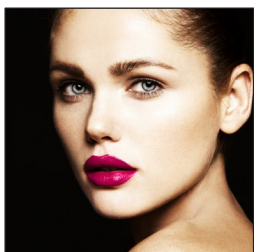
The final six (6) months (semester 2) is spent in our dedicated student day spa and clinic, performing treatments (structured workplace learning) on paying clients under the supervision and guidance of a qualified trainer and assessor.

*NOTE: Structured workplace learning is not paid and is part of a student's training requirements. Students are committed to obtain work experience in other salons but only in addition to the Academy's clinic attendance requirements. 400 hours of clinic time at the Academy, must be completed prior to Graduation and the successful completion of this course.*

The course is completed over 46 weeks. Additional hours are required for home study, research tasks and underpinning knowledge assessment tasks (normally 6 hours per week). These hours will vary according to the student's individual needs.

# TRAINING DELIVERY

## SHB50121 Diploma of Beauty Therapy

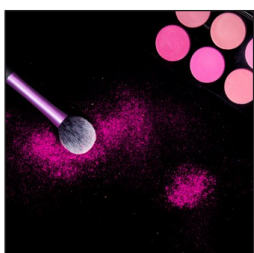


### Part Time Evening Classes

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

February April July and September intakes

Evening classes are held over three (3) semesters.



### Semester 1

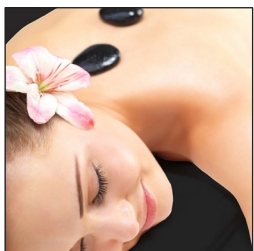
- three (3) evenings a week, Monday, Tuesday and Wednesday from 6pm to 9pm for 24 weeks

### Semester 2

- three (3) evenings a week, Monday, Tuesday and Wednesday from 6pm to 9pm for 24 weeks
- one (1) day per week of structured workplace learning, performing treatments on paying clients in the student clinic on a Saturday from 9am to 5pm

### Semester 3

- one (1) day per week of structured workplace learning, performing treatments on paying clients in the student clinic on a Saturday from 9am to 5pm



NOTE: Structured workplace learning is not paid and is part of a student's training requirements. Students are committed to obtain work experience in other salons but only in addition to the Academy's clinic attendance requirements. 400 hours of clinic time at the Academy, must be completed prior to Graduation and the successful completion of this course.

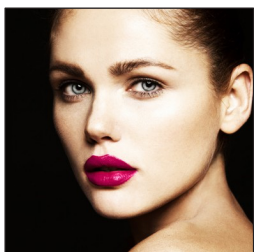
The course is completed over 72 weeks. Additional hours are required for home study, research tasks and underpinning knowledge assessment tasks (normally 6 hours per week).

These hours will vary according to the student's individual needs.

Evening students will be required to attend someday classes for product knowledge, but ample notice will be provided. Some product classes are not held in the evening due to availability of guest lecturers.

# TRAINING DELIVERY

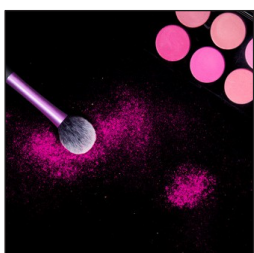
SHB50121 Diploma of Beauty Therapy



## Distance Learning - Face to Face and Online Learning

It is possible to study SHB50121 Diploma of Beauty Therapy, or the Double Diploma incorporating SHB50121 Diploma of Beauty Therapy, SHB50216 Diploma of Salon Management by distance learning.

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

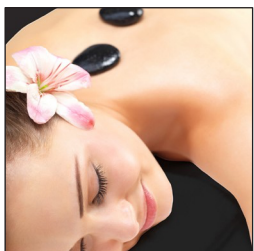


## Delivery

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.  
Monthly intakes.

The course is studied over 46 weeks with a combination of:

- Face to face workshops - 5 days, 4 times a year February, May, August and November
- Face to Face trainer led Webinars - 3 hours per week
- One on one support meeting with Trainer fortnightly
- Research and Assessment Tasks - 8 hours per week
- Revision - 8 hours per week
- Structured workplace learning
  - Clinic practice on paying clients commences after the completion of the first workshop
- Structured workplace learning must be completed in our student clinic
  - 400 hours at our closest student clinic
  - All practical assessments must be completed in the student beauty, laser and dermal clinic, on paying clients with qualified Assessors present



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

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

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

## Please note additional requirements for Distance students

Beauty therapy is very practically based. It cannot be taught solely online. For this reason, distance students also must be prepared to:

- Attend trainer-led theory lessons once a week via Google Meets
- Have a one-on-one Google Meet each fortnight with their trainer
- Attend the 4 practical workshops throughout the year
- Attend our student clinic for practice on clients after week 12
- Students are responsible for travel and accommodation costs, if required

# TRAINING DELIVERY

## SHB50121 Diploma of Beauty Therapy



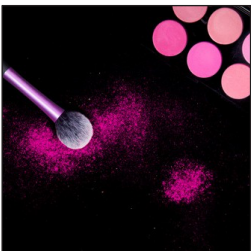
### Distance Learning - Face to Face and Online Learning

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

You will have your practical assessments with our Assessors and will graduate with the same qualifications as our full-time students. Average timeframe to complete the course by distance learning is 46 weeks.

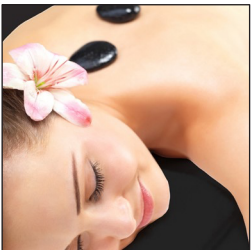
#### When can I start?

You can start this course anytime, by starting the units with the practical workshop approximately three (3) months after starting theory.



### Resources

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



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

The Academy has state-of-the-art facilities and equipment at each location including laser training rooms, student spa, practical classrooms, theory rooms etc.

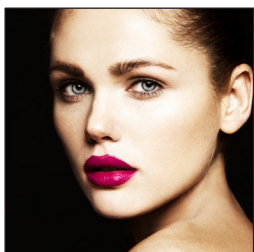
Additional support includes a weekly webinar where your theory assessment is reviewed, questions answered and support provided, a fortnightly phone meeting with your trainer, again making sure you have no problems or issues. You can email your trainer at any time, and we will respond to you as soon as practicable.

If you are working in an external workplace, your employer will receive a monthly call from your trainer ensuring everything is running smoothly and they understand their responsibilities.



# TRAINING DELIVERY

## SHB50216 Diploma of Salon Management

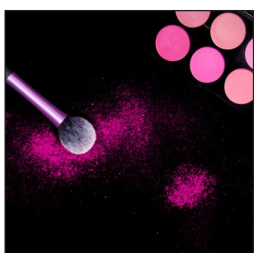


### VET Student Loan available for full cost for eligible students

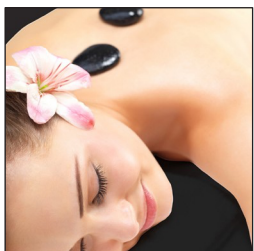
Are you wanting to own or manage a salon?

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

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



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



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

### There are 10 units in the Diploma of Salon Management

#### Core units

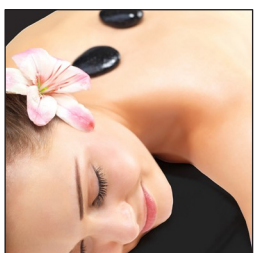
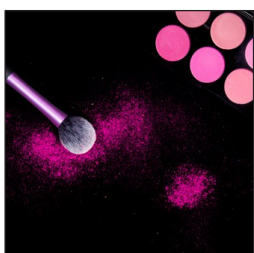
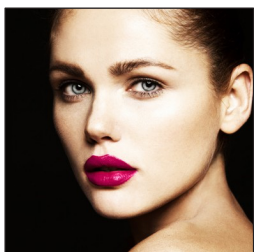
BSBHRM404	Review human resource functions
BSBHRM506	Manage recruitment selection and induction processes
BSBSUS501	Develop workplace policy and procedures for sustainability
SHBXPSM001	Lead teams in a personal services environment
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM003	Promote a personal services business
SHBXWHS002	Provide a safe work environment

#### Elective units

BSBSMB404	Undertake small business planning
BSBSMB403	Market the small business
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms

# ENTRY REQUIREMENTS

## SHB50216 Diploma of Salon Management



### Academy Specific Entry Requirements

- Minimum age of 16
- High standard of grooming
- Possess a strong desire to enter this industry
- All prospective students have a one-on-one interview with the Director of Enrolments prior to finalising enrolment application. This is to:
  - ensure the chosen course is appropriate for the student to undertake
  - identify the student's learning or other needs
  - ensure that the student understands their responsibilities
  - ensure that the student understands and agrees to abide by the Academy's policies and procedures
- Have a USI number

For students wishing to access VSL there are additional requirements including academic suitability, citizenship, parental permission if under 18 and having a valid tax file number. Full details are on our website under "Student admission procedures for approved courses".

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

### LLN requirements VSL Applicants

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

### LLN Testing for Non VSL students

All non-VET Fee Help students including those studying through an apprenticeship pathway will be required to complete the Australian Core Skills framework LLN testing to ensure they are academically suitable for the relevant course prior to completing enrolment. We currently use Learning Resources Group LLN Robot and a level 3 pass rate or higher is required. This will not be required if a prospective student has the HSC, a AQTF Certificate IV or higher qualification.

# ENTRY REQUIREMENTS

## SHB50216 Diploma of Salon Management

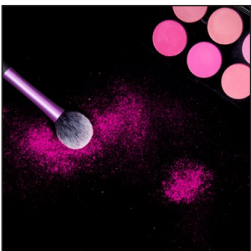


### Digital Literacy Assessment

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

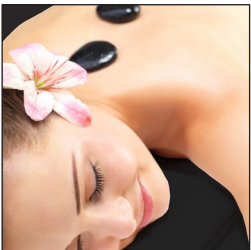
We use Learning Resources Group Digital Robot, to assess digital literacy.

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.



### Computer Requirements

You must be able to use computer for research and assessments. Access to a computer or laptop and a current email address is also required.

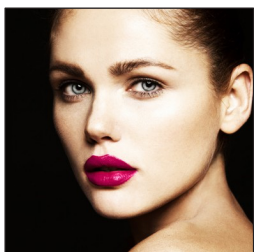


### Students to supply

- Notebook and stationery for class
- Laptop is required for class
- Microsoft 365
- Computer and internet required for research and theory assessments
- Own email address
- Uniform (cost \$165)
- Closed in flat, black, rubber soled shoes

# TRAINING DELIVERY

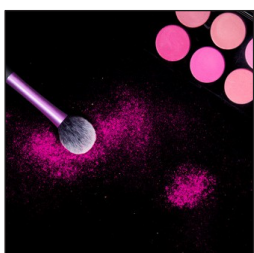
## SHB50216 Diploma of Salon Management



### Training Delivery

Studied with SHB50121 as part of the Dual Diploma - 46 Weeks Studied as a stand-alone course - 26 weeks

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



Classes are held at Bella Vista, Rockdale, North Strathfield and Sydney CBD

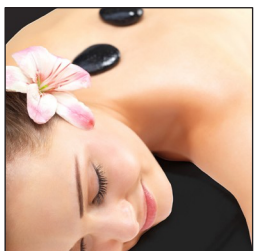
### Please note additional requirements for Distance students

The Diploma of salon management has some practical units that must be completed at the academy.

As most students are undertaking the dual diploma the requirements will be met on your scheduled clinic day.

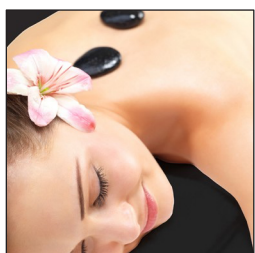
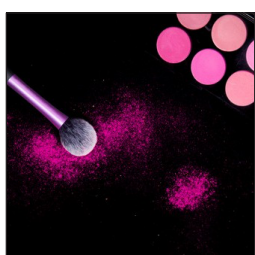
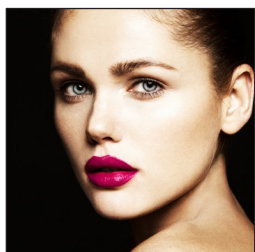
If this is a stand-alone course, you must be prepared to:

- Attend trainer led theory lessons one a fortnight via google meets
- Have a one on one google meet each fortnight with their trainer
- Attend our student clinic for practice in a commercial clinic situation from week 6



# COURSES

## AABT5022 Advanced Laser IPL and Dermal Therapies



This course has been specially designed after extensive consultation with industry experts to ensure graduates have the required skills and knowledge to work with laser and IPL equipment upon graduating and be able to perform a range of dermal therapy and laser hair reduction treatments. It is the preparatory course for SHB60221 Advanced Diploma of Skin Therapy and ensures potential students have the required skills and knowledge to succeed in this advanced level course.

Laser hair reduction and dermal therapy treatments are in high demand in today's modern salon and this course will ensure that the therapist is able to perform the treatments safely for both the client and for themselves. The course satisfies the requirements for a laser safety licence in Western Australia, Queensland and Tasmania.

This qualification reflects the role of individuals who have specialised knowledge to design and safely apply IPL and laser to reduce unwanted hair on face and body and to safely perform a range of dermal therapy and skin rejuvenation treatments

This course is not a nationally recognised qualification under the AQF. This course has been specially developed by the Academy and has been designed in conjunction with the laser and dermal industry and relevant state radiation health departments.

### ACCREDITATION

This course is approved by Queensland Department of Health (Radiation Health Unit) for a full use laser license for:

- laser hair removal
- laser skin rejuvenation including pigmentation reduction
- laser vein reduction

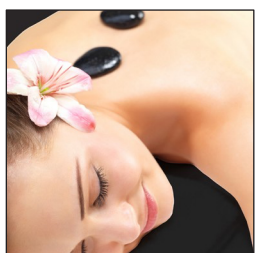
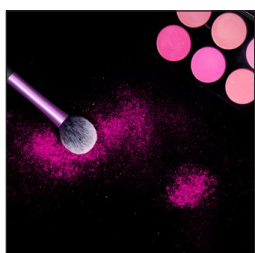
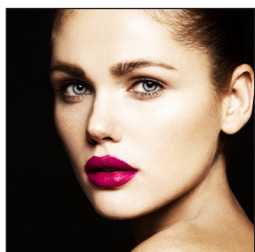
This course is approved by Tasmanian Department of Health (Radiation Protection Unit) for a full use laser license

- laser hair removal
- laser skin rejuvenation including pigmentation reduction
- laser vein reduction



# COURSES

## AABT5022 Advanced Laser IPL and Dermal Therapies



### UNITS INCLUDED IN COURSE

- AABT001 Identify laser and IPL safety hazards and apply laser safety protocols to minimise risks
- AABT002 Consult with clients and design treatment programs for laser or IPL hair reduction
- AABT003 Perform laser or IPL hair reduction treatments
- AABT004 Consult with clients and design treatment programs for laser and IPL skin rejuvenation treatments
- AABT005 Perform Laser or IPL skin rejuvenation treatments
- AABT006 Consult with client and design specialised dermal therapy treatment programs
- AABT006A Consult with clients and provide advice on advanced dermal products
- AABT008 Consult with clients, design and perform LED light therapy treatments
- AABT009 Perform superficial skin needling treatments
- AABT010 Perform cosmeceutical peel treatments
- AABT011 Perform Hydro-dermabrasion and Micro-Dermabrasion treatments

# COURSES

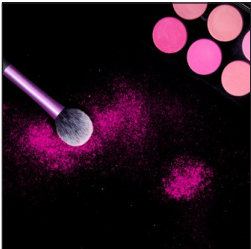
## AABT5022 Advanced Laser IPL and Dermal Therapies

### Unit Content

#### AABT001 Identify laser and IPL safety hazards and apply laser safety protocols to minimise risks



- Identify laser and IPL and LED safe work practices
- Identify and minimise possible safety risks in treatment area
- Assess and control safety risks to operator and client
- Respond to possible safety risks
- Learn how to develop a laser safety manual and maintain safe work practices
- Perform a laser safety hazard audit and risk assessment of treatment area



#### AABT002 Consult with clients and design treatment programs for laser or IPL hair reduction

- Perform thorough consultation to determine client hair reduction
- Determine contraindications to treatment through thorough observation and questioning
- Prepare treatment area, client and operator prior to patch testing
- Perform patch test and record results
- Design and record proposed treatment plan for client based on client requirements and patch test results



#### AABT003 Perform laser or IPL hair reduction treatments

- Prepare clinical treatment area and laser equipment
- Prepare client and operator prior to treatment
- Perform laser or IPL hair reduction treatment
- Provide client with post treatment advice and pre-treatment advice

#### AABT004 Consult with clients and design treatment programs for laser and IPL skin rejuvenation treatments

- Consult with client on skin rejuvenation requirements
- Conduct patch test
- Design and record proposed treatment plan for client based on client requirements and patch test results

#### AABT005 Perform Laser or IPL skin rejuvenation treatments

- Prepare clinical treatment area and laser equipment
- Prepare client and operator prior to treatment
- Perform laser or IPL skin rejuvenation treatment
- Provide client with post treatment advice and pre-treatment advice

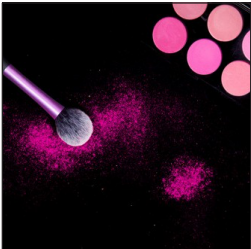
# COURSES

## AABT5022 Advanced Laser IPL and Dermal Therapies



### AABT006 Consult with client and design specialised dermal therapy treatment programs

- Consult with client on skin rejuvenation requirements, including Skin needling, cosmeceutical peel, Laser and IPL skin rejuvenation Led treatments and micro-Dermabrasion
- Determine, in consultation with client, most appropriate treatment program, including Skin needling, cosmeceutical peel, Laser and IPL skin rejuvenation Led treatments and micro-Dermabrasion



### AABT006A Consult with clients and provide advice on advanced dermal products

- Apply cosmetic chemistry knowledge to select most appropriate products for client's dermal therapy requirements
- Recommend and explain use of specialised Dermal Therapy formulations for specific skin treatments



### AABT008 Consult with clients, design and perform LED light therapy treatments

- Prepare clinical treatment area and LED equipment
- Prepare client and operator prior to treatment, and perform treatment
- Provide client with post treatment advice and pre-treatment advice

### AABT009 Perform superficial skin needling treatments

- Prepare clinical treatment area and skin needling equipment
- Prepare client and operator prior to treatment, and perform treatment
- Provide client with post treatment advice and pre-treatment advice

### AABT010 Perform cosmeceutical peel treatments

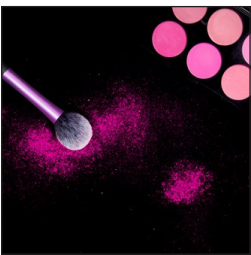
- Prepare clinical treatment area and LED equipment
- Provide epidermal cosmeceutical skin peeling treatment
- Provide client with post treatment advice and pre-treatment advice

### AABT011 Perform hydro-dermabrasion and micro-Dermabrasion treatments

- Prepare clinical treatment area and hydro-dermabrasion and micro- dermabrasion equipment
- Provide hydro-dermabrasion and micro-dermabrasion treatments
- Provide client with post treatment advice and pre-treatment advice

# ENTRY REQUIREMENTS

## AABT5022 Advanced Laser IPL and Dermal Therapies

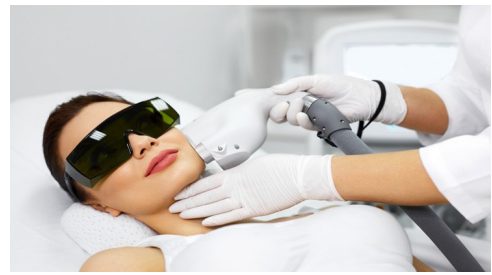


### Entry Requirements

- Prerequisite, SHBBINF002 Maintain infection control standards.
- Be enrolled in or have completed a Diploma of Beauty Therapy. or
- Evidence of significant and relevant vocational experience relating to the application of human biology, anatomy and physiology knowledge in their respective field.
- All prospective students have a one-on-one interview with the Director of Enrolments prior to finalising enrolment application. This is to:
  - ensure the chosen course is appropriate for the student to undertake
  - identify the student's learning or other needs
  - ensure that the student understands their responsibilities
  - ensure that the student understands and agrees to abide by the Academy's policies and procedures
- A high standard of grooming and a caring, nurturing personality are other requirements to being a successful laser therapist.
- Must be over 16 years of age
- Basic computer skills

### Students to supply

- Notebook and stationery for class
- Laptop required for class
- Microsoft 365
- Computer and internet required for research and theory assessments
- Own email address
- Uniform (cost \$165)
- Closed in flat, black, rubber soled shoes



# TRAINING DELIVERY

## AABT5022 Advanced Laser IPL and Dermal Therapies



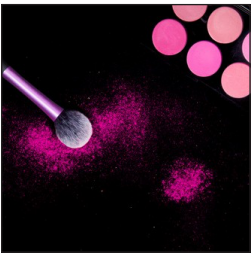
### Training Delivery

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

### Attendance requirements

#### Semester 1

- 10 x 1 day per week for the theory component and practical competencies
- Weekdays and Saturdays are available
- Continuing and completing theory component online and with your trainer's assistance
- Self-paced learning and assessment tasks
- Course timeframe is 46 weeks



#### Semester 2 - Clinical Placement

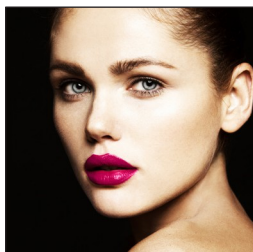
- 150 practical hours in our student clinic under the guidance of our fully qualified Laser and Dermal Therapy Trainers and Assessors.
- If you are working in a laser clinic some of these hours can be counted towards your practical hours but all practical assessments must be completed in our laser clinic with qualified trainers and assessors



We train on the best Candela, Derma Pen Australia and Adena equipment

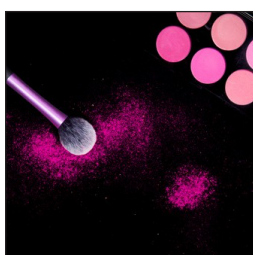
# COURSES

## SHB40121 Certificate IV in Beauty Therapy (Apprenticeship and Traineeship Program)



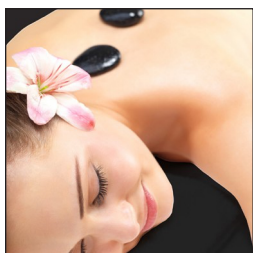
**Cost:** This training is subsidised by the NSW Government

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



To be eligible for this training you need to be employed as a Beauty Therapy Apprentice.

