



# Perth College of Beauty Therapy

Empowering you  
with the best beauty training

## Student Handbook



Perth College of Beauty Therapy  
339 Albany Highway  
Victoria Park WA 6100  
Telephone: +61 (0) 8 9631 3111  
[www.perthcollege.com.au](http://www.perthcollege.com.au)  
RTO Code 0249  
CRICOS No. 03282E  
MVJ Enterprises Pty Ltd

Table of Contents

- 1 STUDENT ACKNOWLEDGMENT**
- 2 INTRODUCTION**
- 3 CODE OF PRACTICE FOR TRAINING DELIVERY**
  - 3.1 Promotion and Marketing
  - 3.2 Enrolments
  - 3.3 Equal Opportunity
  - 3.4 Access to Services
  - 3.5 Qualified Staff
  - 3.6 Course/Service Delivery
  - 3.7 Certification
  - 3.8 Student Guidance Services
  - 3.9 Fees/Refunds
  - 3.10 Grievances, Complaints and Appeals
- 4 MEET THE PERTH COLLEGE OF BEAUTY THERAPY TEAM**
  - 4.1 Andrea Granagan: RTO Manager
  - 4.2 Christine Goodwin: Education Coordinator
  - 4.3 Rachael Reid: Enrolment Manager
  - 4.4 Monique Robertson: Receptionist
  - 4.5 Angelique Ayoub: Training Salon Manager
  - 4.6 Leonie Hurren: Beauty Therapy Trainer
  - 4.7 Chenae King: Beauty Therapy Trainer
  - 4.8 Charmaine van der Heever: Beauty Therapy Trainer
  - 4.9 Michelle Nutbrown: Beauty Therapy Trainer
  - 4.10 Jenni King: Beauty Therapy Trainer
  - 4.11 Kate Quenet: Beauty Therapy Trainer
  - 4.12 Lauren Ward: Make-Up Diploma Trainer
  - 4.13 Katherine Palandri: Make-Up Trainer
  - 4.14 Jenni Josephs: Make-Up Trainer
  - 4.15 Amber Hutt: Make-Up Trainer
- 5 PRESENTATION AND GROOMING**
- 6 CONDUCT AND BEHAVIOUR**
  - 6.1 Smoking
  - 6.2 Mobile Phones
  - 6.3 Attention in Class
  - 6.4 Behaviour Policy
  - 6.5 Bullying and Unacceptable Behaviour

## **7 ATTENDANCE AND PUNCTUALITY**

- 7.1 Attendance in Diploma Classes
- 7.2 Certificate Courses
- 7.3 Rescheduling of Classes and Assessments- Certificate Classes

## **8 COURSE WORK AND ASSESSMENTS**

- 8.1 Homework/Evidence of Treatments/Log Books and Assignments
- 8.2 Assessments
  - 8.2.1 Models
  - 8.2.2 Model Information for Students

## **9 ASSESSMENT PROCEDURE**

- 9.1 Assessment Dates and Timing
- 9.2 Cheating and Plagiarism Statement

## **10 QUALIFICATIONS AND STATEMENTS OF ATTAINMENT**

## **11 UNIQUE STUDENT IDENTIFIER**

## **12 WORK EXPERIENCE AND EMPLOYMENT**

- 12.1 Practice Makes Perfect

## **13 ADMINISTRATION AND HOUSEKEEPING**

- 13.1 Change of Email, Address and Phone Number
- 13.2 Money/Valuables
- 13.3 Lunch Facilities
- 13.4 Cleaning

## **14 COMPLAINTS AND APPEALS**

- 14.1 Overview
- 14.2 Definitions
- 14.3 Responsibility
- 14.4 Before an Issue Becomes a Formal Grievance
- 14.5 Formal Grievance Procedure
  - 14.5.1 Stage One
  - 14.5.2 Stage Two
  - 14.5.3 Stage Three
- 14.6 Further Action

## **15 RISK MANAGEMENT**

- 15.1 Risk Management and Identification Procedures
- 15.2 Difficulties and Guidance
- 15.3 Student Monitors

## **16 RECOGNISED PRIOR LEARNING AND CREDIT TRANSFER POLICY**

- 16.1 Credit Transfer and Certificate Courses (modular, timetable based courses)
- 16.2 Credit Transfer and Diploma Courses
- 16.3 RPL and Certificate courses (modular, timetable based courses)

- 16.4 RPL and Diploma Courses

## **17 FAIR TREATMENT AND EQUAL OPPORTUNITY POLICY AND PROCEDURE**

- 17.1 Overview
- 17.2 Definitions
- 17.3 Fair Treatment
- 17.4 Student Selection

