



Student Handbook 2010

STUDENT NAME

STUDENT ID

COURSE NAME

National Provider No. 91192
CRICOS Provider No. 02725B

Table of Contents

Introduction.....	2
Students Rights and Responsibilities.....	2
The Australian Quality Training Framework (AQTF) Standards.....	3
Staff Responsibilities under the National Codes & ESOS Act 2000 (Int. students only)....	3
Teachers Responsibilities.....	4
College Accommodation and Facilities.....	5
Living Off Campus Information.....	7
Client Selection.....	7
English Language Requirements.....	8
Enrolment.....	8
Induction.....	8
Attendance and Punctuality.....	8
Part time Students.....	10
Legislation.....	10
Access and Equity.....	11
Course Withdrawals.....	12
Deferment.....	12
Change of Enrolment Details.....	12
Issuing of Qualifications.....	12
Recognition of Prior Learning.....	12
PRL and International Students.....	13
Credit Transfer Policy.....	14
Recognition of Qualifications of other RTO's.....	14
Fees and Refund Policy.....	14
Harassment and Discrimination.....	17
Occupational Health and Safety Policy.....	18
Competency Based Training and Assessment.....	19
Assessment Criteria.....	20
Assessment Tools.....	20
Complaints.....	20
Discipline.....	21
Breaches of Student Visa Conditions.....	22
Appeals Process.....	22
Language, Literacy and Numeracy (LLN).....	23
Student Training Records.....	24
Access to Student Training Records.....	25
Student Support, Welfare and Guidance.....	25
Privacy.....	25
Training Staff.....	25
Acknowledgement Declaration.....	26

Introduction

Welcome to the Fuss Beauty College, we are an organisation that provides excellence in training services for the Beauty Industry. Our philosophy encompasses first class customer service and the delivery of premium quality training to all of our clients.

We have a philosophy which is committed to providing you with quality training and assessment. We are committed to assisting you in furthering your career and reaching your goals within the Beauty Industry.

Our student and assessors are highly qualified and have extensive experience in all aspects of the Beauty Industry, and are here to support you throughout the entire training program.

Students' Rights and Responsibilities

Students' Rights

The Fuss Beauty College recognises that Students have the right to:

- Expect the Fuss Beauty College to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- Have access to all the Fuss Beauty College services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement
- Appeal for a review of the results of an assessment
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- Learn from fully qualified, competent and diligent educators, supporting students to achieve the course outcomes, and assess their students' work fairly
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- Be treated with dignity and fairness
- Expect that we will be ethical and open in our dealings, our communications and our advertising
- Expect that we will observe our duty of care to them,
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc
- Privacy and confidentiality, and secure storage of their records in accordance with our policies, to the extent permitted by law

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about them at time of enrolment, and to advise us of any changes to their address or phone numbers.
- Paying of all fees and charges associated with their course and providing their own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.

- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the Fuss Beauty College administration office.
- Respecting the Fuss Beauty College property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

The Australian Quality Training Framework (AQTF) Standards

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.

This qualification can only be delivered to you by an organization that meets national requirements of the AQTF Accreditation.

The required standards are defined in the Australian Quality Training Framework (AQTF). VETAB audits Registered Training Organizations (RTO's) to ensure compliance against these standards.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five year registration period.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Staff Responsibilities under the National Code of Practice & ESOS Act 2000 (Overseas Students Only)

The Fuss Beauty College is also registered to deliver its qualifications to students staying in, or coming to Australia on an Overseas Student Visa.

The ability to deliver these courses to our students places additional responsibilities and constraints on all of our staff and management at the Fuss Beauty College. Please review the details below and familiarise yourself with the extra requirements and responsibilities of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code).

These are in place to ensure that you, the student, have the best opportunity possible to achieve the qualifications you are enrolled in. Please assist us in ensuring that they comply with the requirements of the AQTF and with DIAC.

Our procedures have been formulated with to comply with both the Australian Quality Training Framework (AQTF) and the National Code.

The Purpose of the National Code

The National Code's purpose is to provide nationally consistent standards for CRICOS registration and for the conduct of CRICOS-registered providers regulated under the ESOS Act 2000.

The Minister for Education, Training and Youth Affairs established the National Code and all providers of courses to international students are required to comply with it.

This section is written as a guide only, a Copy of the National Code is available from the Director of Education's Office.

CRICOS & the ESOS Act 2000

An RTO offering course(s) to students studying in Australia on student visas must be:

- Registered on the *Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)* in order to enrol and provide courses to overseas students.
- Operating pursuant to the *Education and Services for Overseas Students (ESOS) Act 2000* which regulates education and training providers that enrol students studying in Australia on student visas.