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



Further information can be found on the Smart and Skilled website:

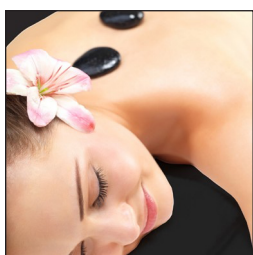
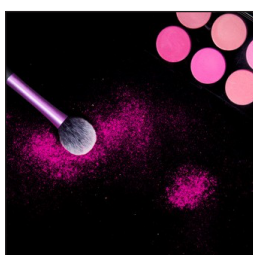
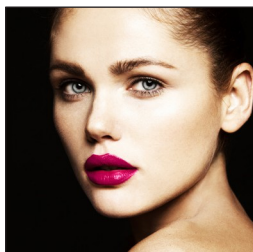
<https://www.nsw.gov.au/education-and-training/vocational/funding/smart-and-skilled-program-2023>



# COURSES

## SHB40121 Certificate IV in Beauty Therapy

(Apprenticeship and Traineeship Program)



### Core Units

- SHBBBOS007 Provide cosmetic tanning products
- SHBBBOS008\* Provide body massages
- SHBBFAS004 Provide lash and brow services
- SHBBFAS005\* Provide facial treatments and skin care recommendations
- SHBBHRS010 Provide waxing services
- SHBBMUP009 Design and apply make-up
- SHBBNLS007\* Provide manicure and pedicure services
- SHBBNLS011 Use electric file equipment for nail services
- SHBBRES003 Research and apply beauty industry information
- SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
- SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
- SHBXCCS006 Promote healthy nutritional options in a beauty therapy context
- SHBXCCS007 Conduct salon financial transactions
- SHBXCCS008 Provide salon services to clients
- SHBXIND003 Comply with organisational requirements within a personal services environment
- SHBXWHS003 Apply safe hygiene, health and work practices
- SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
- SIRXSLS001 Sell to the retail customer

### Elective units

#### Group A: Infection control

- SHBBINF002 Maintain infection control standards

#### Group B: General electives

- SHBBBOS009\* Provide aromatherapy massages
- SHBBFAS006\* Provide specialised facial treatments

### Other electives

- SHBBSPA007\* Provide stone therapy massages
- SHBBCCS005 Advise on beauty products and services

Note: Units marked with an asterisk (\*) include one or more prerequisite units of competency.

# ENTRY REQUIREMENTS

## SHB40121 Certificate IV in Beauty Therapy (Apprenticeship and Traineeship Program)

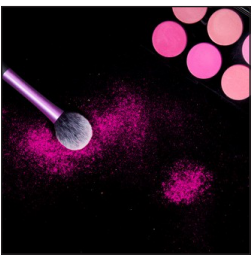


### Entry requirements and selection methods

1. Must be employed as an Apprentice
2. Minimum age of 16
3. Language literacy and numeracy skills to read and comprehend learning materials and perform tasks related to the job description

Interpret workplace policies and procedures etc.

4. Australian Citizen or Permanent Resident
5. A USI number



### Enrolment Procedure

Please see the full enrolment procedure on our website and at end of this Prospectus.



### LLN Testing

All non-VET Fee Help students including those studying through an apprenticeship pathway will be required to complete the Australian Core Skills framework LLN testing to ensure they are academically suitable for the relevant course prior to completing enrolment. We currently use Learning Resources Group LLN Robot and a level 3 pass rate or higher is required. This will not be required if a prospective student has the HSC, a AQTF Certificate IV or higher qualification.

### 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.

### Computer Skills

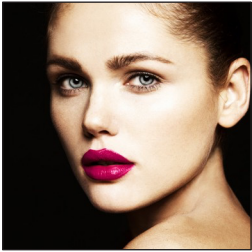
Basic computer for research and assessments.

### Students to supply

- Notebook and stationery for class
- Laptop required for class
- Microsoft 365
- Computer and internet required for research and theory assessments
- Own email address
- Closed in flat, black, rubber soled shoes

# TRAINING DELIVERY

## SHB40121 Certificate IV in Beauty Therapy (Apprenticeship and Traineeship Program)



Our training and assessment practices, including the amount of training we provide, are consistent with the requirements of training packages, VET accredited courses and reflect current industry best practice. These practices enable each student to meet the requirements of each unit of competency and industry, considering the initial level of skills, knowledge and experience of each student. Delivery modes include full- time day classes for the apprenticeship program

### Training Delivery

#### Day Classes - Face-to-face

Available at Bella Vista. Monthly intakes.

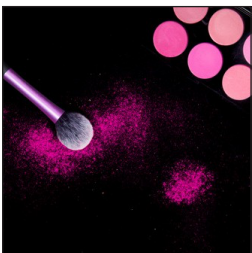
Day classes are held one day a week 9am – 5pm. This is combined with your on-the-job training. Please note: The course requirements are normally completed within 46 weeks, but as part of your apprenticeship a further two (2) years perfecting your skills in your workplace is required for successful completion of your apprenticeship and to be issued your certification.

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

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

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

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



# COURSES

## The Beauty Business (Dual Diploma) Upgrade

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

### Upgrading from SHB40121 Certificate IV in Beauty Therapy (If completed with the Australian Academy of Beauty Dermal and Laser)

This pathway is available for apprentices who have completed their apprenticeship with The Australian Academy of Beauty Dermal and Laser.

Fully covered with VET Student Loans for eligible students

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

Industry has talked to us, we have listened!

Today's salon owners want staff with not only significant beauty skills and knowledge, but also salon management and dermal therapy skills and knowledge.

The Beauty Business Course is the industry's ultimate beauty course, combining beauty and salon management and your passport to a successful career in this multi-billion-dollar industry. Including providing the skills to run your own business.

We have worked with industry and developed this world class curriculum, combining beauty therapy with essential business expertise to equip students to run a successful business. This Dual Diploma will give you a strong competitive advantage over your peers for an industry management role and the skills to run your own business.

The Beauty Business program incorporates SHB50121 Diploma of Beauty Therapy combined with SHB50216 Diploma of Salon Management.

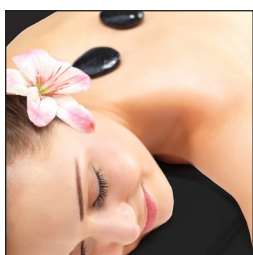
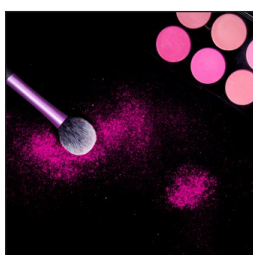
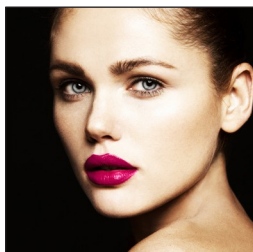
Both are completed simultaneously, and completed within 40 weeks, one evening per week. The practical aspects of salon management, leading staff etc., are completed in our student clinic in your own workplace with practical assessments completed in our student clinic according to your individual needs.

### SHB50121 Diploma of Beauty Therapy

VET Student Loan available for eligible students

### SHB50216 Diploma of Salon Management

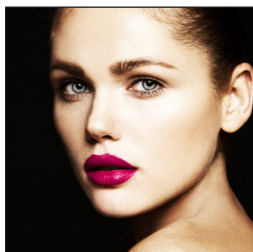
VET Student Loan available for eligible students



# COURSES

## The Beauty Business (Dual Diploma) Upgrade

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



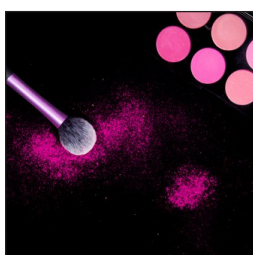
Upgrading from SHB40121 Certificate IV in Beauty Therapy  
certificate IV completed with the Australian Academy of Beauty Dermal and Laser)

(if

### Beauty Services

SHBBSPA005 Work in a spa therapies framework

SHBBSPA006 Provide spa therapies



### Business Management

BSBSMB404 Undertake small business planning

BSBSMB403 Market the small business

SHBXPSM003 Promote a personal services business

SHBWH002 Provide a safe work environment

BSBHRM506 Manage recruitment selection and induction processes

SHBXPSM002 Manage treatment services and sales delivery

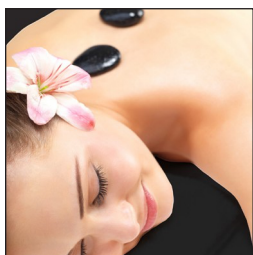
SHBXPSM001 Lead teams in a personal services environment

BSBSUS511 Develop workplace policy and procedures for sustainability

BSBHRSM404 Review human resources functions

SHBXCCS005 Maintain health and well-being in a personal services setting

SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms



# COURSES

## The Beauty Business (Dual Diploma) Upgrade

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

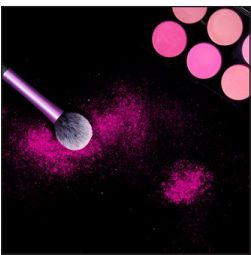


### Upgrading from SHB30121 Certificate III in Beauty Services

Fully covered with VET Student Loans for eligible students

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

Industry has talked to us, we have listened!



Today's salon owners want staff with not only significant beauty skills and knowledge, but also salon management and dermal therapy skills and knowledge.

The Beauty Business Course is the industry's ultimate beauty course, combining beauty and salon management and your passport to a successful career in this multi-billion-dollar industry. Including providing the skills to run your own business.



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

The Beauty Business program incorporates SHB50121 Diploma of Beauty Therapy combined with SHB50216 Diploma of Salon Management.

Both are completed simultaneously, and completed within 46 weeks, three days per week. The practical aspects of salon management, leading staff etc., are completed in our student clinic in your own workplace with practical assessments completed in our student clinic according to your individual needs.

This Dual Diploma will give you a strong competitive advantage over your peers for an industry management role and the skills to run your own business

### SHB50121 Diploma of Beauty Therapy

VET Student Loan available for eligible students

### SHB50216 Diploma of Salon Management

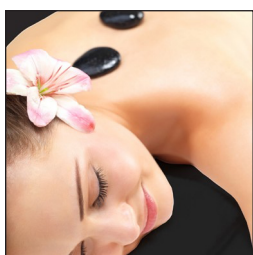
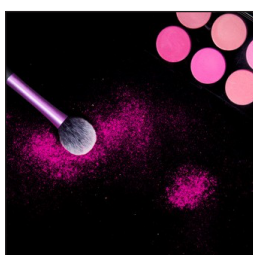
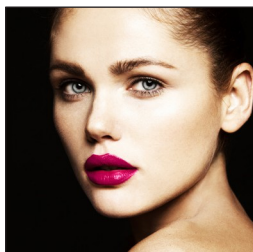
VET Student Loan available for eligible students



# COURSES

## The Beauty Business (Dual Diploma) Upgrade

- SHB50121 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



### Upgrading from SHB30121 Certificate III in Beauty Services

Note: If you have previously achieved competency in any unit/s listed above, a Credit Transfer will be issued to you upon receipt and verification of a nationally recognised transcript.

The cost of this upgrade includes all units required for each student based on their individual need

### Beauty Services

SHBBINF002	Maintain infection control standards
SHBBSSC001	Incorporate knowledge of skin structure and functions into beauty therapy
SHBBFAS005	Provide facial treatments and skin care recommendations
SHBBFAS006	Provide specialised facial treatments
SHBBSSC002	Incorporate knowledge of body structures and functions into beauty therapy
SHBBBOS008	Provide body massages
SHBBBOS009	Provide aromatherapy massages
SHBBSPA007	Provide stone therapy massages
SHBBSPA005	Work in a spa therapies framework
SHBBSPA006	Provide spa therapies
SHBXCCS006	Promote healthy nutritional options in a beauty therapy context

### Business Management

BSBSMB404	Undertake small business planning
BSBSMB403	Market the small business
SHBXPSM003	Promote a personal services business
SHBWHS002	Provide a safe work environment
BSBHRM506	Manage recruitment selection and induction processes
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM001	Lead teams in a personal services environment
BSBSUS511	Develop workplace policy and procedures for sustainability
BSBHRSM404	Review human resources functions
SHBXCCS005	Maintain health and well-being in a personal services setting
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms

# COURSES

## SHB50121 Diploma of Beauty Therapy Upgrade

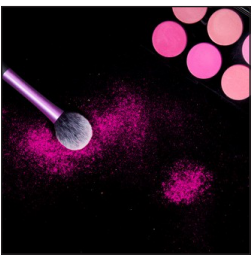


**Upgrading from SHB40121 Certificate IV in Beauty Therapy**  
completed with the Australian Academy of Beauty Dermal and Laser)

(If

### VET Student Loan available to eligible students

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



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

### Units Included in this Course

Please see SHB50121 Diploma of Beauty Therapy (Dual Diploma) for detailed unit content.

### Training Delivery

Please see SHB50121 Diploma of Beauty Therapy (Dual Diploma) for detailed delivery and attendance options



### Units Included

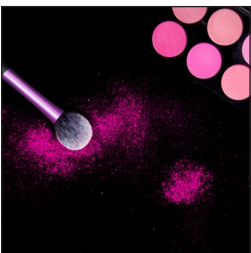
- |            |   |
|------------|---|
| SHBBSPA006 | Provide spa therapies   |
| SHBBSPA005 | Work in a spa therapies framework   |
| SHBXCCS005 | Maintain health and well-being in a personal services setting   |
| BSBSUS511  | Develop workplace policy and procedures for sustainability SHBXPSM003<br>Promote a personal services business |
| SHBXPSM002 | Manage treatment services and sales delivery  |
| SHBXPSM001 | Lead teams in a personal services environment   |

# COURSES

## SHB60221 Advanced Diploma of Skin Therapy



This Government Australian accredited Course has been specially designed after extensive consultation with industry experts to ensure graduates have the required skills and knowledge to work with laser and IPL equipment upon graduating and be able to perform a range of dermal therapy and laser hair reduction treatments.



This qualification reflects the role of individuals employed as skin or beauty therapists who design and provide specialised skin treatments for clients with various skin treatment needs.

They are skilled individuals who synthesise specialised knowledge and experience to consult, design and manage sequential treatment programs. They possess highly developed communication skills and specialised technical skills. Practitioners operate within a defined scope of practice and use initiative and judgement to refuse or refer treatments as required.



This qualification provides a pathway to work in skin or beauty therapy clinics. Possible job titles include:

- Beauty Therapist
- Skin Therapist

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian Standards and industry codes of practice.

The use of laser and intense pulsed light (IPL) is subject to legislation, regulation and licensing in some Australian States and Territories.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Laser hair reduction and dermal therapy treatments are in high demand in today's modern salon and this course will ensure that the therapist is able to perform the treatments safely for both the client and them.

# COURSES

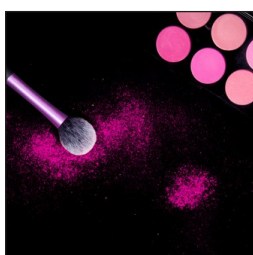
## SHB60221 Advanced Diploma of Skin Therapy



15 units must be completed:

- 10 core units
- 5 elective units

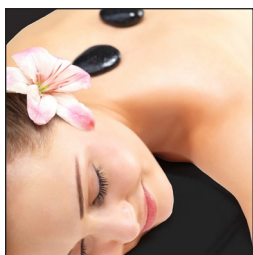
The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the Australian Qualification Framework (AQF) level of this qualification.



### Core units

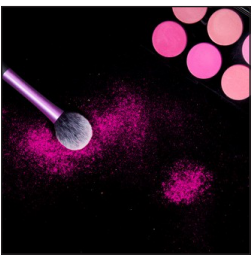
- SHBBSKT003 Identify and control safety risks for light-based skin treatments
- SHBBSKS009\* Provide micro-dermabrasion treatments
- SHBBSKT001 Provide skin therapy consultations
- SHBBSKT002 Provide advice on specialised skin care formulations and ingredients
- SHBBSKT008\* Design light emitting diode treatment programs
- SHBBSKT009\* Provide light emitting diode skin treatments
- SHBBSKT010\* Provide skin needling treatments
- SHBBSKT011\* Provide superficial peel treatments
- SHBBSSC003 Research and apply information on skin science in a skin therapy context
- SHBXCCS006 Promote healthy nutritional options in a beauty therapy context Electives
- SHBBSKT004\* Design intense pulsed light skin treatment programs
- SHBBSKT005\* Provide intense pulsed light skin treatments
- SHBBSKT006\* Design laser skin treatment programs
- SHBBSKT007\* Provide laser skin treatments
- SHBBHRS007\* Provide laser hair reduction treatments

Note: Units marked with an \*asterisk include one or more prerequisite units of competency. Please refer to each individual unit for details of prerequisites.



# ENTRY REQUIREMENTS

## SHB60221 Advanced Diploma of Skin Therapy



### Entry Requirements

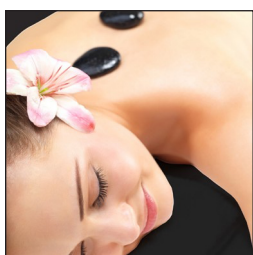
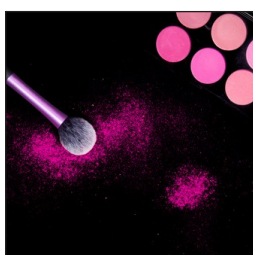
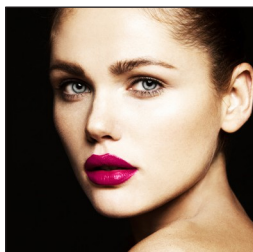
Entry to this qualification is open to individuals who have achieved all of the following units of competency:

- SHBBFAS005 Provide facial treatments and skin care recommendations OR SHBBFAS002 Provide facial treatments and skin care recommendations
- SHBBFAS006 Provide specialised facial treatments OR SHBBFAS003 Provide specialised facial treatments
- SHBBINF002 Maintain infection control standards OR HLTINF005 Maintain infection prevention for skin penetration treatments
- SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
- SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
- Or who are able to demonstrate equivalent skills and knowledge to each of the above units of competency.
- It is highly recommended that students complete AABT5022 Advanced Laser IPL and Dermal Therapies as a preparatory course to provide essential skills and knowledge to succeed in this course.