## **18 ENTRY REQUIREMENTS AND ENROLMENT PROCEDURE**

### **19 COURSE FEES**

- 19.1 Non VET STUDENT LOANS Enabled Courses
- 19.2 Payment Plan
- 19.3 Failure to Commence non VET FF-HELP
- 19.4 Course Completion
- 19.5 Additional Fees
- 19.6 Refund Policy non VET STUDENT LOANS
- 19.6.1 Deposit
- 19.7 Refund Policy VET STUDENT LOANS
- 19.7.1 Withdrawal from a VET Unit of Study/ VET Course of Study
- 19.7.2 Refunds – Students who are Eligible for VET STUDENT LOANS Assistance
- 19.7.3 Refunds – Students who are not eligible for VET STUDENT LOANS Assistance.
- 19.7.4 Payment of Refunds
- 19.7.5 Special Circumstances
- 19.8 Publication
- 19.9 Statement of Vet Tuition Assurance
- 19.9.1 The VET Course Assurance Option
- 19.9.2 The VET Tuition Fee Payment Option
- 19.10 Publication

- 20 MEDICAL ISSUES**
- 21 STUDENT TREATMENT POLICY**
- 22 OCCUPATIONAL SAFETY AND HEALTH**
  - 22.1 Accident Procedures
  - 22.2 Prevention of Accidents
- 23 PERSONAL INFORMATION PROCEDURES**
  - PRIVACY POLICY**
    - 23.1 Introduction
    - 23.2 Collection and Use of Personal Information
    - 23.3 Disclosure of Personal Information
    - 23.4 Security of Personal Information
    - 23.5 Right to Access and Correct Records
    - 23.6 Publication
- 24 STUDENT SUPPORT SERVICES**

## 1 STUDENT ACKNOWLEDGMENT

Perth College of Beauty Therapy (the **College**) prides itself on its high standard of professionalism and excellent reputation in the beauty industry. The beauty industry is a very competitive industry, and for you to be successful you need to receive training of the highest level.

In the beauty and make-up industry, you will need to demonstrate the following characteristics:

- be hard working
- be organised
- be calm and collected at all times
- be punctual
- be flexible and adaptable
- be a team worker
- act in a professional manner at all times.

This is why the College sets such a high standard of training to thoroughly prepare you for the industry you have chosen to enter. We require your dedication and commitment to this course. Please read this handbook carefully.

## 2 INTRODUCTION

We have put together the following information to prepare you for your upcoming course at the College.

Please take the time to read it as it will help you get the most out of your course, answer queries or concerns you may have, and provide you with essential information as you embark on your course.

The College strives to provide the highest quality training to its students to help them become the best and most employable beauty therapists and make-up artists in the beauty industry. In order to achieve this we set very high standards, both for ourselves and our students.

We hope you chose to study with us because of our great reputation and standing in the beauty industry. We can only continue to achieve this high level with the help of our students.

We wish you all the best in your course and your future as a graduate of the College.

## **3 CODE OF PRACTICE FOR TRAINING DELIVERY**

### **3.1 Promotion and Marketing**

The College undertakes to market its courses and services using information that accurately describes the content or expected learning outcomes. Comparisons with other training/service providers will not be made in any marketing or promotional material. Marketing will comply with the national protocol set by the standards for NVR Registered Training Organisations (RTOs) 2015.

### **3.2 Enrolments**

All selection processes relating to students enrolling at the College will be fair and equitable and in accordance with the Access and Equity policy.

### **3.3 Equal Opportunity**

The College is committed to dealing in a non-discriminatory manner in all its business with all its customers, staff, management and suppliers.

### **3.4 Access to Services**

The College will ensure that students and potential clients are not inequitably or unfairly denied access to services. The College follows established policies in determining access to courses or services.

### **3.5 Qualified Staff**

The College will ensure that staff employed to deliver training and/or assessment services are suitably qualified and experienced in the area of their expertise.

## **3.6 Course/Service Delivery**

The College is committed to delivering courses/services according to its policies and regulations, and in a manner that encourages students to learn and succeed.

## **3.7 Certification**

The College will provide students with information regarding competencies to be achieved, methods of assessment, recognised prior learning (RPL) arrangements and the certification to be issued.

## **3.8 Student Guidance Services**

Support services are available to all students. All training services shall have an identified staff person whose role includes providing personal assistance and guidance to learners.

## **3.9 Fees/Refunds**

The College will provide prospective students with all fee-related information, including refund conditions, before the time of enrolment.