Requirements for Registration on CRICOS

The following requirements must be met by the Fuss Beauty College as a provider of courses under CRICOS for overseas students studying on a student visa:

- Only courses that are provided as full-time courses in Australia can be registered and students must be aware and understand that the course they are enrolled in involves full time study.
- The minimum amount of full time study shall be 20 contact hours per week.
- The registration of courses under CRICOS includes the expected course duration. The Department of Immigration and Citizenship (DIAC) must be notified of any changes to this duration.
- The premises used by the Fuss Beauty College must meet the requirements as reported by an authorised inspection.
- The maximum number of students that the Fuss Beauty College shall provide has been set and that capacity must not be exceeded as a whole or in any classroom.

Teacher's Responsibilities:

- Must ensuring the qualifications they hold are current and relevant to the modules which they teach,
- All teaching material is prepared and distributed as per our guidelines in this manual and as per the Training Package requirements and any other relevant document.
- Must ensure any information passed on to students is accurate
- Must ensure that any advice given is done so consistent with the National Code and our own Code of Practice.
- Your interaction and correspondence with overseas students is ethical and assists the student to complete the course(s) for which they have enrolled.
- Ensure that all student attendance is recorded accurately as per the Roll Book provided for each module that is delivered.
- All absences are recorded for each session.
- Attendance and absence information is passed on to the registrars in the roll book in a timely manner.
- At no time are students to be advised that they are not required to study full-time.
- Classes are held as scheduled by the Fuss Beauty College and any changes are to be reported immediately to ensure continued compliance.
- The Fuss Beauty College Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- No changes in classroom allocation are made outside those authorised by the course co-ordinator.
- Students that have successfully completed additional qualifications should advise the Fuss Beauty College Principal of such and provide certified copies of the qualification and transcript.

Educational Resources and Facilities

- Resources that are used for teaching are up to date and adequate for delivery and assessment of the unit(s) that are delivered.
- The classroom used must be adequate for the course to be provided for delivery of the unit(s) delivered.

Student Records

As a student, you should be aware that, our lecturing staff is required to:

- Supply in a timely manner accurate records of student(s) academic performance for each requirement of the course for which the lecturer delivers and/or assesses.
- Supply in a timely manner as per our procedures accurate attendance records of student(s) for each session they deliver.
- Not engage in or permit any practices by overseas students or others that could result in false attendance records.
- Sign and verify attendance records for each and every session for which they deliver or supervise.
- If lecturer is aware that a student has been absent for more than five consecutive days, the lecturer is required to notify management.
- Assist in ensuring that students are not allowed to repeat any unit more than once.

Student Support Services

As a CRICOS registered training organisation the Fuss Beauty College makes support services available to international students.

We require our staff to be:

- Be familiar with the Fuss Beauty College grievance policy as set out in this handbook
- Be familiar with and be able to direct students, where required, to services that are provided by the Fuss Beauty College including, but not limited to:
 - Counselling services
 - Tutorial and workshop times
 - Promoting the successful adjustment of overseas students to life and study in Australia
 - Assistance available to students for problem resolution.

College Accommodation and Facilities

The Fuss Beauty College is located at 2/161 New South Head Road, Edgecliff, NSW 2027.

This is very close to Edgecliff Train station and major bus routes from the city. Parking is available at Edgecliff Shopping Centre and in the surrounding streets.

The college is close to the city and Bondi Junction with access to hundreds of retail outlets for: food, clothes, stationary, medical services, legal services, support agencies etc.

A detailed map of the area including the location of Fuss Beauty College and the local area can be provided by the College Administration staff or viewed on our website www.fuss.com.au

Lecture /Training Rooms

The college is situated over two levels. The upstairs street level contains reception and retail area, nail theory and practical training area, a five bed student salon, laundry and toilet facilities.

The lower ground consists of two main lecture / training rooms, student sitting & study area, kitchen and administration offices.

Allocation of these rooms is explained during weekly assembly.

International Student Visa Requirements

International students are required to remain with the same education provider with whom they originally enrolled for at least the first 6 months of the course (or the duration of the course if it is less than 6 months) unless they obtain permission from the Department of Immigration and Citizenship (DIAC) to transfer.

Students wishing to change education provider during the period of restriction which applies, must make an application DICA.

Student's Address

All international students are required to inform their education provider of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address within seven days.