### Academy specific Entry requirements

- All prospective students have a one-on-one interview with the Director of Enrolments prior to finalising enrolment application. This is to:
  - ensure the chosen course is appropriate for the student to undertake
  - identify the student's learning or other needs
  - ensure that the student understands their responsibilities
  - ensure that the student understands and agrees to abide by the Academy's policies and procedures
- A high standard of grooming and a caring nurturing personality are other requirements to being a successful laser and dermal therapist.
- Minimum age of 16 years
- Basic computer skills
- USI number is required

# ENTRY REQUIREMENTS



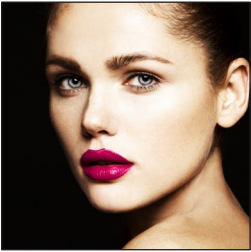
## Students to supply

- Notebook and stationery for class
- Laptop required for class
- Office 365
- Computer and internet required for research and theory assessments
- Own email address
- Uniform (cost \$165) – closed in flat black rubber soled shoes



# TRAINING DELIVERY

## SHB60221 Advanced Diploma of Skin Therapy



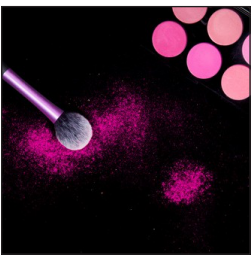
### Training Delivery

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

### Attendance requirements

#### Semester 1

- 20 x 1 day per week for face-to-face theory and practical application (Weekdays and Saturdays are available)
- Self-paced study continuing and completing theory component online and with your Trainer's assistance



#### Semester 2 Clinical placement

- 150 practical hours in our Dermal clinic under the guidance of our fully qualified Laser and Dermal Therapy Trainers and Assessors

OR

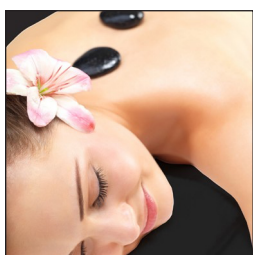
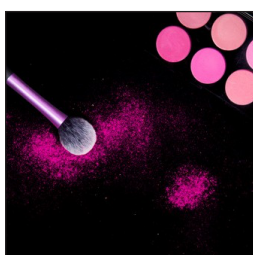
- 100 practical hours for those already working in the industry under the guidance of externally, suitably qualified supervisors



We train on the best Candela, Derma Pen Australia and Adena equipment.

# SHORT COURSES

## SHBBMUP008 Apply Eyelash Extensions



Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

For a list of starting dates, please visit the short courses section on our website [aabt.com.au](http://aabt.com.au).

Our Australian Government accredited course runs for approximately 6 weeks and includes:

- Three full day practical and theory tuition
- 20 hours practicing on family and friends
- Self-paced learning
- Theory assessments
- An additional 8 hours of practical assessments on paying clients

**Underpinning knowledge will include:**

- Contraindications and possible reactions and how to deal with them
- Relevant legislation and hygiene requirements
- Impact of different lash applications on different eye shapes to emphasise them
- Advantages and disadvantages of the different types of tweezers and adhesives
- Advantages and disadvantages of different types of lashes, e.g. mink, synthetic, Russian, volume, hybrid, including curl types and when to apply them
- After-care

**Practical skills will include:**

- Client consultation and designing a treatment plan
- Application of full set according to eye shape
- Infills
- Removing damaged lashes
- Providing after-care advice

**Entry Requirements**

- Basic LLN and Digital skills

**Student to Supply**

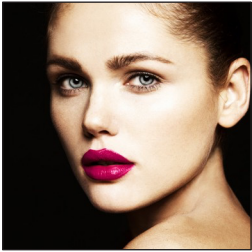
- Laptop and internet access
- Microsoft 365
- Clients for class and practice

**Attendance**

Combination of face-to-face and self-paced learning. Face-to-face learning will normally be 3 full days practical tuition. You will also be required return to the Academy for 6 practical assessments.

# SHORT COURSES

## SHBBMUP008 Apply Eyelash Extensions

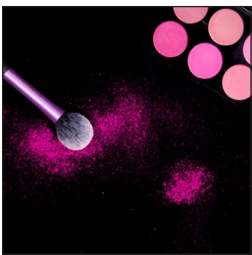


### Self-Paced Learning

You will be required to research this unit, complete tasks in the learner workbook and complete the underpinning knowledge outside of scheduled classes. You are also required to practice on family and friends for approximately 5 hours a week for 6 weeks.

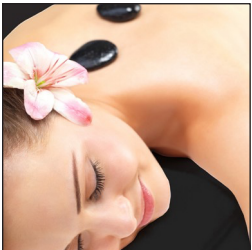
### Assessment

- Underpinning Knowledge
- 6 Practical Observations



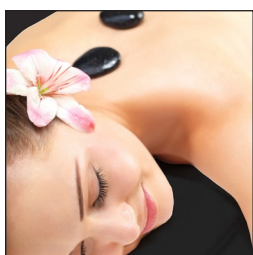
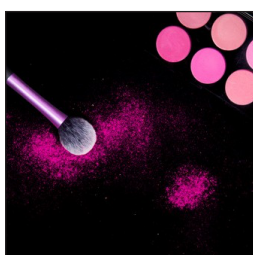
### Accreditation

"This is a nationally recognised qualification under the Australian Qualifications Framework (AQF)."



# SHORT COURSES

## SHBBFAS004 Provide Lash and Brow Treatment



Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD. For a list of starting dates, please visit the short courses section on our website [aabt.com.au](http://aabt.com.au).

Our Australian Government accredited course runs for approximately 6 weeks and includes:

- Two full day practical and theory tuition
- 20 hours practicing on paying clients in our clinic (4 hours a week for 5 weeks)
- Self-paced learning
- An additional 8 hours of practical assessments on paying clients

### Underpinning knowledge will include:

- Contraindications
- Possible reactions and how to deal with them
- After-care
- Relevant legislation
- Infection control
- The skin and hair growth
- Hygiene requirements
- Brow shapes

### Practical skills will include:

- Client consultation and designing a treatment plan
- Lash and brow tinting
- Lash lifting
- Brow shaping

### Entry requirements

- Basic LLN and Digital skills

### Student to supply

- Laptop and internet access
- Microsoft 365
- Clients for class and practice

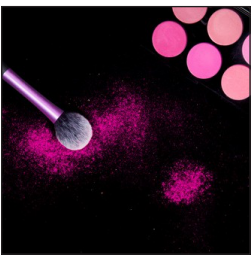
# SHORT COURSES

## SHBBMUP008 Apply Eyelash Extensions



### Attendance

Combination of face-to-face and self-paced learning. Face-to-face learning will normally be 2 full day practical tuition and 20 hours practice on clients. You will also be required return to the Academy for 8 practical assessments.



### Self-Paced Learning

You will be required to research this unit, complete tasks in the learner workbook and complete the underpinning knowledge outside of scheduled classes. You are also required to practice on family and friends. 5 hours per week is allowed for self-paced learning.

### Assessment

- Underpinning Knowledge
- 8 Practical Observations
- Research Task

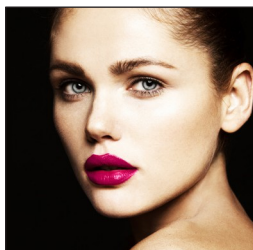


### Accreditation

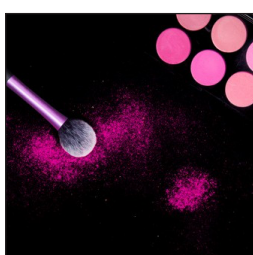
"This is a nationally recognised qualification under the Australian Qualifications Framework (AQF)

# SHORT COURSES

## SHBINF002 Maintain Infection Control Standards

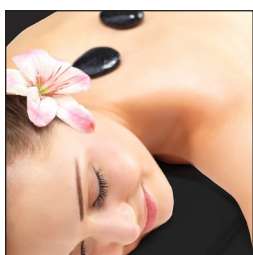


This unit of competency describes the performance outcomes, skills and knowledge required to maintain infection control during skin penetration procedures and to review clinic compliance with the applicable state or territory requirements. This unit is designed to provide you with the ability to identify, manage and control infection risks to clients, self and work colleagues. This course is suitable for tattooists, healthcare professionals, body piercers, beauty therapists, dermal and laser clinicians.



Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

For a list of starting dates, please visit the short courses section on our website [aabt.com.au](http://aabt.com.au).



### Practical skills include:

- Comply with infection control regulations and guidelines and related legal obligations.
- Monitor hygiene of premises.
- Maintain infection control for skin penetration treatments
- Sterilise equipment and maintain steriliser
- Maintain awareness of clinic design for control of infection risks

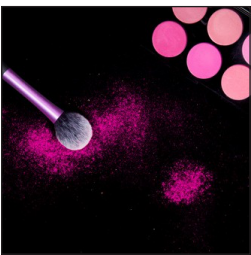
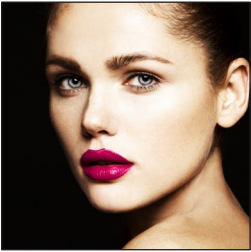
### Underpinning knowledge includes:

- Relevant state, territory, local council, industry codes of practice, health acts, regulations and guidelines relating to beauty services
- Standard and additional precautions as defined by the National Health and Medical Research Council (NHMRC)
- Legal responsibilities in relation to infection control, sterilising, registration or business licensing, conduct of occupation, and maintenance of premises relevant to role
- Needle stick or sharps injury procedures for notification and response
- Procedures and practices that support infection control measures and prevent infection transmission
- Risk management process for identifying treatment infection control risks
- Workplace infection control risks
- Cleaning, disinfection and sterilising procedures



# SHORT COURSES

## SHBINF002 Maintain Infection Control Standards



### Entry requirements

- Basic LLN and Digital skills

### Student to supply

- Laptop and internet access
- Microsoft 365
- Clients for class and practice

### Attendance

Online study and attending the college on 1 occasion for practical assessment.

### Self-Paced Learning

You will be required to research this unit, complete tasks in the learner workbook and complete the underpinning knowledge at your own pace.

### Assessment

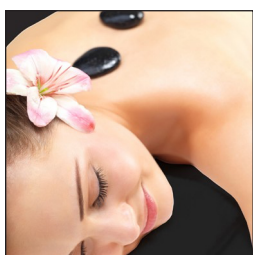
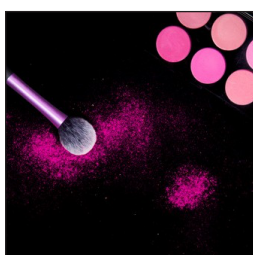
- Underpinning Knowledge
- 1 Practical Observation
- Research Task - Compliance Report

### Accreditation

"This is a nationally recognised qualification under the Australian Qualifications Framework (AQF)"

# SHORT COURSES

## SHBBMUP009 Design and Apply Make-up



Whether you wish to start your own makeup business, perhaps specialising in the exciting world of media and fashion, our makeup course is the first step in becoming a successful makeup artist. You will have the opportunity of learning from some of Sydney's top makeup artists who share their experiences, knowledge and skills with you.

Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

For a list of starting dates, please visit the short courses section on our website [aabt.com.au](http://aabt.com.au)

Our Australian Government course runs for approximately 6 weeks and includes:

- Four full days practical and theory tuition
- 20 hours practicing on paying clients in our spa (4 hours a week for 5 weeks)
- Self-paced learning
- An additional 8 hours of practical assessments on paying clients

### Practical skills include:

- Step by step makeup application
- Facial shapes
- Skin types and conditions
- Products and application techniques
- Highlighting, contouring and blush application
- Areas requiring corrective make-up
- Client image and occasion
- Fashion make-up
- Application of false lashes
- Colour theory analysis and design
- The latest eye and lip techniques including smoky eyes, cut-crease and ombre lips
- Contraindications to make-up services

### Underpinning knowledge includes:

- Contraindications and their relationship to make-up services
- Effects of natural and artificial lighting on make-up appearance
- Colour design, colour wheel, colour analysis
- Primary, secondary, complementary colours and greyscale
- Tonal value, hue and shade
- Make-up for various facial shapes
- The appearance of common skin types and conditions and their relationship to make-up services
- Selection, care and infection control for make-up equipment, products and tools
- Specific make-up products and colour application techniques
- Effects of natural and artificial lighting and how make-up colours appear

# SHORT COURSES

## SHBBMUP009 Design and Apply Make-up

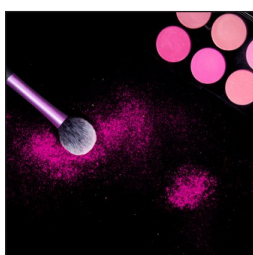


### Entry requirements

- Basic LLN and Digital skills

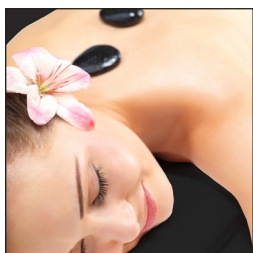
### Student to supply

- Laptop and internet access
- Microsoft 365
- Clients for class and practice



### Attendance

Combination of face-to-face and self-paced learning. Face-to-face learning will normally be 4 full days or 8 evenings for practical tuition and 20 hours practicing on paying clients. Time is to be allowed to complete underpinning knowledge assessment outside of scheduled classes



### Self-Paced Learning

You will be required to research this unit, complete tasks in learner workbook and complete the underpinning knowledge and assessment task at home.

You are also required to practice on family and friends for approximately 2 hours a week for 6 weeks.

### Assessment

- Underpinning Knowledge
- 4 Practical Observations

### Accreditation

"This is a nationally recognised qualification under the Australian Qualifications Framework (AQF)"

# TRAINING DELIVERY

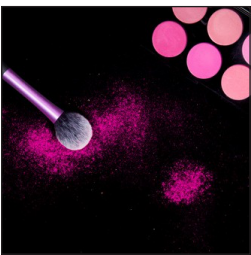
## Structured Workplace Learning



### Part of Your Training in a Real Salon

Many beauty colleges ask you to find your own work experience and do not have a high-level industry standard clinic for you to practice in.

It is then difficult to find work as employers want experience.

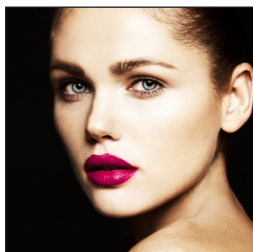


For this reason, The Academy has a beautiful purpose-built state-of-the-art Student Day Spa and Laser Clinic students not only perform all treatments on paying clients, but they also manage the clinic, become proficient at reception duties, balancing money, planning therapists work for the day, stock ordering, stock control, marketing, merchandise display etc. under the guidance of their workplace trainers and assessors



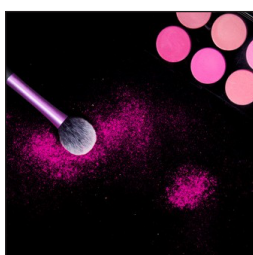
# TRAINING DELIVERY

## Structured Workplace Learning



### Attendance

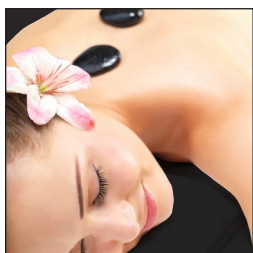
Structured workplace learning is an essential and very important part of our training program as it prepares students to enter workplace situations confidently and professionally with a sound knowledge of what is required of them in a busy work environment.



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

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

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



### 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

Are required to begin structured workplace learning after first workshop ( week 12)

### 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 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 RESOURCES

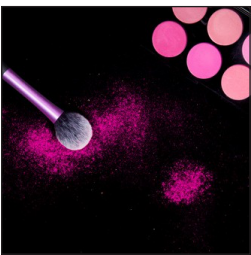
## Training Resources and Facilities



### 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, theory rooms etc.

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



The Academy's facilities, equipment and resources, 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)
- Power Points
- Academy specific additional notes on advanced skin diagnosis, advanced skin treatments and product knowledge
- Relevant Policies and procedures
- Legislation relevant to unit of study
- Videos
- Assessment plans and assessments
- All products, equipment and materials required





# THE ACADEMY'S FACILITIES



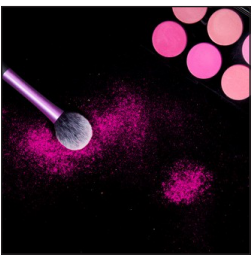


# THE ACADEMY'S FACILITIES



# TRANSITION

## Deleted or Superseded Training Products

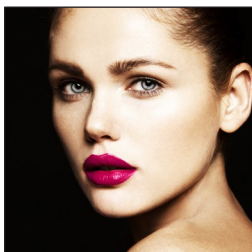


When a training product on our scope is superseded, deleted or expired learners are:

- informed as soon as practicable including prior to enrolment for superseded training products so they are not advantaged and there is as little disruption to their course of study as possible
- 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 by the end date are transferred into its replacement and advised of equivalent and non-equivalent units and any additional units they need to complete.
- where an AQF qualification is no longer current and has not been superseded, all 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

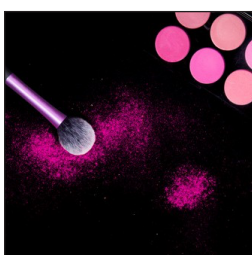
# UNIVERSITY PATHWAYS

## Progression to Further Training



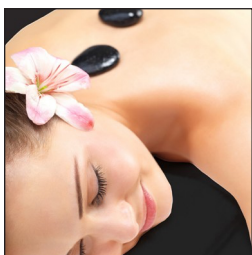
### Obtain Your University Degree

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.



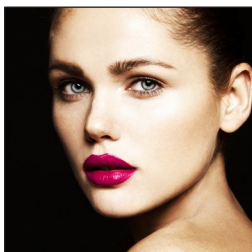
Please click on the relevant links below:

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



# ASSESSMENT

## Assessment Procedures

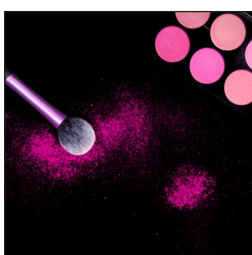


As a Registered Training Organisation our training and assessment policies are developed to meet training package requirements and are consistent with industry needs.

The assessment system has been designed to be fit for purpose and consistent with the training product. It is fair and reliable to enable accurate and reliable judgement of a learner's competency.

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 package and are conducted in accordance with the principles of assessment and rules of evidence.

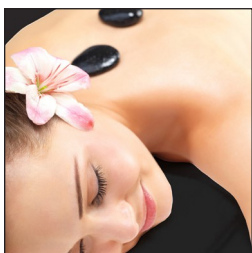
Assessment criteria and their associated conditions are clearly stated in assessment plans and in the actual assessment information.

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 to ensure that no candidate is disadvantaged. There are no hidden agendas in the assessment procedures.

All assessments are carried out by fully qualified Assessors and are designed to ensure that each 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.

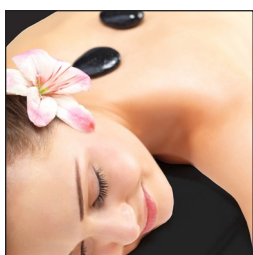
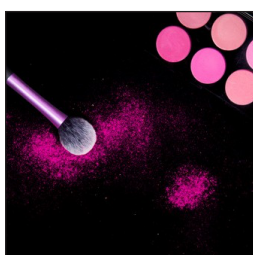
Assessments lead to the issuing of AQF qualifications and/or statements of attainment where the student is assessed as competent against nationally endorsed units of competency.





# ASSESSMENT

## Assessment Procedures



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

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

### Additional evidence

- Short quizzes to assess underpinning knowledge
- Observation of processes and procedures
- Role plays 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.

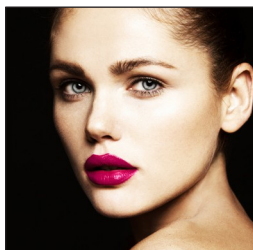
Assessment also takes into consideration some or all of the following foundation skills.

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



# ASSESSMENT

## Assessment Tools

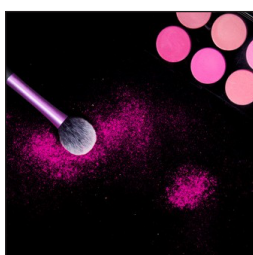


### Assessment Plan

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

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. Students are asked to read and acknowledge the assessment plan for each unit on the Student Portal.

If unsure of anything, please ask your assessor.

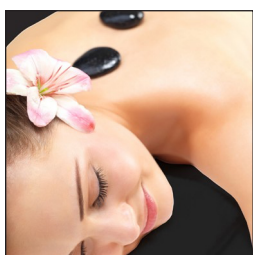


### Underpinning Knowledge Assessments

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.

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 Assessments

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 resist the assessment without extra cost.

### Candidates with special needs

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

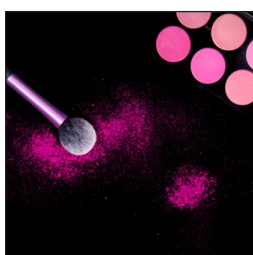
# ASSESSMENT

## 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.

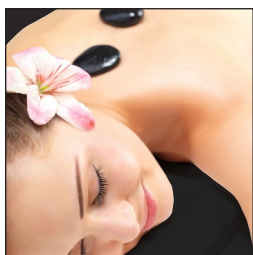


The Academy recognises that competencies can be achieved in a number of ways through:

- 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



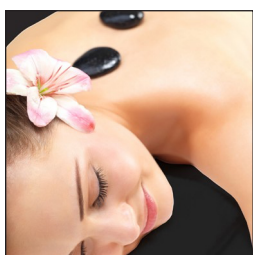
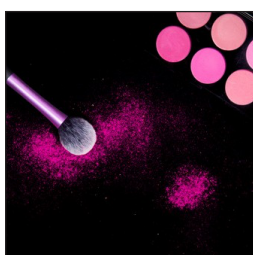
RPL may be undertaken by:

- 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

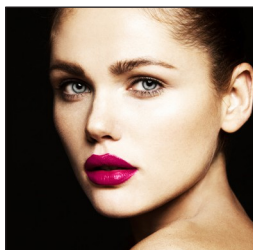


The overall process for applying for RPL is as follows:

- 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.
- A quote will be provided based on work 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 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
- All decisions regarding Recognition of Prior Learning, are fair, consistent and 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

# ASSESSMENT

## Recognition of AQF Qualifications (Credit Transfer)



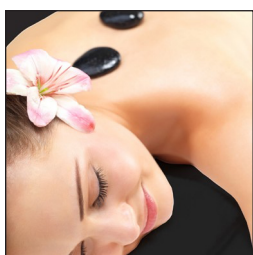
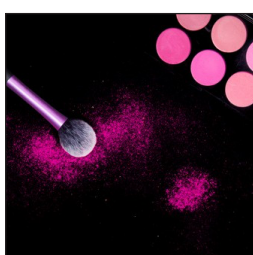
The Academy provides credit to students for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- 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.