## **3.10 Grievances, Complaints and Appeals**

The College acknowledges the right of its clients to complain. The College will not disadvantage any person who has a complaint. Complaints may involve an appeal against an assessment or a more general grievance. Both general complaints and assessment complaints are to be made in accordance with the College's Grievance and Complaints Policy.

## **4 MEET THE PERTH COLLEGE OF BEAUTY THERAPY TEAM**

Meet the team who will help you achieve amazing results and find out why the College is the first choice for your career in beauty therapy or make-up.

### **4.1 Andrea Granagan: RTO Manager**

Andrea's 30 years within the beauty therapy industry commenced in the U.K where she gained international beauty therapy diploma qualifications.

After working as a beauty therapist, trainer, manager and business owner in the UK, she relocated to Perth and now manages the day-to-day running and administration of the College.

## **4.2 Chris Goodwin: Education Coordinator**

Chris has been involved in the beauty industry for over 30 years, from owning her own Hairdressing and Beauty Business, to being on the Committees of Beauty Associations, to being the Principal and Director of a Beauty College in Perth. Chris has been involved in the development of the Education and Training materials and training of staff and students over many years.

Chris is also an ITEC Examiner and travels overseas throughout the Asia Pacific Region to examine students from other Training Centres for International Qualifications.

Whilst she brings to Perth College of Beauty Therapy a wealth of knowledge and experience, Chris has a great passion for the Beauty Industry in the improvement of education and overall professionalism.

## **4.3 Rachael Reid: Enrolment Manager**

Rachael completed a Diploma of Beauty Therapy with Perth College of Beauty Therapy in 2011. After graduating Rachael secured a position as a spa therapist with Steiner Transocean on board the prestigious Royal Caribbean International cruise liners. She travelled the world performing beauty and spa treatments on celebrities and VIPS.

She is excited to share her passion and industry experience with prospective students and hopes to spark the same passion and excitement in students that she continues to have.

## **4.4 Monique Robertson: Receptionist**

Monique is another graduate of Perth College of Beauty Therapy. Passionate about the industry and all it involves.

She has continued her education past the Diploma of Beauty Therapy since leaving the college to study the Advanced Dermal Therapies.

Monique has worked at a prestigious day spa Perth Crown Towers and other clinics around Perth. Her ultimate ambition is to become a trainer with us, and looks forward to welcoming you to the college.

## **4.5 Angelique Ayoub: Training Salon Manager**

Angelique is a past student and trainer for PCBT. She has returned to manage our Student Training Salon, helping our students get real work experience, treating clients and working in a salon environment.

She has an amazing knowledge of the beauty and make up industry as she has worked in this area for over 18 years.

Angelique is passionate about customer service and is dedicated to training our students to be superstars in this amazing industry.

## **4.6 Leonie Hurren: Beauty Therapy Trainer**

Leonie commenced her career in 1978 and has worked for 30 years in many facets of the beauty industry. She is a Licensed International Trainer of Beauty Therapy (L.T.B.Th.) and a national workplace trainer and assessor. Her extensive "hands-on" experience and 12 years teaching experience makes her a valuable member of our beauty therapy Training Team. Leonie specialises in the beauty aesthetics aspect of the Diploma of Beauty Therapy.

## **4.8 Chenae King: Beauty Therapy Trainer**

Chenae completed her Beauty Therapy Diploma in Geraldton. She then continued her studies to gain a Diploma in Massage and her Training and Assessment qualification.

She has worked in and managed successful beauty salons before moving to Perth to share her knowledge and passion with our beauty diploma students.

## **4.9 Charmaine van der Heever: Beauty Therapy Trainer**

Charmaine's experience as a beauty therapist, nail technician and salon owner in the nail and beauty industry stretches over 10 years and three continents. She has worked in salons, day spas and as a trainer in the nail industry. She believes in constantly upgrading her skills and loves to attend post graduate training.

The beauty industry is her passion, and her personal mottos are: "Nobody who gives their best ever regrets it!" and "Knowledge is power!"

#### **4.10 Michelle Nutbrown: Beauty Therapy Trainer**

Michelle came to Perth from the UK, where she gained over 10 years' experience in the beauty industry. Her beauty qualifications are extensive and she has undertaken many extra courses, including laser hair removal, spray tanning, eyelash extensions and microdermabrasion.

Michelle's teaching career started in 2008 and she holds several training and assessing qualifications. Michelle is passionate about beauty therapy and has previously guided disadvantaged students through their courses to a rewarding career in beauty therapy.

#### **4.11 Jenni Mallen – Beauty Therapy Trainer**

Jenni started in the beauty industry working for the prestigious Ragdale Hall Health Hydro in the UK where she was a senior gold therapist. After moving to Australia Jenni spent six years working for Demalogica, teaching over 40 classes to business owners, post graduates and beauty students in NSW and WA. Jenni is passionate about education and training high quality, confident beauty therapists to lead the industry.