Meeting Course Requirements

All student visa holders are required to meet course requirements. For persons granted a student visa on or after of 01 November 2000 where attendance records are maintained, as in the case of FUSS, DIAC requires all overseas students to attend a minimum 80% of each term or semester period. Any student unable to reach at least 80% attendance of a term or semester will be automatically reported to DIAC, and this may result in the cancellation of the student visa.

Visa Cancellation

Mandatory cancellation of student visas will occur when a student visa holder is assessed as not complying with the requirements of their visa conditions relating to meeting course requirements. Visa cancellation can mean detention, removal from Australia and a bar on applying for other visas, other than a Protection Visa.

Current Visa conditions set down by DIAC that international students must be complied with include:

- Study full-time whilst in Australia currently at a minimum of 20 hours per week for 36 weeks per year
- Satisfy course requirements
- Maintain a valid enrolment with Fuss
- Notify Fuss of any change of address within seven days
- Have sufficient funds to cover tuition fees and living expenses whilst in Australia
- Do not work more than 20 hours per week during semester
- Maintain a valid Overseas Student Health Cover
- Inform DIAC of any change in their student status
- Inform DIAC if they withdraw from the course they are enrolled in
- Students must extend their student visa before it expires

Overseas Student Health Cover

All international students are required to take out Health Insurance (OSHC). Students must register with Medibank Private within the first 28 days of arriving in Australia. The student will then be issued with a membership card. OSHC for a single is \$388.80*, and for a family \$777.60*. These fees are payable annually in advance.

*These prices are determined by Medibank Private and may be subject to change

Deferment

Students on student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the students control e.g. bereavement. Weddings, pregnancy, festive occasions are not acceptable.

Students must specify in writing the duration and reason for the deferral and visa cancellation may be initiated by DIAC if the deferral is for more than one semester. Fuss Beauty College will enter a Student Course Variation to DIAC via the PRISMS System.

Living off Campus Information

The Fuss Beauty College does not provide any form of accommodation; students are required to find their own accommodation. However Fuss Beauty College will provide contacts and directions to students as required.

Housing options include:

- Share accommodation:
 - your own bedroom in a shared flat or house which generally involves sharing rent, \$200.00 per week + Electricity/gas and phone bills. Approximately \$50 to \$90+ per week.
- Private Board:
 - Your own bedroom, usually in family home, meals included. Approximately \$180 to \$200+ per week.
- Renting a flatette:
 - Single bed/living room with its own basic kitchen, and often a shared bathroom. Approximately \$170 to \$300+ per week. .
- Renting a house or flat:
 - One or more bedrooms, a kitchen, bathroom, living area, and usually laundry. Approximately \$300 to \$400+ per week for one bedroom plus \$60 to \$150+ per week for each additional bedroom.

A number of Real Estate agencies service the campus area and are easily contactable either in person or by telephone, e- mail etc.

Client Selection

We will use a range of selection criteria in our selection of Students for entry into courses, but in general the potential Student must have:

- a working knowledge of the industry
- a keen desire to work in the industry and
- an end goal as to what they are aiming to achieve within the industry

While these are not exhaustive questions, they are appropriate questions for a student preparing to commit a year of the academic life and a sizeable financial investment into their future.

It is the responsibility of each individual potential student to discuss this information with our staff at the pre-enrolment interview and to provide relevant evidence to substantiate their claims. This information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

Various courses that we offer may require a different type of selection criteria, however the common selection criteria utilised by us is as listed below:

- The ability and commitment of the potential student to complete the course,
- Why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans.
- Any other defined relevant National Training Package pre-requires.
- Students applying from overseas will have their application assessed by a senior, experienced lecturer from the Fuss Beauty College to ensure the potential applicant has the appropriate qualifications and proficiencies to undertake the course.

Client Selection

Apart from a love for the Beauty Industry and the wish to pursue a career in Beauty Therapy or Nail Technology, certain standards have to be met for students to be enrolled into our courses. Specific selection criteria that have to be met are:

- Overseas students must be 18 years and over
- Have completed at least the equivalent of year 10
- Have an English Language IELTS Level of 5.5 or similar English language qualifications.

English Language Requirements

For international students whose first language is not English, the minimum level of English language proficiency requires IELTS of 5.5. Or for countries where IELTS scores are not required, then the prospective Student must satisfy the English language assessment requirements of Fuss's Marketing Officer.

Information on these proficiency levels may be obtained from:

IELTS: www.ielts.org

DIAC: www.immi.gov.au

Enrolment

All Students are required to complete an enrolment form prior to the commencement of all training offered by us.

International students should be aware that some of the information on the international enrolment form will be forwarded onto the Australian Government for their records keeping and visa monitoring purposes.