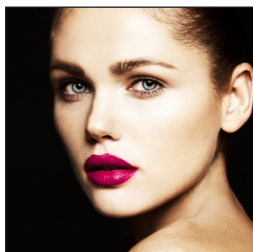
The Academy will take a photocopy of the student's documents for their records. Upon receipt, the Registrar will check for direct equivalence for the unit(s) which credit transfer is being applied. The Director of Studies will advise the student if the unit/s meet the requirements for credit transfer.

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 student management system.

Decisions regarding the recognition of Credit Transfer, will be fair, consistent and transparent, and maintain the integrity of the training product. Students will be notified in writing of the outcome of their application,

# ASSESSMENT

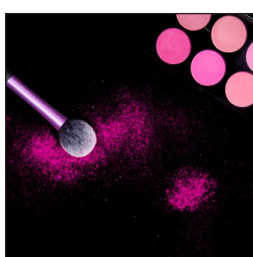
## Student Access to Records



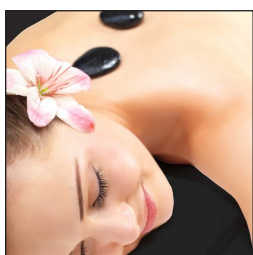
All students have access to their assessment records automatically within their own, secure Moodle online learner portal.

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 student on request.



Completion records are transferred to Wisenet from Moodle on completion of unit. Records in our Student Management System, Wisenet include all enrolment information, Training Agreements, VET Student Loan Applications, USI numbers, unit and course completion information. These will be made available upon request immediately to all students. If you require any records, you are unable to access, please email [Kirti@aabt.com.au](mailto:Kirti@aabt.com.au) who will be able to help you.



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 24 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](https://www.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

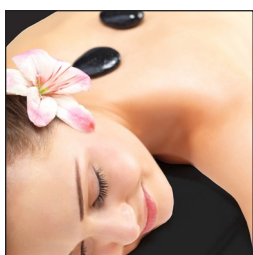
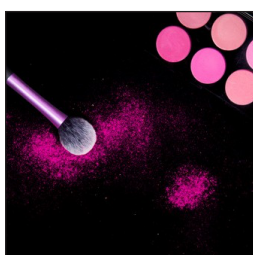
Should the Academy cease to operate our activity data is transferred to ASQA and students will be able to obtain records from the regulator: [ASQA Student Records](#) Records can also be obtained through [USI.gov.au](https://www.usi.gov.au)

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



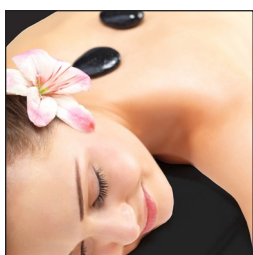
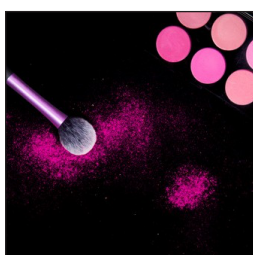
- Students must successfully complete the requirements of all prescribed units of study to obtain their certification in their enrolled course. This includes completing assessment tasks and attending class and clinic.
- Students are required to attend all classes, including practical clinic days, in 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 timeframe 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

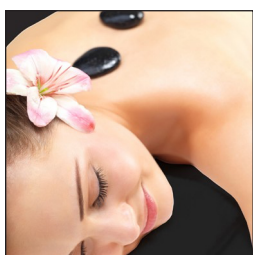
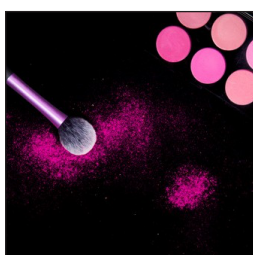


To ensure efficient issuance of AQF qualifications and an accurate and up-to-date register of awards the following procedures are carried out:

- 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. He/she 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 check for completeness prior to printing the awards, and the CEO performs a final check before signing.
- All awards have a distinct registration number, and this is recorded in our Wisenet student management system and available indefinitely. Past and current students are advised in 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

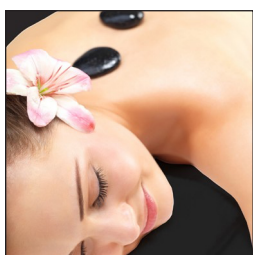
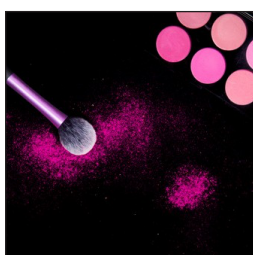
## Issuance of AQF Qualifications



- 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 and the Student Identifier Amendment Act 2020. 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 his/her learning needs as well as on any factors the student may have that could affect progress through the course.

Students are required to nominate on the enrolment form any special needs 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 us know of anything that may hinder your 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 (assessed prior to enrolment)
- Ascertaining, if possible, preferred learning styles
- Learning needs
- Additional needs for the well-being 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, Trainers and Assessors are made aware of the student's needs which are recorded on the student's personal file.

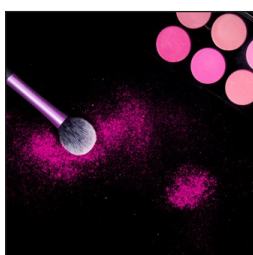
# STUDENT SUPPORT

## Identifying Learning Needs



### After Enrolment

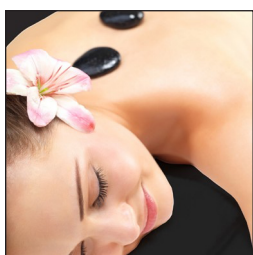
In addition to the initial interview, prior to course commencement, monthly interviews take place with the student and their Trainer. An interview also takes place every 3 months with the Director of Studies. This is an opportunity for students to provide feedback on any aspect of the Academy's operation and in particular, any special or learning needs that have developed, when a student's personal circumstances have changed and may negatively impact on their attendance and course progression. In such cases, the Academy will be flexible and where reasonable, adapt practices to aid support the student at all time



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

### Individual Learning Plan

An individual learning plan 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



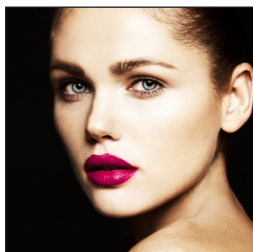
This is reviewed with student by class trainer and assessor monthly and by Director of Studies 3 monthly and each student can clearly see their strengths, weaknesses, goals, timeframes to achieve goals, and support being provided by The Academy.

Our support mechanisms include:

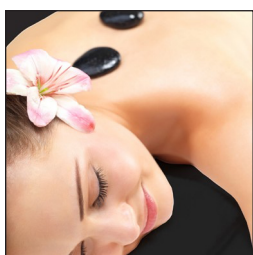
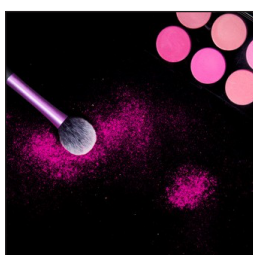
- support from a trainer
- reasonable one on one support from a trainer
- reasonable one on one support from our director of eLearning
- Support from management or administration team
- Alternative payment plan support
- additional lesson participation free of charge, including access to online webinar
- 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
- Employment services – external referral
- welfare and guidance services referral
- additional support services listed under the disability section

# STUDENT SUPPORT

## Identifying Learning Needs

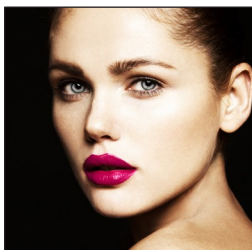


Where specialist support services are recommended by Australian Academy of Beauty Dermal and Laser (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by Australian Academy of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



### 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.

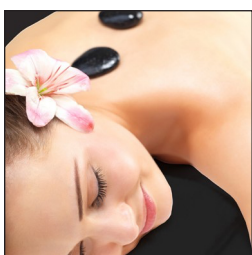
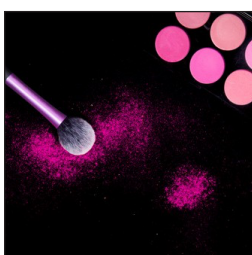
Students are required to have either:

- 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

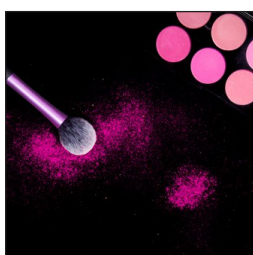
## Digital Capability Requirements and Support



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).

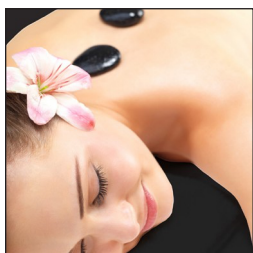
We use Learning Resources Group Digital Robot, to assess digital skills.



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

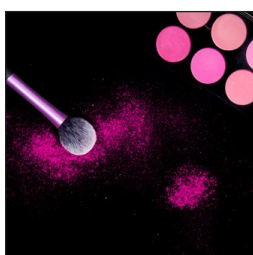
## Diversity and Inclusion



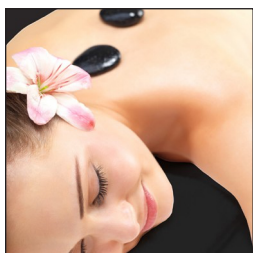
The Australian Academy of Beauty Dermal and Laser fosters a safe and inclusive environment for all students.

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 well-being 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 also ensure our environment, training and assessment is culturally safe for First Nations people.

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

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 had substantial compulsory professional development with the SBS inclusion program which covers 12 months: This 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

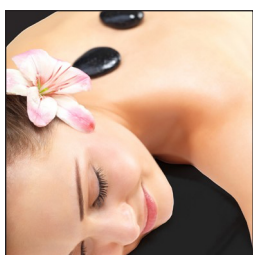
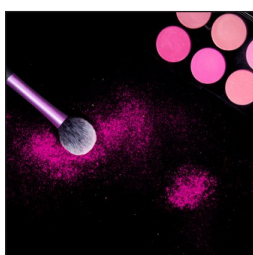


### Fostering an inclusive environment.

Learner well-being 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 regarding 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, and harassment, discrimination or bullying are deal with immediately and if it was to continue the perpetrator may be asked to leave the Academy
- Please also read our Policies on Discrimination and Bullying and Harassment in Student Handbook.



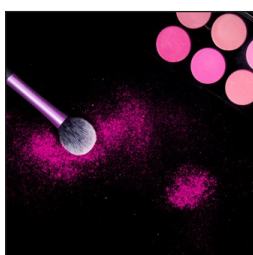
# STUDENT SUPPORT

## Disability Support



### Disability Policy

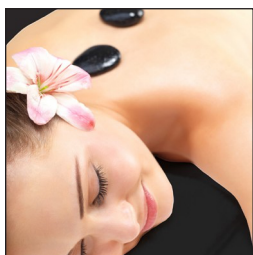
The Academy acknowledges the rights of people with disabilities including those with HIV and accepts its responsibility for the development of their independence in the wider community through full and equitable participation in our courses either as an employee or student wherever possible.



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

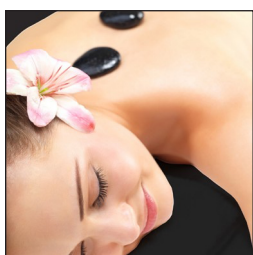
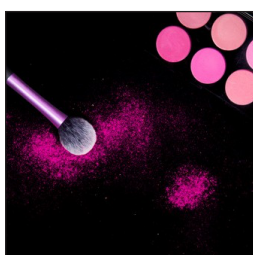
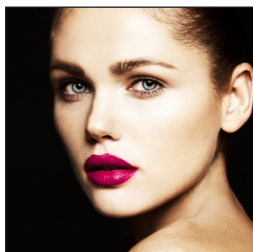
We also have regular feedback from VET students, and they can advise at any time any additional adjustment they may need.

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 whilst 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 - Training 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.

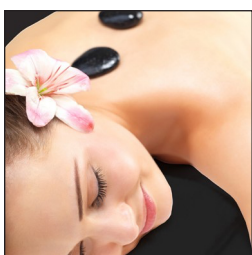
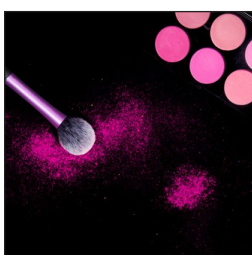
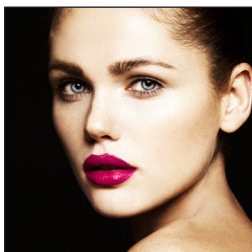
The welfare of others may be at stake which demands complete fine and gross motor skills and full use of all senses as a base requirement.

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.

# STUDENT SUPPORT

## Student Support - 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 well-being 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 well-being 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 well-being.
- 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 well-being 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 well-being 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 well-being 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

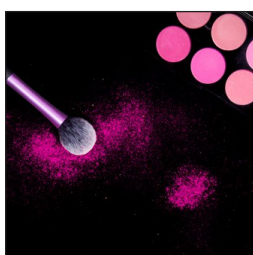
## Wellbeing and Support Services



Well-being 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.

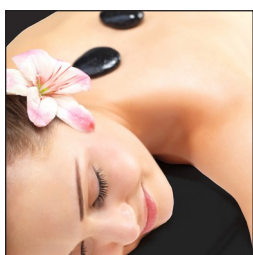
Trainers and Director of studies have regular one on one meetings with students which provides a means of identifying well-being needs of individual students.

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 the opportunity of identifying early on, when a student's personal circumstances, may negatively impact on their attendance and course progression. We can then put strategies in place to uphold student well-being, 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 you. If for any reason you were unable to see your trainer quickly the following steps will apply:

- Consult with the any relevant staff member
- Relevant personal 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

## Access to Staff

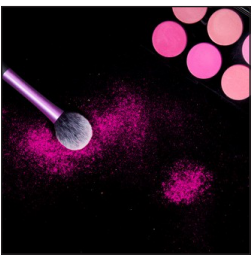


### Access to Trainers, Assessors, Management and other Staff

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

All students have access to the Student Handbook which is also available on our website. The Student 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.

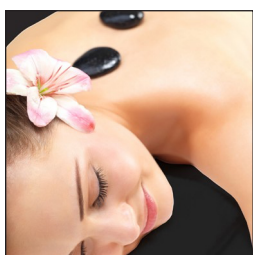
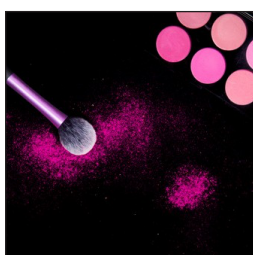


The CEO and Deputy CEO also have their emails and personal phone numbers listed. Students may contact either of them at any time including evenings and weekends for anything urgent should they not be able to reach their trainer.

They typically respond within an hour.

# STUDENT SUPPORT

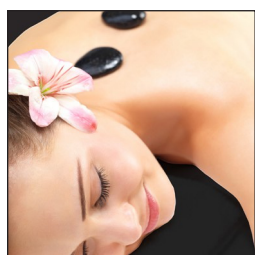
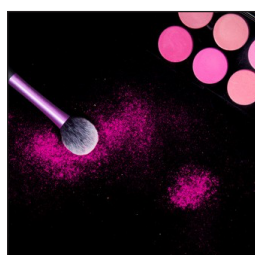
## Welfare and Guidance Services



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
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

# STUDENT SUPPORT

## Welfare and Guidance Services



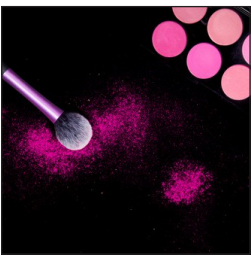
HIV/AIDS Support 13YARN.org.au .....	139 276
Human Rights and Equal Opportunity Commission (HREOC) .....	(02) 9284 9600
Kids Helpline (Young people 5 - 25 years, 24hrs/7days support) .....	1800 551 800
Legal information and advice .....	1300 888 529 (NSW)
.....	1300 792 387 (VIC)
.....	1300 651 188 (QLD)
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-lan-guage-advanced/">https://www.macquarie.nsw.edu.au/courses/learn-english/advanced/everyday-english-lan-guage-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
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
- Western Sydney University - pathway
- Southern Cross university – pathway
- A large number of high schools and respective Career teachers
- Apprenticeship centres
- Queensland Department of Health (laser licensing)
- Tasmanian Department of Health (laser licensing)
- Western Australia Department of Health (laser licensing)
- A range of well-being support services ( see page
- A wide range of leading product suppliers

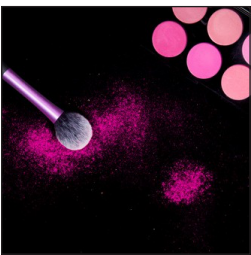


## **Employer relationships include:**

- 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 throughout Sydney

# COURSE PROGRESS

## Satisfactory Course Progress - Assessments



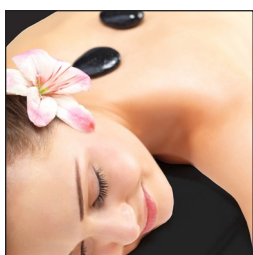
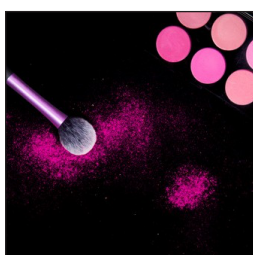
### Satisfactory course progress

- 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 you are having difficulty keeping up with your learning and assessment activities, please discuss this with the Director of Studies who will organise support to ensure you have every opportunity to complete your 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**

1. Trainer must be notified by student by 8.30 am
2. You must speak to the trainer, never text or get another student to pass on a message
3. If it is a clinic day, trainer must be notified as early as possible, possibly the evening before
4. Should you or a family member you are caring for be unwell, you must obtain a medical certificate and contact your trainer in writing to advising them of the situation along with a copy of your medical certificate. A makeup day will be organised
5. If you have a scheduled holiday, which falls on your clinic or class days, you must advise your trainer in writing so that additional classes can be scheduled for you.
6. These are the only exceptions to mandatory days of attendance.
7. 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.
8. If you simply do not turn up, you will not satisfy the course requirements for attendance.

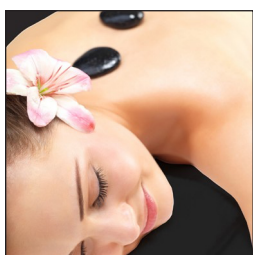
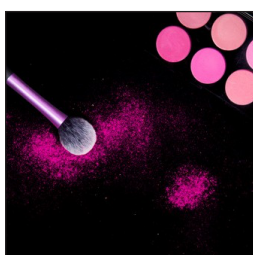
Making up a missed day where notice has not been given, will incur an extra charge of \$150 per day.

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

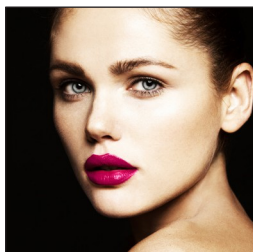
## Satisfactory Course Progress - Attendance



### 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 also monitored daily by individual trainers and management and recorded in an attendance register
- Should a student not be able to attend their schedule 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, 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 attendance does not improve, the student will be asked to attend The Academy for a discussion on The Academy's attendance policies and to see if there are genuine reasons why an extension of time should be given at no additional cost
- If the student still does not attend, and the Academy has not approved an extension of time, a letter is sent called " Non-attendance warning letter"
- If the student still does not contact the Academy or still not attend, another letter is sent 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"

# GRIEVANCE POLICIES & PROCEDURES

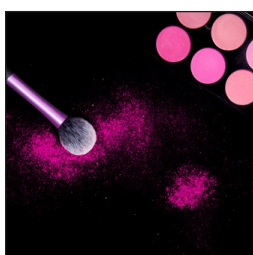


## Definitions

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

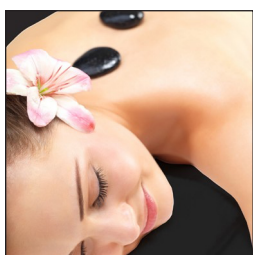
Australian Academy of Beauty Dermal and Laser Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals. Academic matters include those matters which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

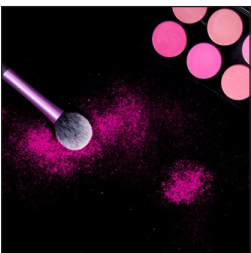


# GRIEVANCE POLICIES & PROCEDURES



## 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:

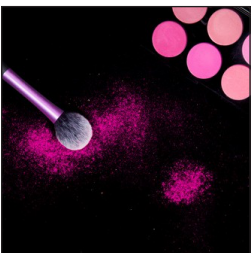
- Learners are supported to provide feedback and make a complaint when required
- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance and appeals process.
- The Complainant and any respondent 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 re-occurrence.
- 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 & 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 & 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)

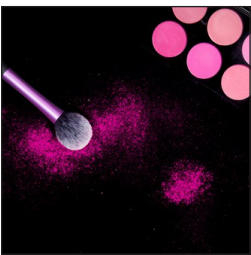
If a Complainant has any difficulty accessing the required form or submitting the grievance to Australian Academy of Beauty Dermal and Laser Pty Ltd, they are advised to contact The Academy CEO Olivia Figliuzzi at the following phone number: 0401 488 114.