Induction

We conduct a two stage student induction prior to the commencement of training and assessment for all courses and qualifications.

The first stage is for International Students and will consist of:

- Orientation to living in Australia and Studying in Sydney.
- The facilities to enjoy in Edgecliff and the surrounds.
- The support mechanisms to aid in the successful completion of your studies in Australia.
- Sources of accommodation information
- Options for further study.

The second stage is required for all Students to attend and it covers

- Details of all the Fuss Beauty College staff,
- Explanation of the Students right and responsibilities,
- Record keeping and access to files,
- Training and Assessment Procedures,
- Qualifications to be issued,
- Complaints, Grievance and Appeals Procedure,
- Copy of the course time table,
- Information about the course content and its vocational outcomes,
- Required Student behaviour,
- Contact details for absenteeism or other issues.
- Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the Student.

Attendance and Punctuality

All students are required to maintain a level of attendance of 80% or above at all times. The educators will mark the class roll for each class that students attend. If any student leaves a class early or arrives late, this will be recorded onto the roll books.

Note for International Students: The National Code of Practice requires full time study (minimum of 20 contact hours per week), for at least 36 weeks per calendar year. DIAC also requires all overseas students to attend a minimum 80% of each term or semester period. Any student unable to reach at least 80% attendance of a term or semester will be automatically reported to DIAC, and this may result in the cancellation of the student visa.

Any student with attendance issues may contact us at any time to arrange an interview in relation to attendance, the purpose of this interview is to ensure that the student is fully aware of their responsibilities regarding attendance while also providing the student with the opportunity to discuss and determine a solution to any issues or circumstances that are affecting their attendance.

Any student who cannot attend any class is requested to submit an explanatory note as soon as is practicable.

Any student who does not attend two classes in a row without a reasonable explanation or a medical certificate will be contacted and the matter of attendance will be discussed and a reasonable solution will be agreed to through counselling either on the phone or face to face.

Participation in Class

Students are expected to participate actively in class discussions and activities.

Dress Code

Students should come to the Fuss Beauty College and attend class wearing the college uniform, this includes covered footwear. Failure to do so may result in the student being turned away from class.

Behaviour on Campus

Students are expected to reflect the ideals and code of behaviour of the Fuss Beauty College in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of the Fuss Beauty College.

We strive to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To assist in maintaining the self-confidence and self-esteem of others.
- To maintain constructive relationships with all staff and fellow students.
- To take the initiative to assist in making things better.
- To always lead by example.
- To always respect the property of the Fuss Beauty College, staff and fellow students.
- To never use inappropriate language with the understanding that to do so will not be tolerated.
- To speak English while on college premises.
- To always turn off Mobile phones during classes.
- To never consume food or drinks in non-designated areas at the Fuss Beauty College

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Lecturer will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

Theft

As the premises of the Fuss Beauty College are open to the public, students are advised not to leave their valuables unsupervised. The Fuss Beauty College cannot be held responsible for anything which may be stolen from its premises.

Smoking

The Fuss Beauty College premises (including classrooms, clinic rooms, toilets, and general office and library areas) are smoke free zones. If students wish to smoke, they should do so outside and away from the building.

Change of address

Students are required to promptly notify the Principal of changes to their addresses and telephone numbers.

International students are required notify us within seven days of their change of address. Failure to do so may lead to the cancellation of their student visa.

Part Time Studies

Students may be able to undertake the Fuss Beauty College course on a part-time basis by negotiation with the Administration Manager.

Students considering this option should be aware of the following limitations that apply:

- no unit can be missed
- all preceding year units must be completed before entry into subsequent year unit
- all pre-requisites must be met

Note for International Students: Due to the conditions of an international student's visa, international students are not permitted to study any of the Fuss Beauty College's course offerings either part-time or by distance education.

The only exception is part time study is permitted in the final semester, where the Student is repeating a unit.

A Student is only permitted to repeat a unit once.

At the rear of this Student Handbook is an acknowledgement form that is to be signed and return to our administration office. This acknowledgement will then be kept on file within your individual Student file.

Legislation

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation is continually being updated and, therefore, it is up to each staff member to be aware of this legislation and all staff is required at induction to sign an awareness statement to this effect.

Current legislation that effects our operations includes but is not limited to the legislation listed below:

- Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Work Cover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 (as amended 2002)
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979. And updated August cover sheet only modified 2002)
- Privacy Act and National Privacy Principles (2001)
- Skilling Australia's Workforce 2005
- Skilling Australia's Workforce (repeal and transitional provisions) Bill 2005
- Child Protection (Prohibited Employment) Act 1998
- Australian National Training Authority Act 1992
- Public Health Act 1991
- Public Health (Skin Penetration) Regulations 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000
- Education Services for Overseas Students Regulations 2001

VET Act

The Vocational Education and Training Act 2005 is the New South Wales legislation that established the NSW Vocational Education and Training Board (VETAB). The objects of the Act are:

- to provide for the accreditation of vocational courses conducted within New South Wales
- to provide for the registration of people and organisations that conduct vocational courses
- to provide for the approval of people and organisations (other than official universities) that provide courses to overseas students within NSW
- to promote consistency of standards in vocational education and training
- to encourage the recognition of vocational courses that are accredited under the Act.

Access and Equity

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All Students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All Students who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of our support include:

- We are able to offer Language and Literacy support of Students who have difficulty with written or spoken English.
- Equally so, we are able to support Students with numeracy issues.
- As the qualifications are largely self paced we are able to accommodate the unique needs of expectant or new parents or Students with other carer's responsibilities.
- The ability to modify learning and assessment tasks to accommodate the unique cultural or personal needs of Students.

The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

Course Withdrawals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, not less than 28 days notice must be given in writing.

Note:

Fees shall be payable for the period up to and including the date of expiration of the notice, if applicable. The conditions of the payment plan apply as well as the refund policy for any fees paid in advance.

The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of partial completion of the course.

International students cannot withdraw from their course within the first twelve months in order to change provider.

Deferment

Students who have paid for the course are permitted to defer for no more than one year, otherwise they will need to sit for a re-entry examination to continue. A \$100.00 charge will apply for this examination.

International Students Only:

Deferment or suspension of studies is only available to Students on medical grounds (with a doctor's certificate) or in exceptional passionate circumstances. Please consult with the Chief Executive Officer in relation to this area.

Deferment or suspension of studies on any other grounds will result in the student being reported to DIAC via PRISMS as not complying with their visa conditions.

Change of enrolment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us.

Issuing of qualifications

We will issue all AQF qualifications and statements of attainment within 14 days of the training programs completion. All qualifications and statements of attainment issued by us comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements the Australian Quality Training Framework (AQTF).

We will only issue AQF qualifications and statements of attainment within our scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or units from accredited vocational courses.

Recognition

All of our potential or enrolled Students are provided with full recognition of their current skills and knowledge. We promote acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted by us is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education.

Our RPL process examines the evidence within the following key principles:

Adopting a focus on the competencies held, rather than on how, when, or where the learning occurred, demonstrated commitment to recognising the prior learning of

adults, providing access to the RPL process for all potential Students of courses, undertaking RPL processes which are fair to all those involved, providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course Students.

All Students are offered RPL at time of the pre-enrolment interview and can elect to be considered for RPL by selecting the option available on the enrolment form. The special needs of RPL applicants are recognised by us and we will make the all necessary and reasonable adjustments (taking into account such areas as LL&N) during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of our RPL assessment process are to:

- ❖ minimise duplication of learning, training or skill acquisition,
- ❖ allow the completion of studies in the shortest possible time,
- ❖ provide clear RPL outcomes and access to further learning/training and career development,
- ❖ provide quality advice and support to potential and current applicants,
- ❖ conduct the RPL process only in respect to courses that we are registered to assess,
- ❖ ensure that only fully qualified consultants are involved in the RPL process,
- ❖ provide adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held regardless of how, when or where they were learned.
- ❖ recognise competencies and units gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition,
- ❖ ensure that the RPL processes are monitored, evaluated and updated where appropriate,
- ❖ advise all RPL applicants of their right of appeal through the formal process,
- ❖ ensure fees and charges are fair, competitive with the industry standard and are structured to minimise the time and cost to applicants.

RPL assessments are charged at \$120 per hour. The actual cost will depend upon the number of units to be assessed, the clarity, type and presentation of the information supplied, and any discussions needed to clarify supplied evidence. An estimate can be supplied at time of application.

RPL & International Students

Overseas Students are able to apply for RPL with the following conditions:

- No more than 50% of the course can be claimed through RPL,
- The student **MUST** still attend **full-time** study,
- If RPL is granted to the student prior to having their VISA granted the duration of the overall course is reduced on the Electronic Confirmation of Enrolment with the Department of Immigration and Citizenship (DIAC).
- If RPL is granted to the student after having their VISA granted the Fuss Beauty College must report the variation in course length via PRISMS.