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.

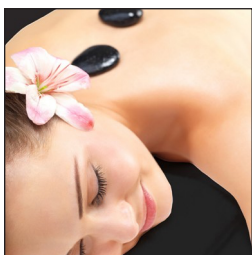
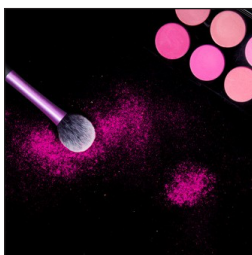
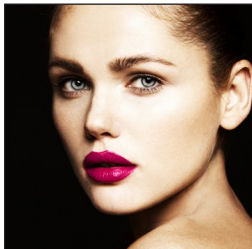
Where a grievance is made about or involves allegations about another person, Australian Academy of Beauty Dermal and Laser Pty Ltd is obliged to inform this person about this grievance or allegation and provide them the opportunity to respond and present information in response to the issues raised. 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 & 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.

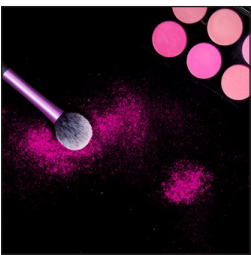
- The handling of a grievance will commence within five (5) working days of receipt and all reasonable measures are taken to finalise the process as soon as practicable.
- The Complainant is to be provided a written response to the grievance, including details of the reasons for the outcome. A written 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 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 & 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.

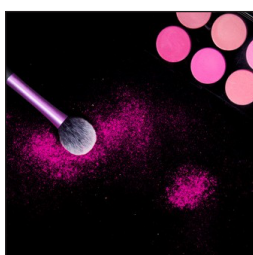
# GRIEVANCE POLICIES & PROCEDURES

## 8.2 Stage 2 (Appeals)



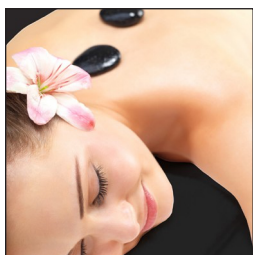
If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the CEO of Australian Academy of Beauty Dermal and Laser Pty Ltd. This should be in writing and sent by email to [sue@aabt.com.au](mailto:sue@aabt.com.au). The CEO will notify the Complainant of 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 on 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.

## 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

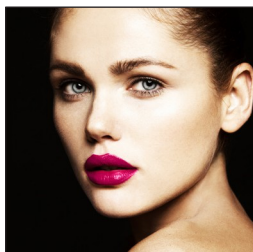
Fax: 02 9251 3733 Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

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.

### Time frames for Resolution of Grievances

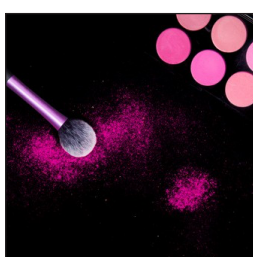
Grievances must be resolved to a final outcome within sixty (60) calendar days of the grievance being initially received. Where the Australian Academy of Beauty Dermal and Laser Pty Ltd.'s CEO considers more than 60 calendar days are required to process and finalise the grievance, the CEO will inform 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 time frame specified in this policy. Complainants will be provided with regular updates on the progress of the grievance.

# GRIEVANCE POLICIES & PROCEDURES

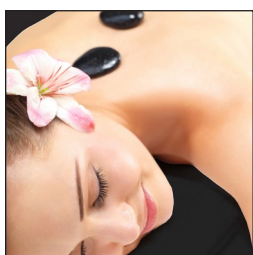


## Record Management of Grievance Records

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 trainer meetings. Relevant improvements to policies and procedures are discussed, implemented and recorded in the Continuous 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 seven (7) years.

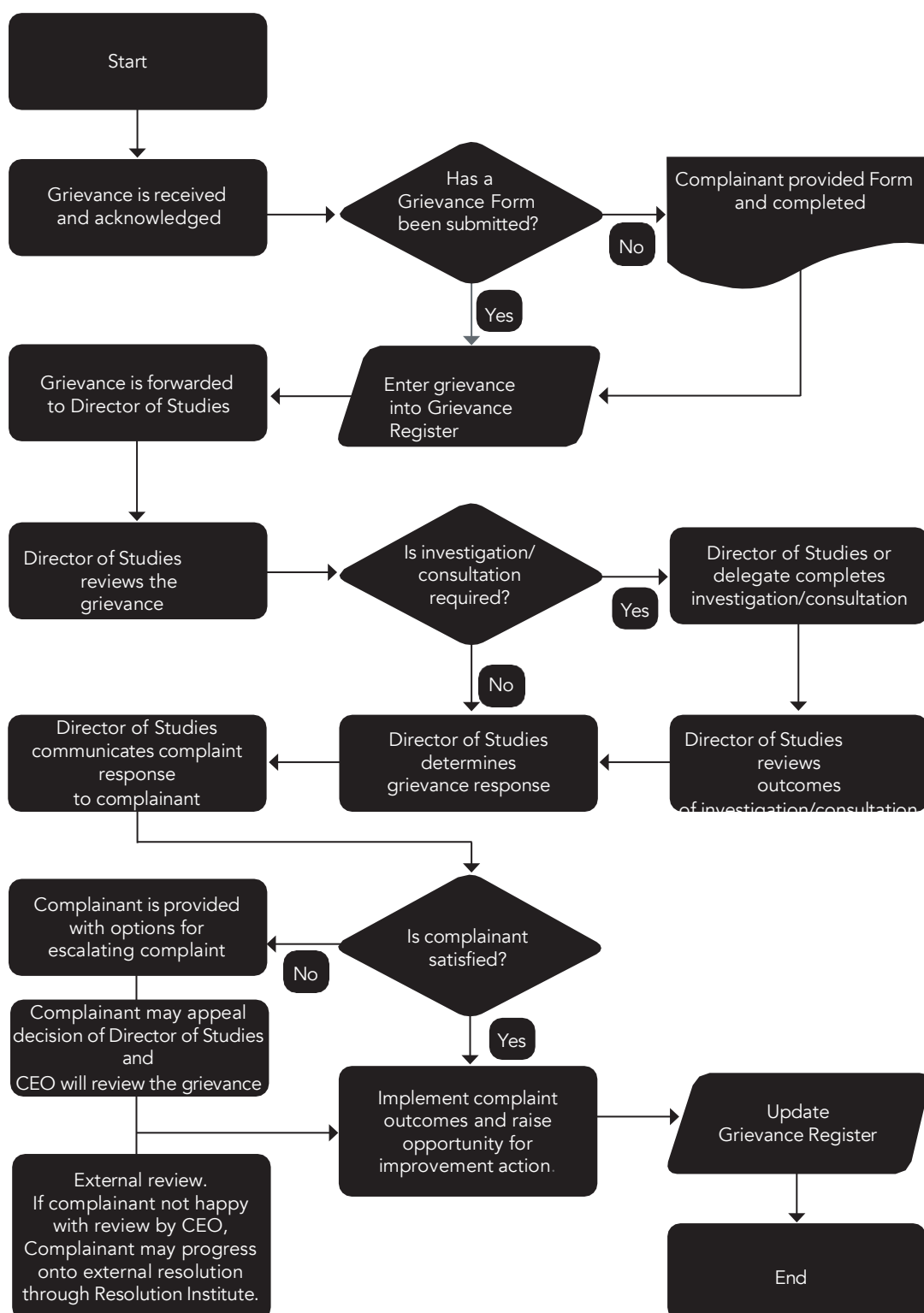
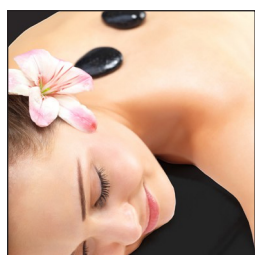
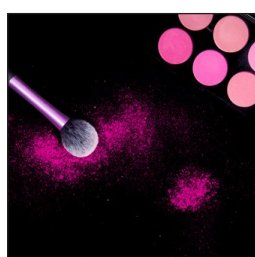
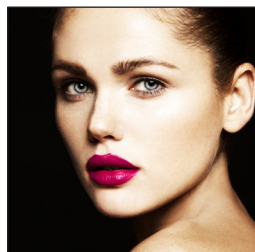
## Destruction of Grievances Records

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 March 1st, 2021**

# GRIEVANCE POLICIES & PROCEDURES

## Complaints Handling Process



# GRIEVANCE POLICIES & PROCEDURES

## Appeals

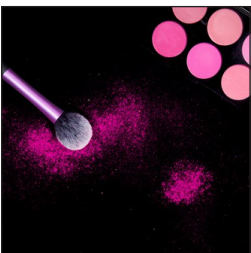


Australian Academy of Beauty Dermal and Laser Pty Ltd is committed to providing a fair and transparent appeals handling process, should the decisions of our RTO adversely impact a learner.

### 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 includes 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.

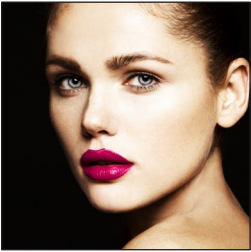
### Relationship to continuous improvement

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.



# GRIEVANCE POLICIES & PROCEDURES

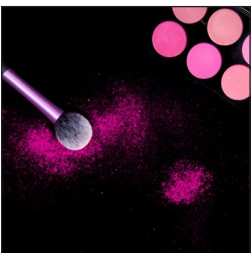
## Appeals



### 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:

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

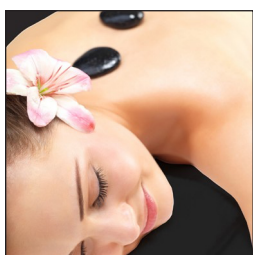
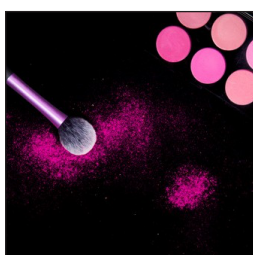
### Appeal handling procedure

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 - Request for Appeal of a Decision.
- A person who submits an appeal must be **provided a written** acknowledgement as soon as possible and **not later than 24 hours** from the time the appeal is received. This acknowledgement is intended to provide the person making an appeal assurance that Australian Academy of Beauty Dermal and Laser 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.

# GRIEVANCE POLICIES & PROCEDURES

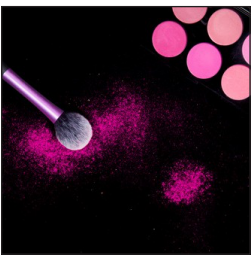
## Appeals



- 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 is publicly available. This means that the appeals policy and procedure is 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.
- The appeal is heard by an unbiased person that is not involved in the original decision
- The appellant is given the opportunity to be heard and to provide relevant information
- 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 time frame 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.

# GRIEVANCE POLICIES & PROCEDURES

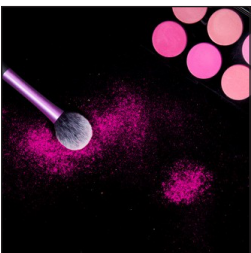
## Appeals



- 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.

# GRIEVANCE POLICIES & PROCEDURES

## Appeals



### 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.

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.

# GRIEVANCE POLICIES & PROCEDURES

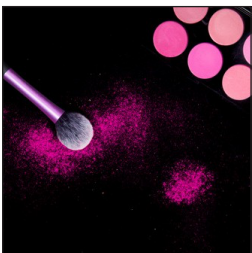
## Appeals



### 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.

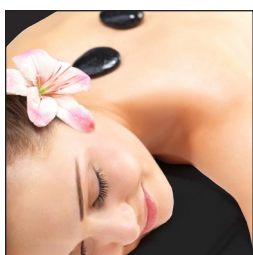
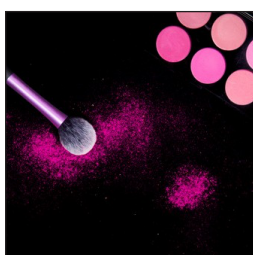
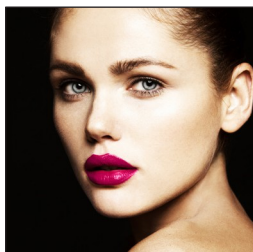
### Record Management of Appeals Records

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.

# GRIEVANCE POLICIES & PROCEDURES

## Appeals



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.

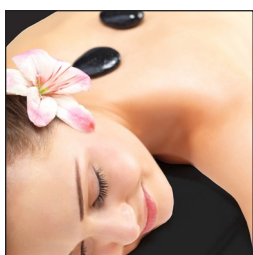
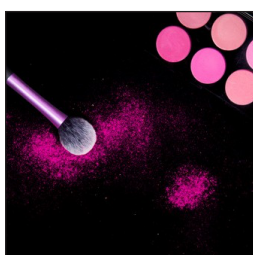
### **Destruction of Appeals Records**

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.

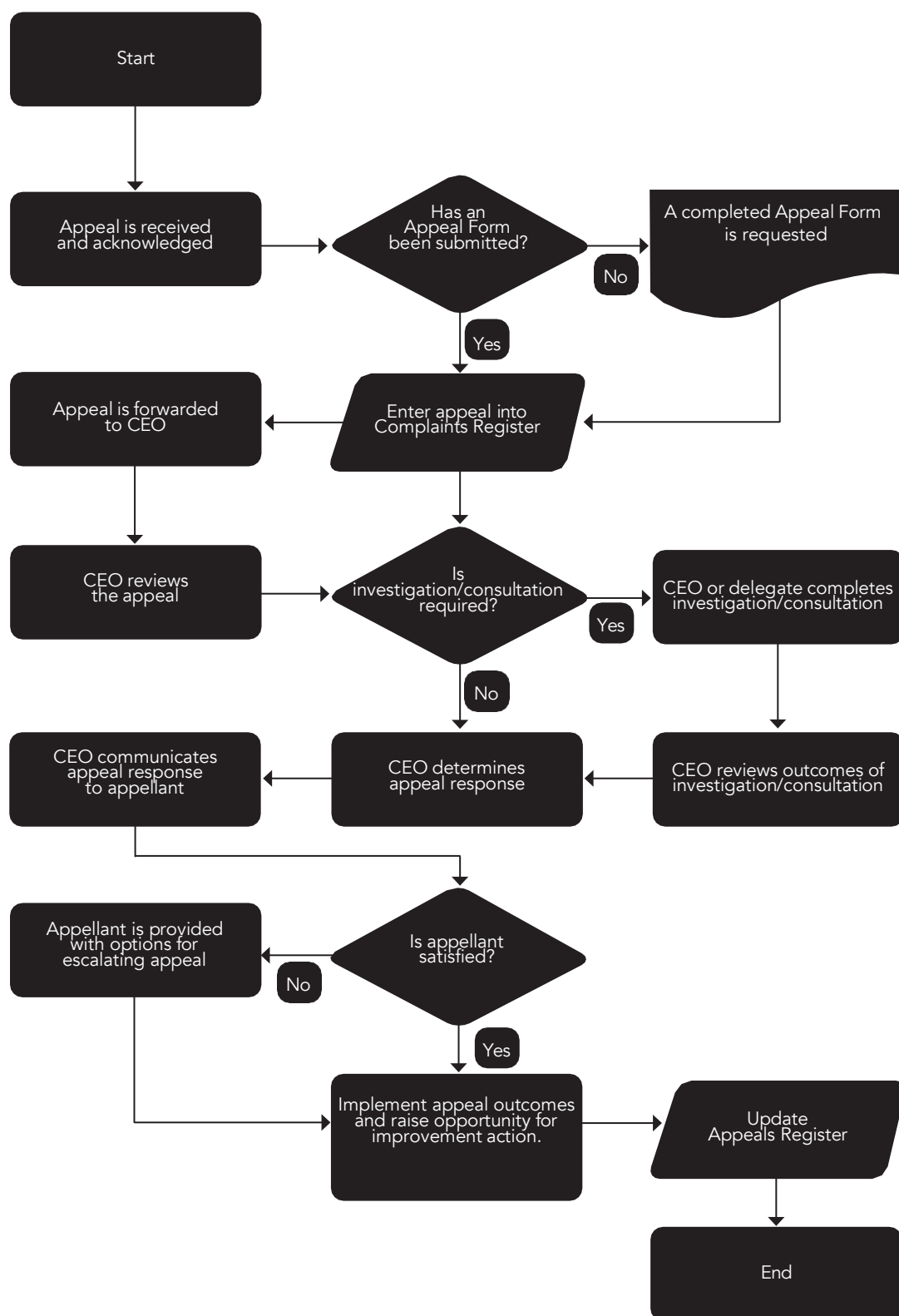


# GRIEVANCE POLICIES & PROCEDURES

## Appeals process



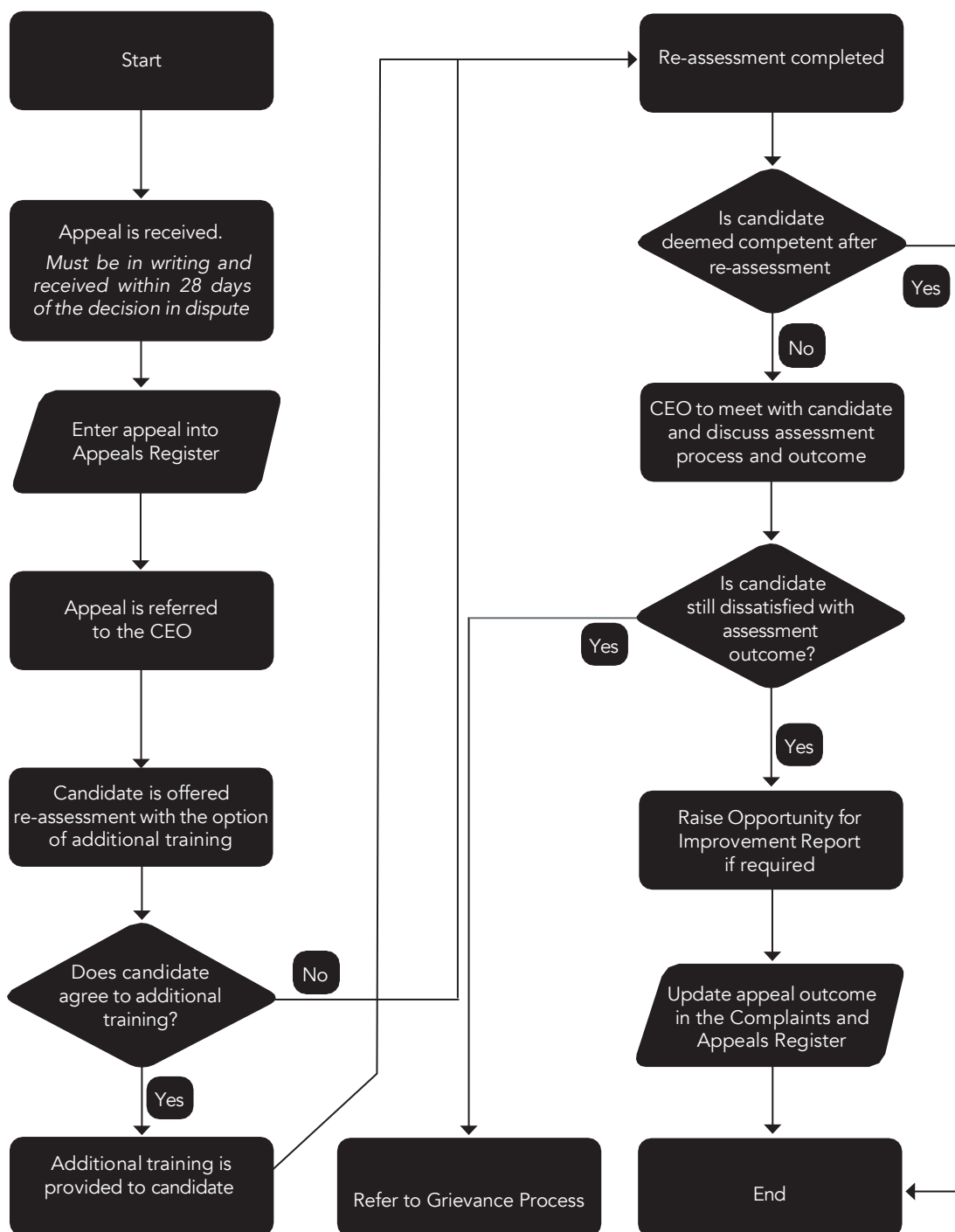
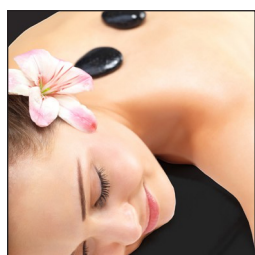
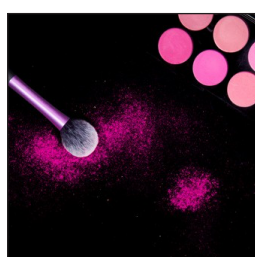
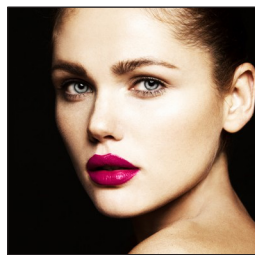
### Administrative Appeals Handling Process



# GRIEVANCE POLICIES & PROCEDURES

## Appeals process

Assessment Appeals Handling Process



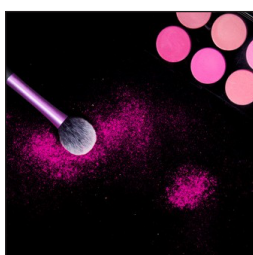
# VET STUDENT LOANS

## What is a VET Student Loan?



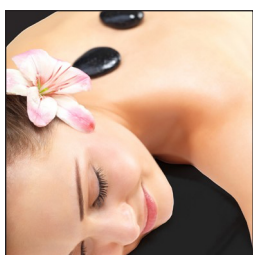
VET Student Loans is a scheme provided by the Australian Government to enable eligible full fee-paying students the opportunity to apply for a loan.