Note:

- *Overseas Students are also required to pay a fee for an RPL assessment to be conducted under the conditions stated above.*
- *Due to the nature of the program design of the courses conducted at the Fuss Beauty College all students granted exceptions for various units will be required to make up the hours in additional class time.*

Credit Transfer Policy

Credit Transfer is available to all Students enrolling in any of our courses on our scope of registration.

Credit Transfer – means credit towards a qualification granted to Students on the basis of outcomes gained by a Student through participation in courses or nationally training package qualifications with another Registered Training Provider.

Recognition of Qualifications of other RTOs

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by us.

Students enrolling in our courses will be able to use their existing qualifications issued by other RTO's as Recognition of Current Competency (RCC) or Recognition of Prior Learning (RPL) for our qualifications, provided that the RCC/RPL application complies with the Packaging Guidelines for the qualification being sought.

An example may be that a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as RPL or RCC for a Certificate IV course offered by us, effectively reducing the duration of the Certificate IV course.

Fees and Refund Policy

Fees

Fees are levied on all courses, the details of which are detailed on the student course fees sheet and are available directly from Administration.

The Fuss Beauty College management will be responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the Student record management software system.

We cannot accept fees from an overseas student or potential overseas student unless we have provided them with a copy of the refund policy (part of the enrolment form).

The refund policy is detailed in the paragraphs below and also listed on the enrolment form.

If a student has not or if they are not sure if they have received a copy of the refund policy we will provide them with a complete copy of the Students Handbook.

Non Payment of school fees

If a student fails to make a payment of school fees on time, they are in breach with their student visa conditions.

We will send a letter of warning after one week of payment overdue. If the college has not received the payment within two weeks, the college is obliged to report the student to DIAC (Immigration Department) and their student visa will be cancelled.

Cancellation & Refunds

Refunds paid if the Fuss Beauty College defaults:

- If the offered course does not start on the published or agreed starting day
- If the course stops being provided after it starts and before it is completed or if a course is not provided fully to the student because we have had a sanction imposed by either VETAB or DEST under either and or the AQTF and the ESOS Act 2000
- The College reserves the right to cancel any enrolment prior to the date of course commencement and all fees will be refunded
- The deposit is not refundable
- We will pay the refund to students within two weeks after the default day
- We will provide students with a statement that explains how the refund amount has been calculated

As a member of the ACPET OSTAS if we are unable to fulfil our obligations to complete a course, the international Student will be offered a no cost enrolment into another ACPET OSTAS member college.

Refunds paid if the Student defaults:

- If an application for a student visa is rejected for an international student applying for enrolment, the course fees will be refunded (less an appropriate administration fee), provided that original documentary evidence is supplied within fourteen (14) days of visa rejection
 - If a student withdraws from a course and supplies the Fuss Beauty College written notification of more than 28 days before the course commencement date, all prepaid course fees paid will be refunded less the 30% deposit
 - If a student withdraws from a course less than 28 days before the course commencement date, no refunds will be given
 - Exceptions may be made to the above conditions on compassionate medical grounds and only when this is confirmed in writing by a medical authority
 - If a student withdraws from a course at anytime after the commencement date of the course no refund will be made
 - Notice of cancellation must be made in writing directly to the College; an administration fee of \$500.00 will apply
 - We undertake to make payment of all approved refunds within 28 days of receipt of a written application for refund
 - Notice of changes to course must be made in writing directly to the college. For any approved changes a \$500.00 administration fee will apply

Transfer Policy

- Students cannot transfer to another course at another institution within the first six months of commencement of a course
- Students are not permitted to transfer course fees to another student

College Rules

- Students shall be bound by the rules of the College. Failure to comply with the rules may result in the student being expelled or suspended from the College as determined by the Principal, the Board of Studies or their authorised delegate
- Where a student is expelled or suspended from the College no refund will be made. Refer to the college Code of Practice.
- Students must notify the College immediately in writing of any change of address or any other information given on this form

Change of provider

Should a student wish to change provider or leave the college after 6 months, the student will be issued with either a certificate or statement of attainment stating the

learning outcomes achieved. No refunds will be given. All payments need to be completed prior to a letter of release or certificate being issued.

Course Cancellation

Should a student wish to return home and/or cancel a course within the first 12 months the student will be issued with either a certificate or statement of attainment stating the learning outcomes achieved. All fees are payable for the period up to and including the date of expiration of notice. No refunds will be given. An administration fee of \$500.00 will be charged prior to a letter of release / Certificate being issued.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The Student is able also to pursue other legal remedies that are appropriate.

Note: We will give special consideration to refund of fees in extenuating circumstances, following a written application to the Board of Directors.

Harassment and Discrimination

At all times we will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, lecturer, administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform the Fuss Beauty College management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it,
- The right to confidentiality and discretion when initiating or becoming involved with a complaints grievance or appeal.
- The right to know, that when ever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- Allows other to learn,
- Make our premises safe by not threatening, bullying or hurting others in any way,
- Make the classroom safe by obeying instructions,
- Make our premises safe by not bringing illegal substances or weapons onto our premises,
- Not steal, damage, or destroy the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or sStudent. Staff and students should not make any frivolous or malicious complaints. All staff and Students are expected to participate in the complaint resolution process in good national faith.

Definitions

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees either full-time, part-time or contract of the Fuss Beauty College.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Occupational Health and Safety Policy

The NSW Occupational Health and Safety Act 2000 prescribes the employees duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and Student,
- Display first aid and safety procedures for all staff and Students to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Competency Based-Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the input is or how the student got there. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by us will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Assessment and Workplace Training (TAA04), and the AQTF Standards:

- **Competency Based Assessment** - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Assessment and Workplace Training (TAA04)
- **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fairness** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all Students,
 - employ a participatory approach,
 - provide for Students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexibility** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- **Recognition of Prior Learning** - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,
- **Cost Effectiveness** - Assessment conducted by or on behalf of us will be completed in a cost effective manner. All of our students are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to all students before they commence their training programs,
- **Comparability** - The review of assessment systems and procedures and the outcomes of assessment will be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed within the quality management system. We will utilise a network of consultants to assist in maintaining comparability of all assessments at the delivery level.

Assessment Criteria

Assessments must provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but not be limited to information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances.

Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Staff is available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal; see further details in the appeal process section.

Assessments are graded as follows:

Not yet competent (NYC)	under 70%
Pass/comp	70-75%
Credit/comp	75-85%
Distinction/comp	85-95%
High distinction/comp	95-100%

Assessment Tools

The assessment tools will use three different types of competency assessment criteria to assess a student's competency.

The *first is observation*, the student will be observed performing a series of tasks a number of times to determine their competency.

The *second will be verbal question and answers*, the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.

The *third will be short written questions and answers* or some other directed task to allow the student to demonstrate their competency.

All assessment tasks must consider any language and literacy issues or cultural issues related to the task.

To provide further guidance, each assessment task will be provided with a cover sheet which will provide relevant information to the assessor and to the Student.

Complaints

The Fuss Beauty College will deal with any complaint in an effective and timely manner. The Fuss Beauty College has processes in place for all course Students to lodge complaints in relation to any matter.

In the event of a complaint the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem.

If the Student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support of their lecturer or another staff member who will assist in providing a complaint form.

All complaints need to be recorded in writing. The lecturer will pass on your complaints form to the Director of Education who will record the complaint in the complaint register and initiate an investigation.

All complaints are reviewed at Management Review Meetings and where appropriate fed back into the continuous improvement process. Results of all complaints are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

If the student is still not satisfied with the resolution of the complaint, they are able to discuss the issue with the Chief Executive Officer, if still not satisfied they are required by the National Complaints Code to refer the matter to VETAB whose details are listed below.

VETAB

Level 14, 1 Oxford Street
Darlinghurst NSW 2010 Ph: (02) 9244 5335

International students are also able to access an independent mediator funded by the college as an additional support service to assist in problem resolution.

The college has identified ACPET as one possible mediator, Fuss Beauty College are open to other qualified mediators, ACPET can be contacted on +61 3 9416 1355 or at www.acpet.edu.au

Discipline

We will make all attempts to provide our training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all students and staff. Students should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- fails to attend the required minimum number of classes for any course without reasonable explanation,
- brings onto, or consumes on our premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on our premises any alcohol,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damage or remove any property or resource of ours or any training venue hired by us,
- assault (physically or verbally) any person or persons on our premises or any training venue hired by us,
- fail to comply with any instructions given by a member of staff relating to the safety of any person or persons on our premises,
- exhibits any form of conduct whilst on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enters any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the student's individual file,
- Where the behaviour continues after the verbal warning, the Director of Education will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the student's individual file,
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the student's individual file.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the lecturer and the Chief Executive Officer and the appropriate action will be taken.

Breaches of Student Visa Conditions

In the event of a student breaching their visa conditions relating to attendance or satisfactory academic performance, the Fuss Beauty College will contact the Student as soon as practicable with in writing:

- Particular of the breaches
- Advise the need to attend before a DIAC / DEST officer with 28 days to explain the breach
- Advise the need to bring photographic identification
- Set out the effects of the Sections 137J and 137K of the Migration Act 1958 ESOS Act 20(4)

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the lecturer, and the student wishes to proceed with the appeal then the student should complete an appeals application.