This loan can be used to pay for 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 their 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.



A VET Student Loan is spread across the course of 4 fee periods. Each period has a census date no less than 20% into the course. 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
- SHB50216 Diploma of Salon Management

# VET STUDENT LOANS

## 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.

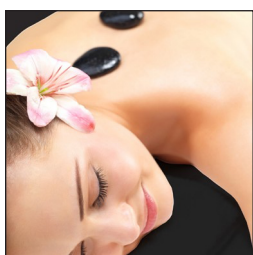
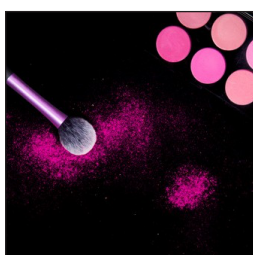
You will receive an email from the Department with a username and password. You then complete an online *VET Student Loan Electronic Commonwealth Assistance Form (eCAF)*. You must have your USI number and tax file number handy.

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.



# VET STUDENT LOANS

## VET Student Loans

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

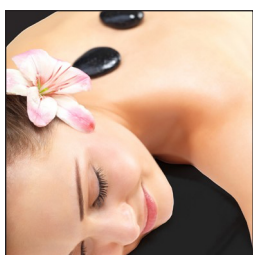
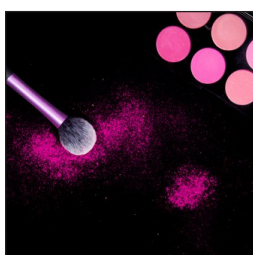
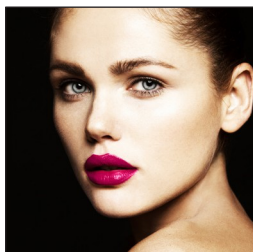
To be eligible for VET Student Loans assistance, a student must:

- 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.
- 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 Date?

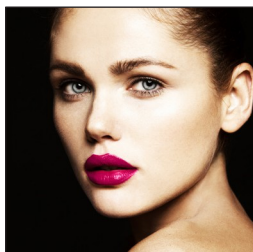
The census day is the date by which an enrolment can be cancelled without incurring tuition fees for the course or part of the course. The census day of a unit of study is also the last day a student can submit their Request for *VET Student Loan Electronic Commonwealth Assistance Form (eCAF)* to defer 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

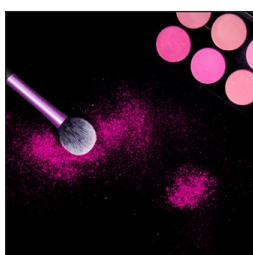
## VET Student Loans



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*.

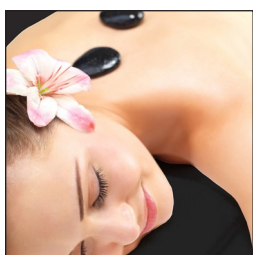
Withdrawal on or before the census day will result in the student

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 \$128,833 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).



# VET STUDENT LOANS

## VET Student Loans

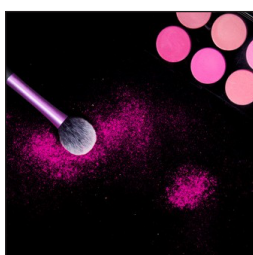


Debts are not indexed until they are 11 months old. You can find current and past indexation rates on the Australian Taxation office website (<https://www.ato.gov.au>)

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

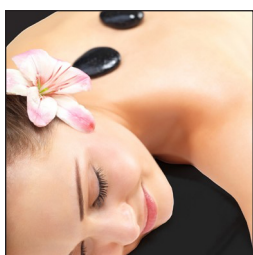
### When do the first repayments start?

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 \$67,000.00.



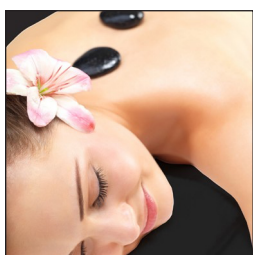
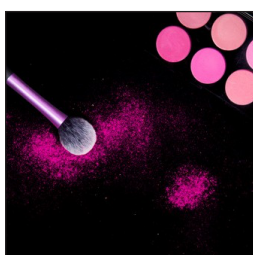
### What else do I need to know about VET Student Loans?

- A VET Student Loan can be used to help a student undertake an approved VET course and can be applied to a student's VET tuition fees - provided their total 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.
- A student may wish to seek independent financial advice prior to applying for a VET Student Loan.



# VET STUDENT LOANS

## VET Student Loans



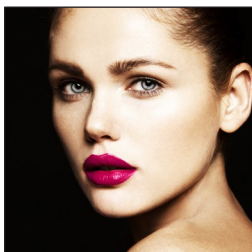
- Please Note: VET Student Loans will not be approved for students who do not meet eligibility requirements. A VET Student Loan gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.
- Variation of tuition fees and variation of census days. Once set, our fees and 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

### 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.

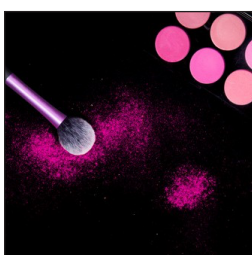
# VET STUDENT LOANS

## 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.

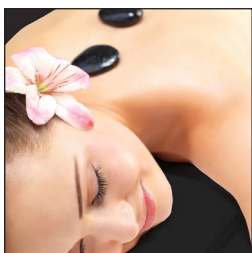


### 2. Tuition Protection Service (TPS)

[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>.

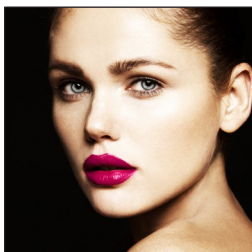
### 4. Publication

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

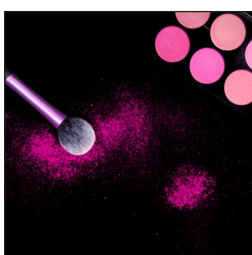
### Definitions



**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.

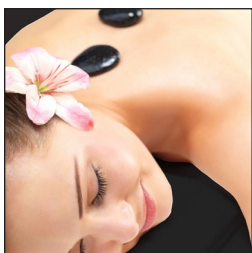
**The Rules:** refers to the VET Student Loans Rules 2016.

### 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 24 hours 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.

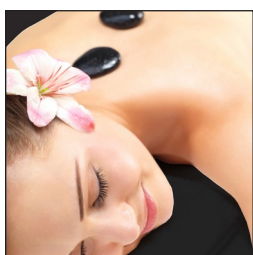
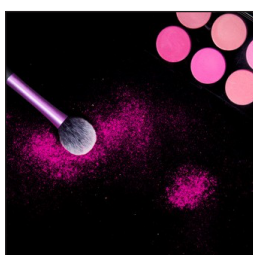
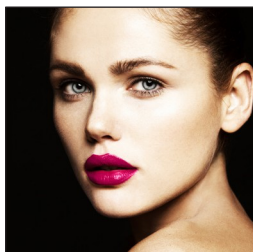
**Census Day:** A published date set by an approved course provider for each fee period that is at least 20% of the way through the fee period.

**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.

### 1.0 General Principles

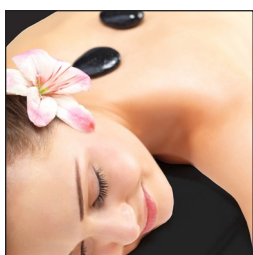
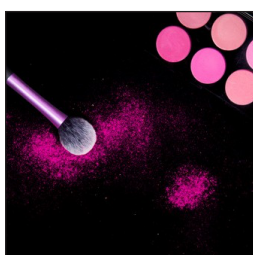
- 1.1 A Student who withdraws from a course before the Census Day will not incur a VET Student Loan debt for that part of the course that the Census Day relates to.
- 1.2 Students who remain enrolled on or after the published Census Day will incur a VET Student Loan debt for that part of the course that the Census Day relates to.
- 1.3 Under Part 6 of the Act a student may apply to have their 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



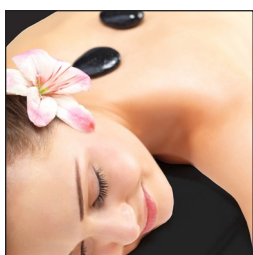
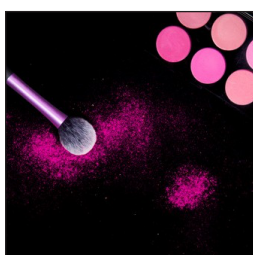
### 2.0 Re-crediting a HELP Balance due to special circumstances

- 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

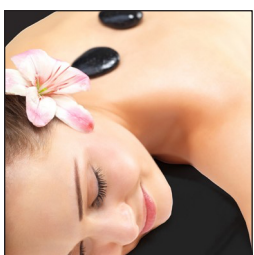
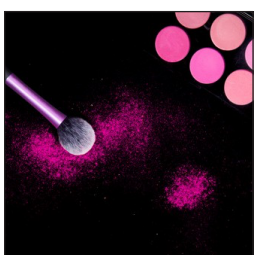
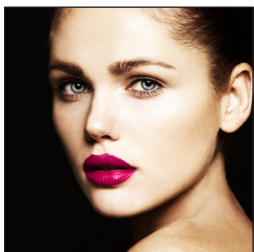
## Student Review Procedures for Re-crediting a HELP Balance



- 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.
- 3.0 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:

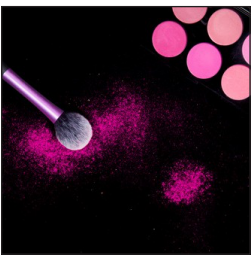
- review the information from the original decision and then assess any new evidence provided by the student.
- provide written notice to the student of the decision, setting out the reasons for the decision.
- inform the student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below). (from October 2024, this will be the Administrative Review Tribunal).

## 4.0 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 Appeals 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/contact-us> 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



### 5.0 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.

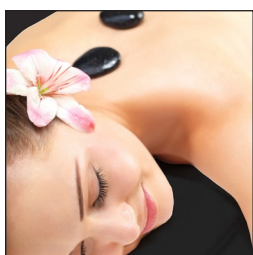
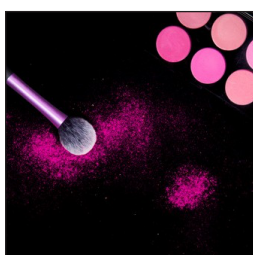
### 6.0 Application to re-credit a HELP Balance form

- 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.

### 6.3 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.

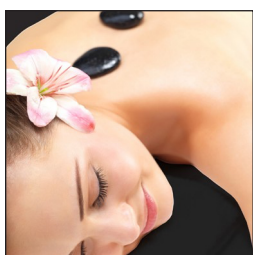
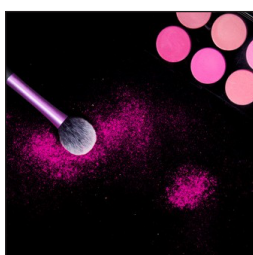
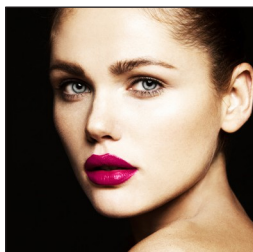
**Tuition Fees:** refers to fees paid for an approved course.

**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*.

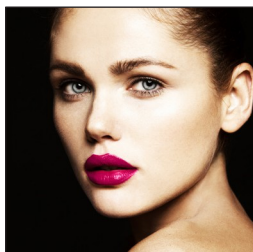
### 1.0 Fair Treatment and Equal Benefits and Opportunity

- 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

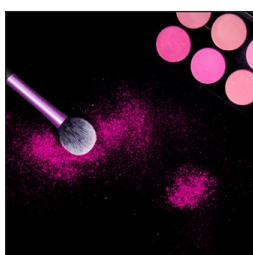
## Student Admission Procedures for Approved Courses



### 2.0 Student Selection

#### 2.1 Entry requirements for approved courses

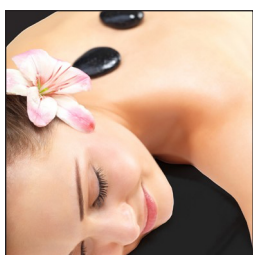
To be eligible for entry into the SHB50121 Diploma of Beauty Therapy and SHB50216 Diploma of Salon Management a potential student must attend an information evening. This is to ensure a potential student displays a real interest in the course and understands the commitments of the course. It is also 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:

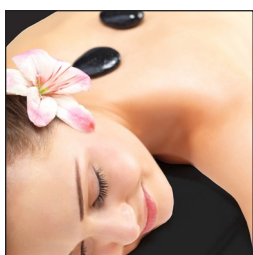
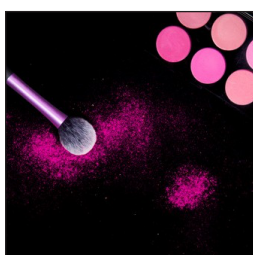
- The student has met the Australian Academy of Beauty Dermal and Laser Pty Ltd.'s entry requirements for the Approved Course and
  - The student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy using an approved 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.
- If after discussing with prospective student a silly mistake has been made and the prospective student can correctly answer the question verbally, a second attempt may be allowed.





# VET STUDENT LOANS

## Student Admission Procedures for Approved Courses



- 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

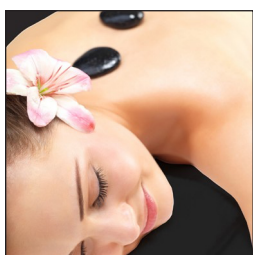
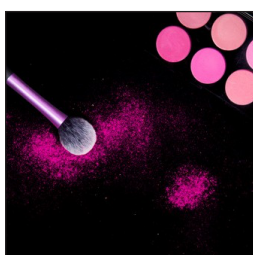
All learners are assessed prior to course commencement, on their digital skills which are aligned to the Australian Core Skills Framework (ACSF).

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 Courses



### 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

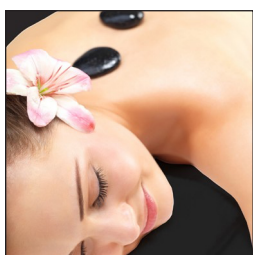
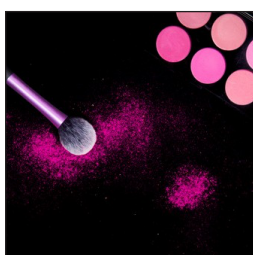
- Notebook, stationery for class
- Laptop is required for class and all assessments
- Microsoft 365
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost \$165)
- Closed in flat rubber soled shoes

### 3.0 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.

# VET STUDENT LOANS

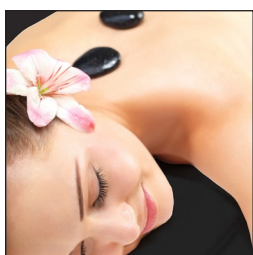
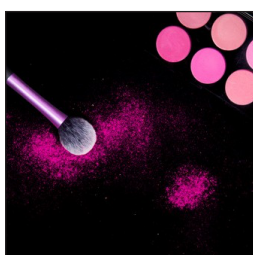
## Student Admission Procedures for Approved Courses



- 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.
  - 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.
- 4.0 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

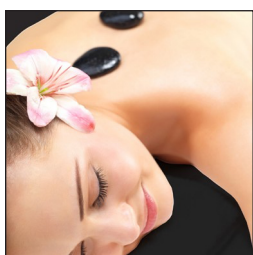
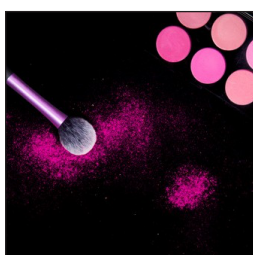
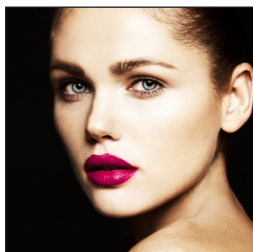
## Student Admission Procedures for Approved Courses



- 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 7 years.

# VET STUDENT LOANS

## Student Admission Procedures for Approved Courses



### 5.0 Application for VET Student Loan

5.1 An application for a VET Student Loan must not be made until at least 2 business days after a student 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.

### 6.0 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.

A new enrolment form will be required and an additional interview with our Enrolment Director who will determine if the Student continues to meet the academic suitability requirements, study capacity and eligibility for the course.

If satisfied the Student will be re-admitted to the Approved Course. A Student with fees in arrears will not be re-admitted until those outstanding fees have been paid. Fees current on re-admission will be applicable.

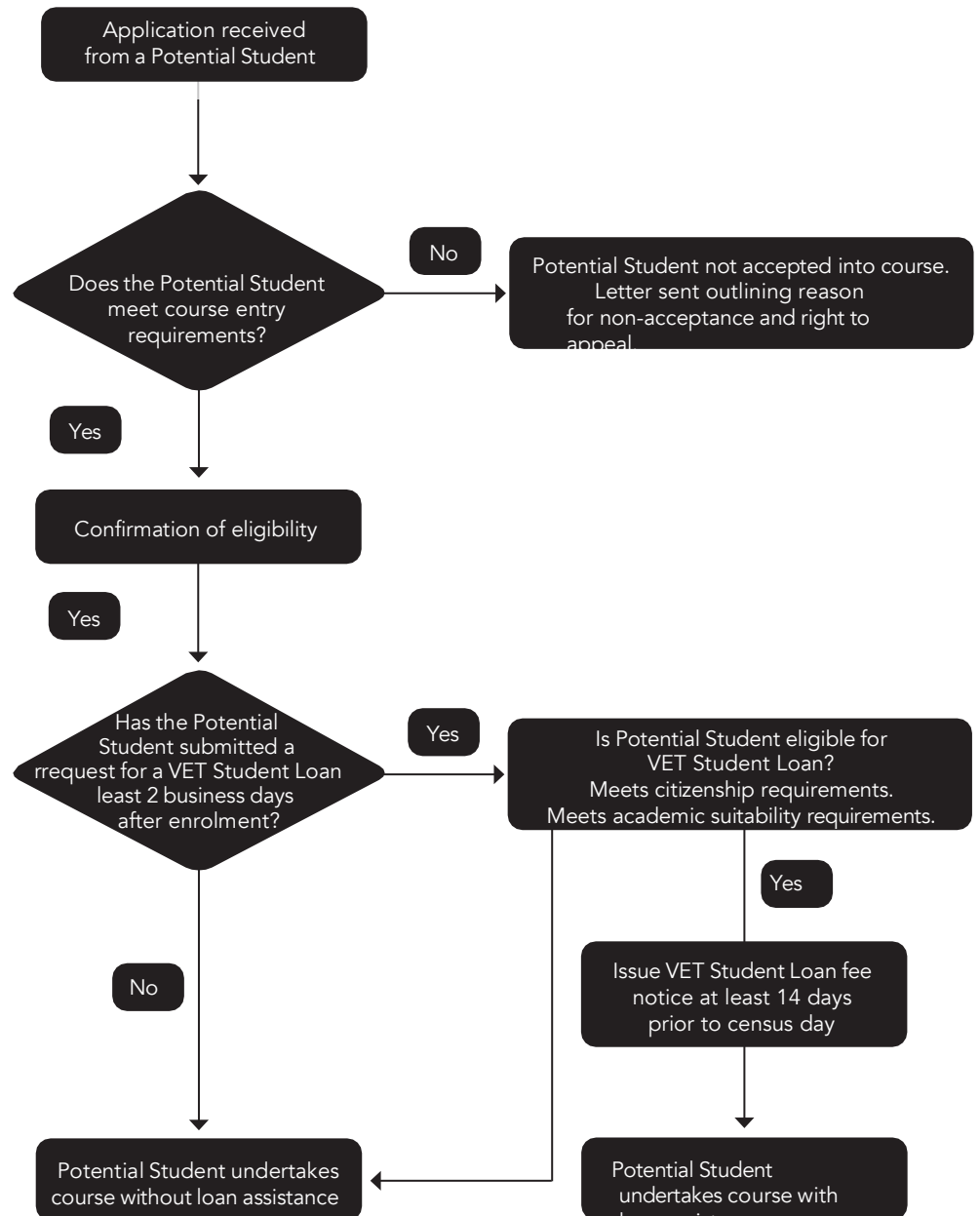
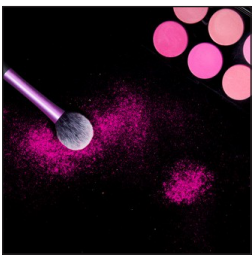
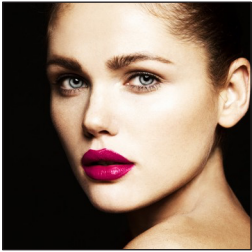
### 7.0 Publication 12 of December 2025

7.1 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

### 8.0 Enrolment Process Flowchart





# VET STUDENT LOANS

## Withdrawal and Refund Policy for VSL Approved Courses

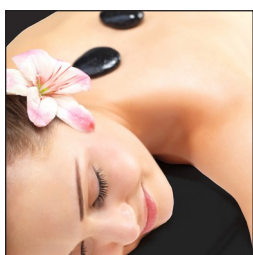
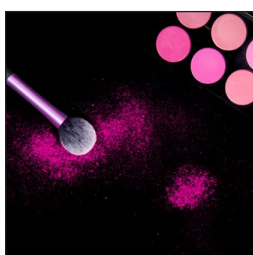
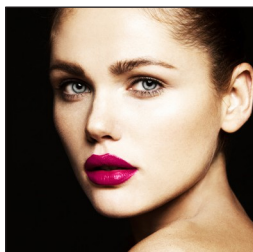
### Definitions

**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:

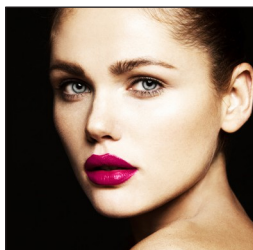
- date of Withdrawal Letter
- courses or part courses that the student is withdrawing from
- relevant census dates
- VSL Debt

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).

# VET STUDENT LOANS

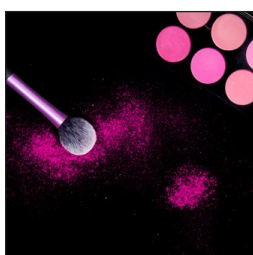
## Withdrawal and Refund Policy for VSL Approved Courses



### 2. Refunds

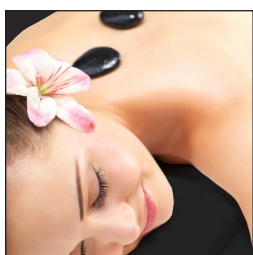
In the event of a student withdrawing from part of a Course on or before the Census Day for that part of the Course, the Student will not incur a VET Student Loan debt for that part of the Course and will receive a refund for any up-front payment of Tuition Fees for that part of the Course.

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/>

# VET STUDENT LOANS

## Withdrawal and Refund Policy for Non VSL courses



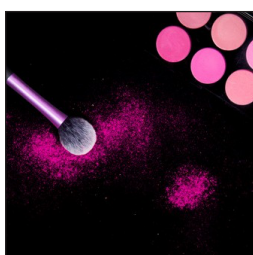
This withdrawal and refund policy is intended to be just and fair.

### 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

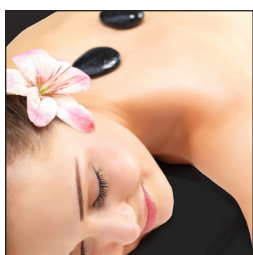
In the event of a student withdrawing from part of a course that has not been delivered the student will not incur a debt after the date the withdrawal was sent. Students will receive a refund for any up-front payment of tuition fees for that part of the course.

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.

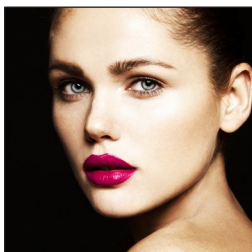
### Short courses

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



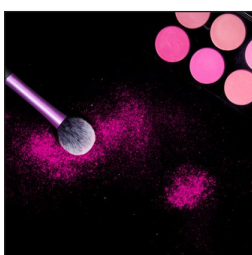
# VET STUDENT LOANS

## Withdrawal and refund policy for Non VSL courses



### 3. Payment of Refunds

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

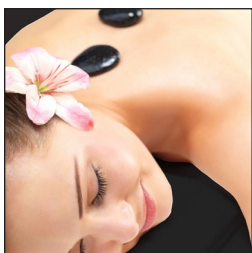


### 4. Cancellation by RTO

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

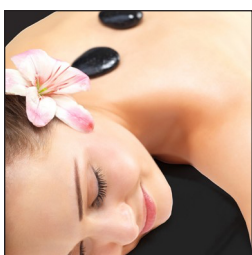
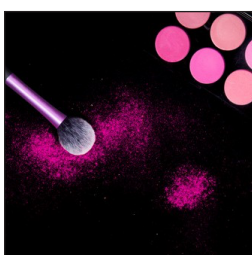
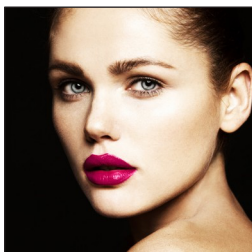
### 7. There is no cost to withdraw.

### 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.

# VET STUDENT LOANS

## Withdrawal and refund policy for Non VSL 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.

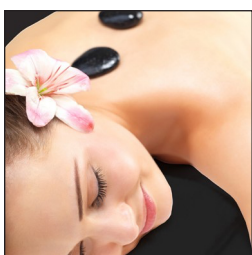
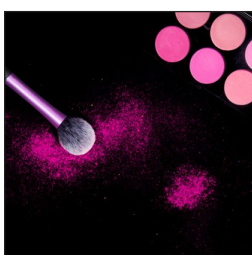
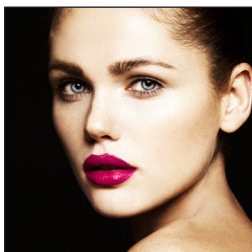
Students' undertaking a vocational education and training course are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous 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).

# VET STUDENT LOANS

## Marketing of VET Student Loan Approved Courses



### Overview

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

### Definitions

**Eligible Student:** refers to a student who is entitled to VET Student Loan assistance under Division 2 of the VET Student Loans Act 2016.

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

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

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

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

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

**The Act:** VET Student Loans Act 2016.

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

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



# VET STUDENT LOANS

## Marketing of VET Student Loan Approved Courses

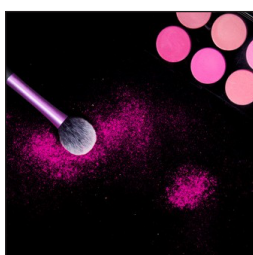


### Procedures

Australian Academy of Beauty Dermal and Laser Pty Ltd (the Academy) will market its VET Courses of Study in an ethical manner and in compliance with the *VET Student Loan Rules 2016*.

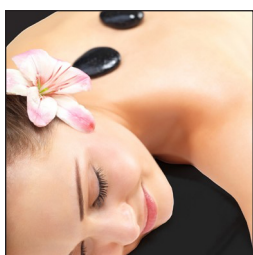
The Academy or its Agents will not at any time from the point of initial contact with a prospective student:

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



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

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



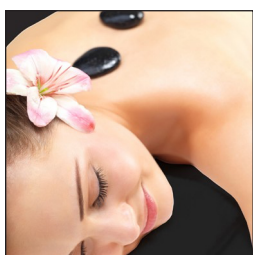
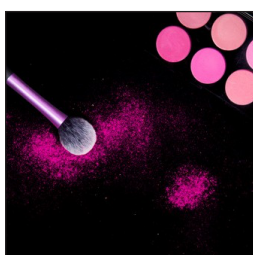
### Pre-enrolment information

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

- all information required to be provided under Standard 2 of the Outcome Standards for Registered Training Organisations (RTOs) 2025.
- the person's options for paying their Tuition Fees including up-front payment; or a government loan through the VET Student Loan scheme (including eligibility criteria); or a combination of these two options.
- the Tuition Fees that are covered by a VET Student Loan, including whether a loan fee will apply and if so the amount, and any other fees that may be incurred that will not be covered by a VET Student Loan.
- the location of the published Tuition Fees, published Census Days, and published withdrawal policy and procedures.

# VET STUDENT LOANS

## Marketing of VET Student Loan Approved Courses



- information on the VET Student Loan scheme including that:
  - 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 VET Student Loan Electronic Commonwealth Assistance Form (eCAF) completed 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.
- A Census Day 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 Day.
- 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 Withdrawal and Refund Policy for Approved Courses.
- withdrawal on or before the Census Day 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 Day.
- a student may wish to seek independent financial advice prior to applying for a VET Student Loan.

The Academy will document, maintain and retain accurate records of enrolments and applications for VET Courses of Study for at least 10 years including:

- a record of all information provided to the person seeking to enrol and access a VET Student Loan (including the information referred to above).
- documents obtained or assessments undertaken for the purposes of determining a student's academic suitability.
- records of the student's enrolment, including the day and time the person enrolled in the VET course of study.
- information and documents collected for the purposes of, or in relation to, an application by a student for a VET student loan.
- if applicable, the day and time a student gives the Academy of an application for a VET Student Loan.
- all correspondence between the Academy and the Student (or the student's parent or guardian) in relation to the VET Course of Study including notices issued to the student; and
- marketing and promotional material relating to approved courses.

# VET STUDENT LOANS

## Marketing of VET Student Loan Approved Courses



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

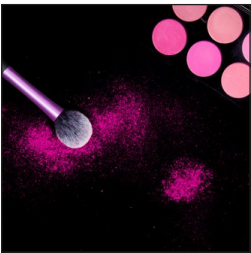
### **Request for VET Student Loan assistance**

A Student will not be able to complete a *Request for a VET Student Loan Electronic Commonwealth Assistance Form (eCAF)*, unless two business days have passed from the date and time the student enrolled; and that the Academy is satisfied that prior to or at the time of the person's enrolment the person had received the information referred to in this policy.

### **Agents**

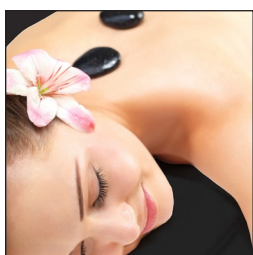
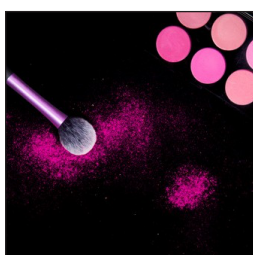
The Academy does not use agents or third parties for recruitment.

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



# 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)

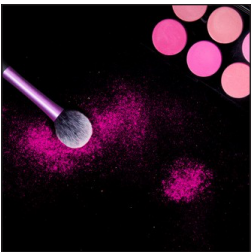
# OTHER POLICIES

## 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.

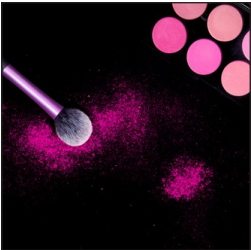
This information normally comes from your enrolment form and funding applications including VET student Loan applications. By signing the Training agreement on your enrolment form you acknowledge you understand this and agree to your information being shared.

# OTHER POLICIES

## 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.

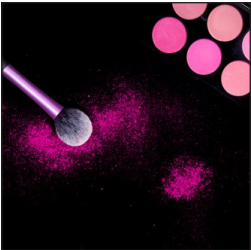
Australian Academy of Beauty Dermal and Laser Pty Ltd may disclose your personal information for these purposes to third parties including:

- 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.



# OTHER POLICIES

## 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.

# OTHER POLICIES

## Privacy Statement and VET Data Use Statement

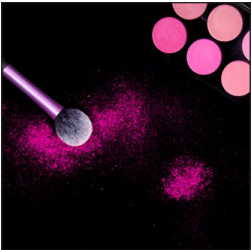


### 5. Security and integrity of personal information

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.

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)

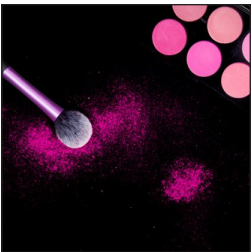
## OTHER POLICIES

### Privacy Statement and VET Data Use Statement



#### 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 enable 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.

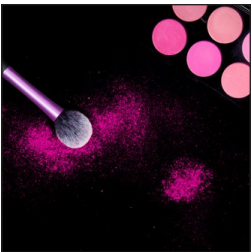
# OTHER POLICIES

## 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.

# OTHER POLICIES

## Legislative Requirements and Compliance

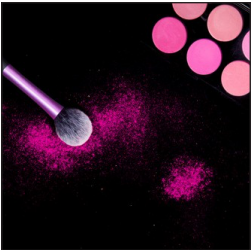


### **Compliance with Commonwealth, State/Territory legislation and regulatory requirements.**

The Academy adheres to all relevant Commonwealth, State and Territory legislation and regulatory requirements.

Staff and students are made aware of specific requirements through induction and orientation sessions, notice boards memos, discussions and meetings.

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

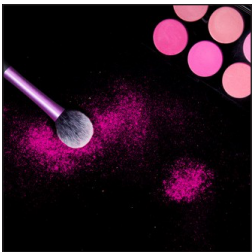
Level 23, AMP Centre, 50 Bridge Street Sydney Ph: 9321 3333

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.

# OTHER POLICIES

## Legislative Requirements and Compliance

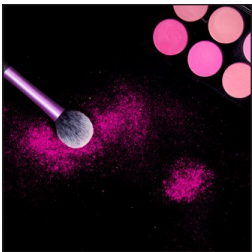
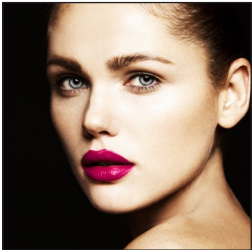


Weblink	
Work Health and Safety Act 2011	<a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N</a>
The Privacy Amendment (enhancing Privacy Protection) Act 2012 and Privacy regulation 2013	<a href="http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform">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 Act 1988	<a href="https://www.legislation.gov.au/Details/C2014C00076">https://www.legislation.gov.au/Details/C2014C00076</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>



# OTHER POLICIES

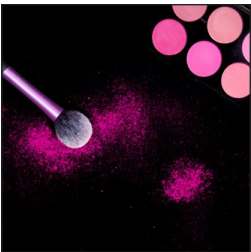
## Legislative Requirements and Compliance



General description of legislation	
Work Health and Safety act	An Act to secure the health, safety and welfare of persons at work; to repeal the <i>Occupational Health and Safety Act 2000</i> ; and for other purposes.
Privacy and Personal Information Act 1998	An Act to provide for the protection of personal information, and for the protection of the privacy of individuals generally; to provide for the appointment of a Privacy Commissioner; to repeal the Privacy Committee Act 1975; and for other purposes.
Workers Compensation Act 1987 and Workers Injury MGT and Compensation Act 1998	Workers' compensation act: An Act to provide for the compensation and rehabilitation of workers in respect of work-related injuries; to repeal the Workers' Compensation Act 1926 and certain other Acts; and for other purposes. Worker's injury MGT and Compensation Act 1986: An Act to provide for the effective management of work-related injuries and injury compensation for workers in respect of such injuries; and for other purposes.
Anti-Discrimination Act 1977	An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons.
Child Protection (working with children act) 2012	An Act with respect to registration and reporting requirements for certain offenders who commit sexual and other serious offences against children; and for other purposes.
Apprenticeship and Trainee Act	An Act to provide for the regulation of apprenticeships and traineeships; to repeal the Industrial and Commercial Training Act 1989; and for other purposes.
National Vocational Education and Training Regulator Act 2011	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met
Public Health Act 2010 No127 (skin penetration public health regulation 2012)	The Public Health Act 2010 and Public Health Regulation 2012 regulates body decorating and grooming practices carried out by people who are not registered as health professionals.
Copyright Act 1968	An Act relating to copyright and the protection of certain performances, and for other purposes
VET Quality Framework	The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. The VET Quality Framework comprises: <ul style="list-style-type: none"> <li>■ the Standards for National VET Regulator (NVR) Registered Training Organisations</li> <li>■ the Fit and Proper Person Requirements</li> <li>■ the Financial Viability Risk Assessment Requirements</li> <li>■ the Data Provision Requirements, and</li> <li>■ the Australian Qualifications Framework.</li> </ul>
Electronic Transactions Amendment Act 2010 NSW	
VET Student Loan Act 2016	Rules and Legislation for Providers offering VET Student Loans
VET Student Loan Rules 2016	Rules and Legislation for Providers offering VET Student Loans

# OTHER POLICIES

## Work 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. Where outside training venues are hired then The Academy ensures in the contracts that all WHS policies and procedures are in place. 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 is required to monitor on a daily basis the safety and functioning of equipment as well as general hygiene and cleanliness.

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

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

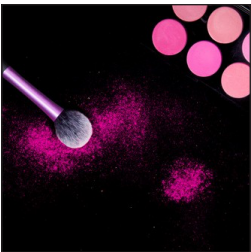
This will also include:

### **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

# OTHER POLICIES

## Work Health and Safety



### 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.
- Electrical work should only be performed by appropriately licensed Electrician. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting, power outlets or electrical training aid

### Fire safety:

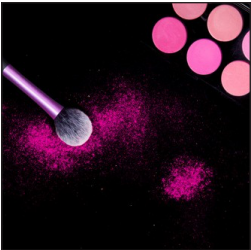
- Australian Academy of Beauty Dermal and Laser will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- Know who the evacuation Warden 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.

# OTHER POLICIES

## Work Health and Safety



### Computer facilities:

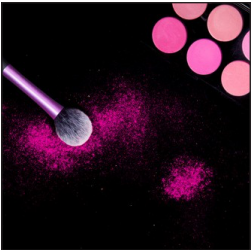
- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work to 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.
- 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.

# OTHER POLICIES

## Work Health and Safety



### 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

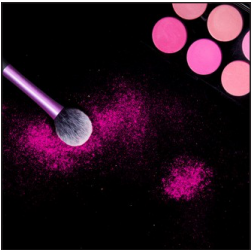
- All students must complete workplace health and safety induction before student clinic work integrated training commences.
- Students must have access to appropriate clothing and personal protective equipment required
- Appropriate supervision arrangements in the workplace must be established to ensure 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
- 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.

# OTHER POLICIES

## Work Health and Safety



### 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
- Students' responsibilities of performing treatments that ensure safety of client and therapist at all times
- Requirements for participating in environmentally sustainable workplace and that I am required to turn off lights whenever room not 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 ever 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

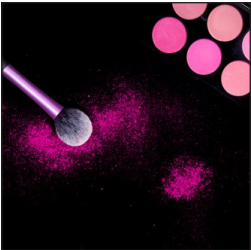
All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

- **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.



# OTHER POLICIES

## Workplace Health and Safety



- **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.

# OTHER POLICIES

## Sustainable Work Practices

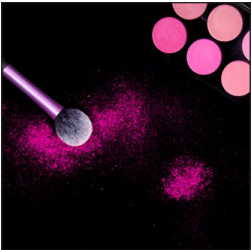


### Environmentally Sustainable Work Practices

Participate in environmentally sustainable work practices

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

We can do this by:



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



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

### Insurance

The Academy has all the required insurance including Public Risk and Liability Insurance through Marsh AIG Australia Limited.