All appeals are recorded in writing, and the results of the appeal process will also be communicated to the student in writing including reasons for the decision made.

The appeals process will allow for the student to formally present their case. In the case of an appeal, a meeting is arranged between the appellant and an independent RTO representative who has no connections with the appeal.

Prior to the meeting we will contact the appellant and inform them of the person(s) hearing their appeal, date and time of meeting. This allows the appellant the opportunity to request changes either to appeals person(s), date or time of meeting. An agenda for the appeal meeting will be distributed to all people attending the meeting, prior to the meeting.

A copy of this communication is also kept on file, both on the complaints register and in the Student's individual file.

Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the lecturer did not provide a subject outline,
- A student claims disadvantage because the lecturer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- A student claims disadvantage because assessment requirements specified by the lecturer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome,

- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven we will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the administration staff will contact the student to discuss their requirements.

You must ensure that you have discussed with the administration staff any concerns they may have about your capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency is essential for course students, we will make every effort to ensure that you are adequately supported to enable you to complete your training. Some examples of the type of support that we can offer include:

Literacy

- Providing students only essential writing tasks,
- Provide handouts in an audio format via either cassette tape or on CD,
- Consider the use of group exercises so that the responsibility for writing rests with more than one person,
- Provide examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it,
 - Show students how to do the calculations through step by step instructions and through examples of completed calculations,
 - Help students to work out what math's/calculations/measurements are required to complete the task,
 - Encourage the use of calculators and demonstrate how to use them.
-

Student Training Records

We have in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Definitions:

Training Records covers all types of documentation and information relating to training and assessment activities. It includes but is not limited to:

- Student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments / assessments where practicable, attendance),
- documentation / records of grievances, complaints, appeals,
- recognition (RPL/RCC) process documents (application and results).

We are committed to maintaining and safeguarding the confidentiality and privacy of all of its individual student's information. We will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Hardcopy student records are stored in a secure premises requiring key access. Electronic records are backed up weekly to a rewritable ZIP Disk and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects our computer systems from unauthorised access from the internet.

Student results will be archived for a period of not less than 30 years.

Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Note: *As per the requirements of the ESOS Act 2000 Section 21 Sub Section 3 all records related to international student will be retained and will remain active for a period of two year after the completion of studies. Where as at that time these records will be subject to the same archival process as all other student records are as per our administration and recordkeeping policy.*

Student Training Records Procedure

Each individual student will have a personal file for storage of training records. Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All student / assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the release of information the decision of our Chief Executive Officer. Records of student results for each unit of competency will be as per VETAB requirements so as to limit the amount of rework.

Access to Student Training Records

Access to individual Student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records,
- individuals authorising releases of specific information to third parties in writing,
- our staff that require this information as part of their job role,
- officers from the VETAB or their representatives for activities required under the Standards for Registered Training organisations and User Choice,
- Legal requirements (e.g. subpoena / search warrants / social service benefits / evidence act).

Student Support, Welfare and Guidance

We wish to ensure that all students are supported in their studies to the full extent possible, thus any student who is experiencing any difficulties with their studies should see their lecturer, or another member of the Fuss Beauty College staff.

The staff member will ensure that the full resources of the Fuss Beauty College are made available to ensure that the Student achieve the required level of competency in all accredited courses.

Furthermore Students seeking advice on welfare or guidance on other matters may make an appointment at any time to see the Administration Manager for free advice relating to study on:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance. Our Director of Training will act as a Student Contact Officer in all matters that we can assist you with.

Privacy

We operate in compliance with current privacy legislation (2001). All training staff has current knowledge of privacy policies as they relate to a RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilized for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF.

International student's details will be entered into various Government databases as required to comply with various Federal Government requirements.

Training Staff

We will abide by the AQTF standards regarding Lecturer and assessor qualifications in relation to all training and assessment activities. We will ensure that all of our student and assessors will have as a minimum, the following combination of:

A Certificate IV in Assessment and Workplace Training (BSZ40198 or TAA40104) and A minimum of five (5) years' recent industry experience in the beauty industry, or a beauty qualification to at least the same level being delivered or assessed and familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions my rights and responsibilities as a Student of the Fuss Beauty College and that I have also received induction into my training program at the Fuss Beauty College as outlined on page four of this handbook.

.....
Name

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date