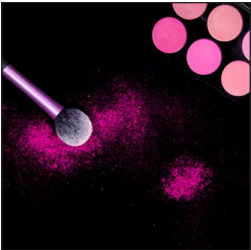
Insurance policy number PIM/000617

# OTHER POLICIES

## 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.

# OTHER POLICIES

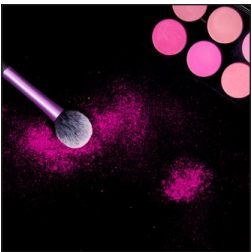
## Significant Changes to The Academy's Operation



### 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.

## OTHER POLICIES

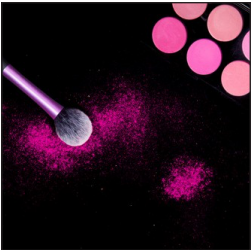
### Significant Changes to The Academy's Operation



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

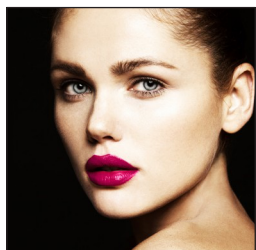
Should the Academy cease to operate our activity data is transferred to ASQA and students will be able to obtain records from the regulator: [ASQA Student Records](#) Records can also be obtained through [USI.gov.au](#)

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.



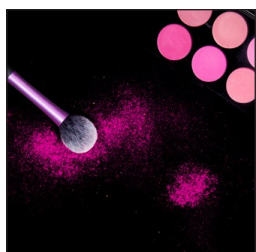
# FEES AND CHARGES

## Course Fees and Charges



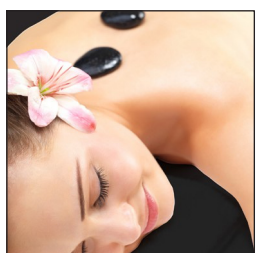
To keep all Fees and charges current, please visit our website where all fees and charges are displayed under the heading fees and charges. VET Student Loan Schedule of Fees and charges are Displayed under the VET Student Loan tab.

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
- Esidebit payment methods

The Esidebit document outlines your rights and responsibilities with regards to allowing Esidebit 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 Esidebit Service Agreement.

For further queries regarding your Contract or this form, contact Esidebit on 1300 763 256. Esidebit Terms and Conditions - <https://www.esidebit.com/-/media/esidebit/files/esidebit-terms-and-conditions-aus.pdf>

- VET Student Loans
- Payment in cash is not available. Please refer to our invoice for payment options.



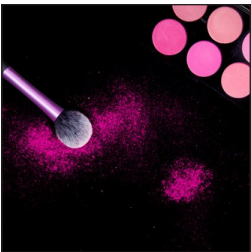
# FEES AND CHARGES

## Course 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.



# FEES AND CHARGES

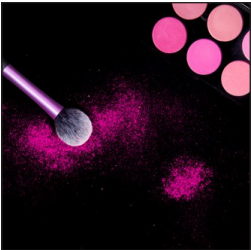
## Consumer Rights



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

### Protection under Australian Consumer Law

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



Please visit the following sites for more information:

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



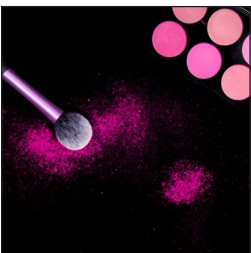
Students enrolled under through the Apprenticeship and traineeship program can also contact the NSW Department of education relating to consumer protection matters at

<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

# ENROLMENT PROCESS

SHB50121 Diploma of Beauty Therapy  
SHB50216 Diploma of Salon Management



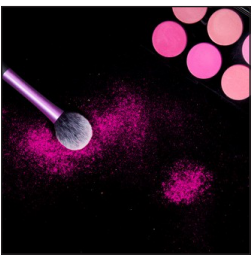
## Enrolment Process

1. Student reads all information on website, Student Handbook and Prospectus and VET Student Loan information if relevant.
2. Student makes an initial enquiry, normally through a form on our website
3. Student is contacted by the Director of Enrolments, to undertake an initial assessment of their training needs
4. Students receives invitation to information and enrolment night, and all information regarding the course, including:
  - information about the training product, including training product code and title, duration, modes of delivery, location, commencement dates, scheduling, any requirements to commence or complete the training product, whether any licensing requirements apply, and details of any third-party arrangements
  - information about training support services, including access to trainers, learning resources, and language, literacy, numeracy, and digital skills programs
  - information about well-being support services, including contact points, types of services available and how to access them
  - information about all fees and costs, including payment terms and conditions, refund policies, the implications of any government training entitlements and subsidy arrangements and the potential for any changes in fees, 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 courses
  - information outlining a learner's obligations or liabilities, including obligations relating to work placements, materials, equipment or IT, costs and processes associated with learner withdrawal and
  - the need to obtain a Unique Student Identifier,
  - information about training and assessment policies and
  - requirements, including enrolment, progression, recognition of prior learning, credit transfer, and assessment, and
  - information about learners' rights, including relevant human rights and consumer rights

# ENROLMENT PROCESS

SHB50121 Diploma of Beauty Therapy

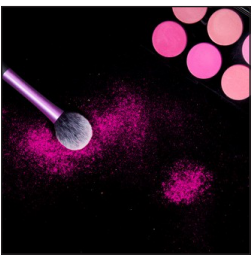
SHB50216 Diploma of Salon Management



- complaints and appeals processes, including how to access them,
  - processes should the RTO close or cease delivering services.
  - full and detailed information regarding VET Student loans
  - fees and charges, payment options VET loan information, census dates
5. Students attend an information evening to view facilities, meet the Director of Enrolments
  6. Director of Enrolments will personally discuss all aspects of the course to ensure prospective students have and understand all the relevant pre-enrolment information mentioned above
  7. Once the student has received all relevant information and viewed the facilities, they may enrol by providing an Enrolment Form
  8. On receipt of the Enrolment Form, the Prospective student is sent a Letter of Offer, advising that a place is being held for them, subject to a successful one on one interview. This letter contains links to the VET Student Loan Information Booklet, Prospectus and Student Handbook and instructions for Digital Skills Testing and LLN Testing if applicable.
  9. In this letter, students are advised of the date of their interview and the requirement of bringing a parent if they are under 18 years of age. They are also advised of other documents required for enrolment, such as:
    - Enrolment form including Unique Student Identifier Number
    - Identification (copy of citizenship papers if not born in Australia)
    - Academic suitability (Year 12 Certificate, Accredited Certificate IV or higher, or satisfactory completion of LLN testing)
    - Digital skills assessment is completed to ascertain if the learner requires additional support to complete the course

# ENROLMENT PROCESS

SHB50121 Diploma of Beauty Therapy  
SHB50216 Diploma of Salon Management



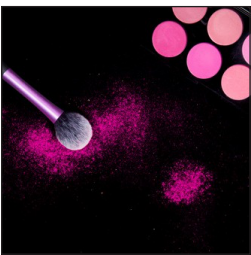
10. Student is advised of interview date.
11. The interview with Director of Enrolments is conducted to ascertain that the course is suitable for the students' individual needs and to determine the student's ability to undertake the required studies.
  - Director of Enrolments discusses any special needs the student may have and puts appropriate plans into place
  - Director of Enrolments discusses any RPL or credit transfer applicable to course and details any reduction of hours on the "Reduction of hours to due CT or RPL" form
  - At the interview, we also check uniform sizing and organise photographs to be taken for the student's identification card.
  - If the student does not have an HSC or equivalent, this will include LLN testing.
  - Director of Enrolments again confirms student has read and understood Handbook, Prospectus and VET Student Loans information booklet.
12. Student and parent if under 18 years of age, then complete the last part of the enrolment form (Training Agreement and Declaration of understanding) signing acknowledging they have a sound understanding of all policies and procedures.
13. A Final Interview Checklist is signed by both student, parent if applicable and Director of Enrolments ensuring student is clear on all aspects of course and they have no further questions
14. If under 18 years of age, signed parental/guardian consent forms for VET Student Loans must be provided to the Academy prior to student applying for a VET Student Loans
15. Student receives confirmation of enrolment.
16. Student confirms acceptance of place in class and commitment to course.
17. The Academy then sends the Department of Employment and Workplace Relations the student's information for an application for a VET Student Loan.
18. Student receives a username and password to VET Student Loan application and applies online after checking eligibility.
19. Student receives username and password for Student Portal, Moodle.
20. Student attends orientation session and meets their trainer.

# ENROLMENT PROCESS

SHB50121 Diploma of Beauty Therapy  
SHB50216 Diploma of Salon Management



21. 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 7 years.' 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.



Note: 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.

Full details of all fees applicable to the Approved Course including any fees other than tuition fees that may apply, are detailed on the completed enrolment form.



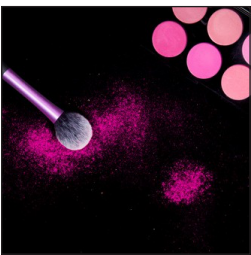
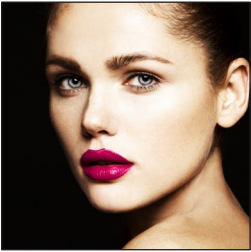
In the case of fees that are not tuition fees the Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that student understands that the fees are not for tuition; the purpose of the fees; the student's total liability for the fees; and when and how the fees are to be paid.

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.



# ENROLMENT PROCESS

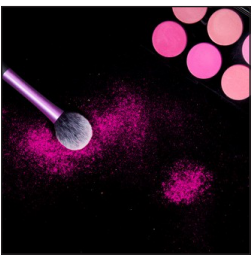
## SHB40121 Certificate IV in Beauty Therapy (Apprenticeship and Traineeship Program)



1. Prospective student obtains a position as a Beauty Therapy Apprentice with an approved salon.
2. Salon owner contacts their local Apprenticeship Network provider who meets with the proposed apprentice and her employer and ensure the Apprentice understands what it means to be employed under the apprenticeship program, Smart and Skilled, and the study commitments.
3. Apprenticeship Network Provider sends the Academy CEO the proposed Training plan for signature.
4. On receipt of the Training proposal, the apprentice is emailed full enrolment form and a list of documents required for enrolment
5. Student reads all information on website, Student Handbook and Prospectus covering all information below.
  - information about the training product, including training product code and title, duration, modes of delivery, location, commencement dates, scheduling, any requirements to commence or complete the training product, whether any licensing requirements apply, and details of any third- party arrangements.
  - information about training support services, including access to trainers, learning resources, and language, literacy, numeracy, and digital skills programs.
  - information about well-being support services, including contact points, types of services available and how to access them.
  - information about all fees and costs, including payment terms and conditions if applicable, refund policies, the implications of any Government training entitlements and subsidy arrangements including Smart and Skilled and the potential for any changes in fees, 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.
  - information outlining a learner's obligations or liabilities, including obligations relating to work placements, materials, equipment or IT and processes associated with learner withdrawal and
  - the need to obtain a Unique Student Identifier.
  - information about training and assessment policies and
  - requirements, including enrolment, progression, recognition of prior learning, credit transfer, and assessment, and
  - information about learners' rights, including relevant human rights and consumer rights,
  - complaints and appeals processes, including how to access them,
  - processes should the RTO close or cease delivering services.
  - fees and charges and payment options
6. Student receives invitation to information and enrolment night to clarify any information and ask questions

# ENROLMENT PROCESS

## SHB40121 Certificate IV in Beauty Therapy (Apprenticeship and Traineeship Program)



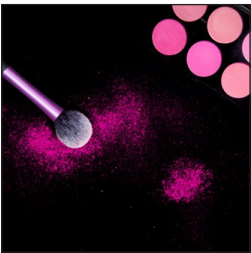
7. Student receives invitation to information and enrolment night to clarify any information and ask questions
8. Students attend an information evening to view facilities, meet the Director of Enrolments
9. Director of Enrolments will personally discuss all aspects of the course to ensure prospective students have and understand all the relevant pre-enrolment information mentioned above
10. Once the student has received all relevant information and viewed the facilities, they may enrol by providing:
  - Satisfy LLN and Digital Skills Testing requirements including testing through the Learning Resources Group LLN robot if required
  - Enrolment form including Unique Student Identifier Number
  - Identification (copy of citizenship papers if not born in Australia) or
  - Evidence of Permanent resident through VEVO
  - Training agreement signed by parents if under 18 years of age.
  - Copy of salon supervisor's credentials
11. Director of Enrolments ascertains student's ability to undertake required studies.
  - 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.
  - 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.
12. Once a prospective student has submitted all the required enrolment paperwork, they will be advised of the interview date with Director of Enrolments to complete the enrolment process.
13. The interview with Director of Enrolments is conducted to ascertain that the course is suitable for the students' individual needs and to determine the student's ability to undertake the required studies.
14. Director of Enrolments discusses any special needs the student may have and puts appropriate plans into place.
15. Director of Enrolments discusses any RPL or Credit Transfer applicable to course and details any reduction of hours on the "Reduction of hours to due CT or RPL" form.
16. At the interview, the Director of enrolments organize photographs to be taken for the student's identification card.
17. Director of Enrolments again confirms student has read and understood Handbook and Prospectus.
18. A check list is signed by both student and Director of Enrolments and parents ensuring student is clear on all aspects of course.
19. Student receives confirmation of enrolment.

# ENROLMENT PROCESS

## SHB40121 Certificate IV in Beauty Therapy (Apprenticeship and Traineeship Program)

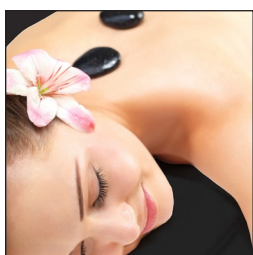
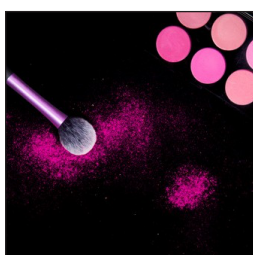


20. Student confirms acceptance of place in class and commitment to course.
21. The Academy advises the NSW Department of Education the "Notification of Enrolment" in the Portal and receives a Commitment ID
22. Student receives username and password for Student Portal, Moodle.
23. Student attends orientation session and meets their trainer.
24. 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 5 years.



# 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:

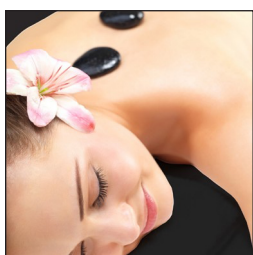
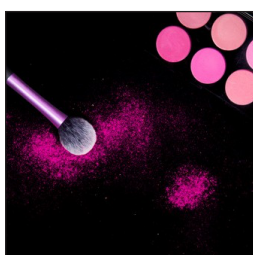
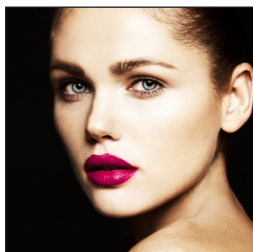
- regularly monitor review and implement practices for continual improvement and risk minimisation to achieving outcomes as described in standards
- comply with AQF requirements
- issue AQF Certification Documents in accordance with AQF Qualification Issuance Policy
- comply with relevant Commonwealth 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

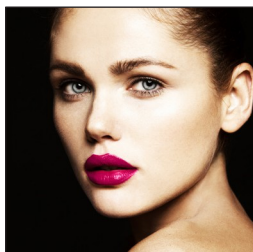
## Training Agreement and Declaration of Understanding



- 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

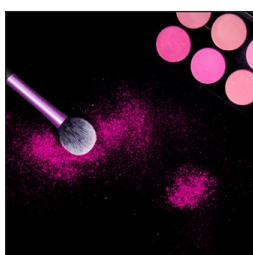
## Training Agreement and Declaration of Understanding



### 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:

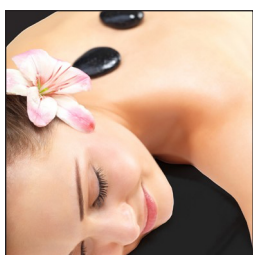
- I have read and have a sound understanding of the policies in the Student Handbook and Prospectus and agree to abide by requirements of all policies including, but not limited to:



### 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

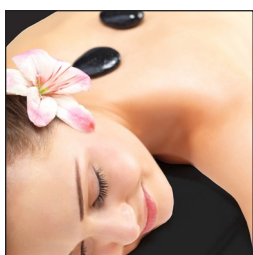
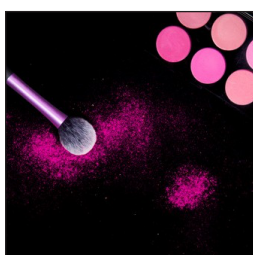
I have been provided with information regarding attendance requirements including:

- 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.

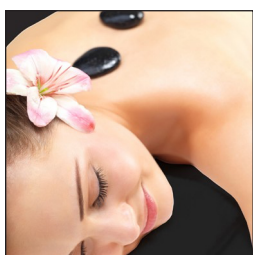
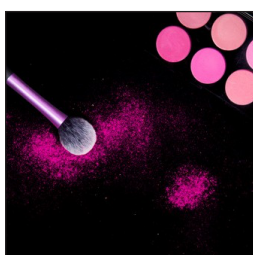
### Student Support Services

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

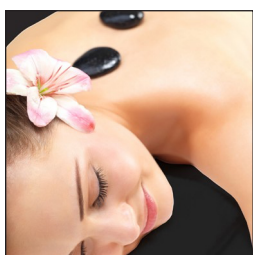
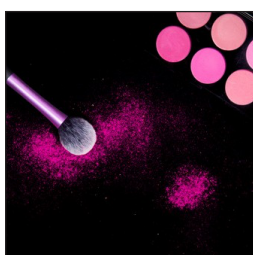
### Other Policies

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

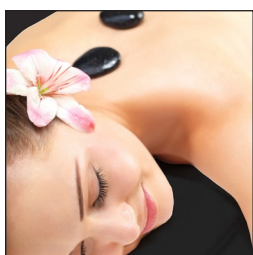
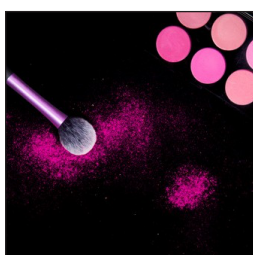
I have read and understand all aspects of the VET Student Loan Booklet including:

#### 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 anyway

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 ☐

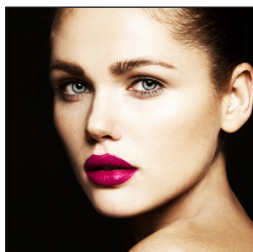
Staff Member's Signature:

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



**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.

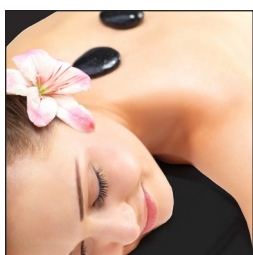
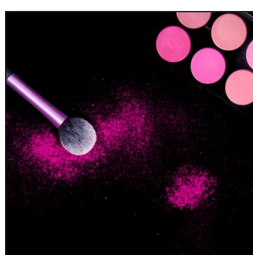
**Assessment Tools** contain multiple assessment instruments designed for the purpose of gathering evidence of knowledge and skills, and include:

- 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 and the Student Identifier Amendment Act 2020.

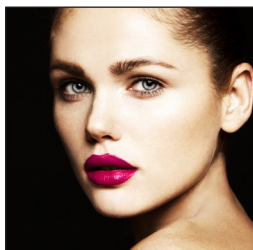
**Census Date** The census day is the date by which an enrolment may be cancelled without incurring tuition fees for the course or a part of the course. The census day of a unit of study is also the last day a student can submit their Request for VET Student Loan form to defer their tuition fees through 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.



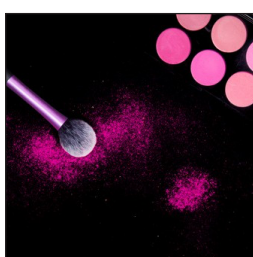


# GLOSSARY



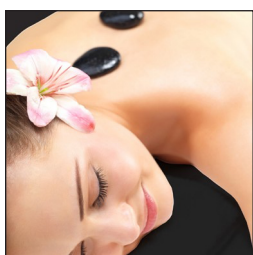
**Direction** means oversight, guidance and quality assurance provided in respect of an individual who does not have the full training and/or assessment credential to ensure the quality of training and/or assessment delivered by that person. The RTO is responsible for determining the nature and extent 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, well-being 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.

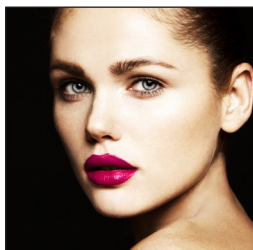
**Student Identifiers Registrar** has the meaning given in the Student Identifiers Act 2014.

**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.



# GLOSSARY



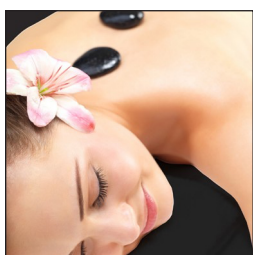
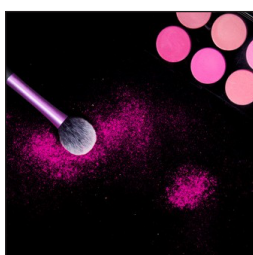
**The Department** refers to the Commonwealth of Australia, represented by the Department which has the responsibility for administering the VET Student Loans Act 2016

**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.

**Well-being Support Services** means personal support services and resources to assist with students' physical, mental, and emotional well-being, 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.