#### **4.12 Kate Quenet: Beauty Therapy Trainer**

Kate gained a Beauty Therapy Diploma in WA before relocating to Coffs Harbor where she trained both TAFE and private college beauty students. Since returning to WA she has managed day spas and has extensive retailing experience. She regularly attends continuous post graduate product and treatment seminars. Kate trains our part time Diploma of Beauty Therapy students.

#### **4.13 Lauren Ward: Make-Up Diploma Trainer**

Originally from the UK, Lauren has extensive experience in the world of stage and performance make-up. For 5 years she trained make-up artists for MAC Cosmetics and was a member of their body painting team, working on high profile productions.

She is also a qualified dance teacher and performer herself, Lauren has applied make-up on some well-known actresses, singers and models.

She ran a successful free-lance make-up business for many years and is excited to pass this business knowledge and passion onto her students.

#### **4.14 Katherine Palandri – Make-Up Trainer**

Katherine has been in the beauty industry since 2007. She holds beauty therapy, make-up and training qualifications. She started her beauty career as a Cosmetics Counter Manager working for Estee Lauder and Chanel. Katherine went on to establish and build up a very successful beauty salon. During this time, she was also contracted as a make-up and grooming trainer for Skywest Airlines, training flight attendants on all aspects of make-up, skincare and grooming. Katherine also has extensive experience as a freelance make-up artist, specialising in bridal make-up. She is excited to share her knowledge of make-up and retail with the students enrolled in Certificate III in Make-Up.

#### **4.15 Jenni Josephs – Make-Up Trainer**

Jenni is a graduate of Perth College of Beauty Therapy and holds a Diploma in Screen and Media Makeup. After graduating Jenni spent time working on many small film projects around Perth and creative fashion / fantasy photo-shoots. In recent years Jenni made the switch to bridal in addition to working in retail for MAC.

Jenni enjoys all aspects of makeup artistry and customer service and loves being able to share her knowledge and experiences with the Cert III in Makeup students.

#### **4.16 Amber Hutt – Make-Up Trainer**

Amber has been in the hair, beauty and make-up industry since 1997. She holds a Diploma of Specialist Make-up and Diploma of Beauty Therapy, as well as being a fully qualified hairstylist. Amber has always had a passion for make-up and has recently moved into the cosmetic tattooing field. Amber is a former student of Perth College of Beauty Therapy, she is passionate about sharing her experience and knowledge with the next generation of make-up professionals.

## 5 PRESENTATION AND GROOMING

At the College we are very proud of our good reputation. In part this is due to the high standards the College sets for itself and its students.

Grooming is an essential part of your training. It is also a reflection of your work and the College. We have set the following guidelines in order to help you achieve the standard required of our students.

**HAIR:** Students' hair must look clean and professional at all times. Hair which is long enough must be tied back from the face, hair must not fall forward when working on clients. You may use **BLACK** headbands, clips and ties to achieve this.

**UNIFORM:** College uniform tops can be purchased and collected from the College. Students are to supply their own black professional trousers

It is essential that your uniform be clean, ironed and well presented. Trousers must be black and full length, to the ankle and hemmed. We will not allow skinny leg, leggings, jeans or midriff revealing trousers. If your uniform gets damaged, discoloured or worn out you will be expected to buy a new one at the earliest opportunity. With trousers, black socks or tights should be worn. Shoes must be black, flat and enclosed and cover the top of the foot. This is a health and safety directive. No joggers/sneakers or open toed shoes will be allowed. Please do not wear tops under your uniform, if needed a black cardigan may be worn in College.

**MAKE-UP:** In order to look professional you must wear a light day make up every day.

**JEWELLERY:** Only a watch, pair of stud earrings (lower lobe) and wedding band is allowed. Please do not wear any other jewellery as you will be asked to remove it and the College is not responsible for lost items. No body, facial or upper ear piercing is allowed. Clear plastic may be worn in the ears only, not in the face or any other area which will interfere with treatments for health and safety reasons. Dermal implanted body jewellery must be removed prior to your course start. Piercings are not acceptable in any circumstances.

If you have a body/face piercing or dermal implant during your enrollment and you are unable to remove it you will be removed from your course.

**BAND-AIDS:** Dressings such as band-aids cannot be worn over piercings for health and safety reasons.

**NAILS:** Nails are to be short and natural without varnish. Acrylic, Shellac or gel finger and toe nails are not allowed.

If you are not dressed appropriately for class you will be asked to leave the College until this is rectified.

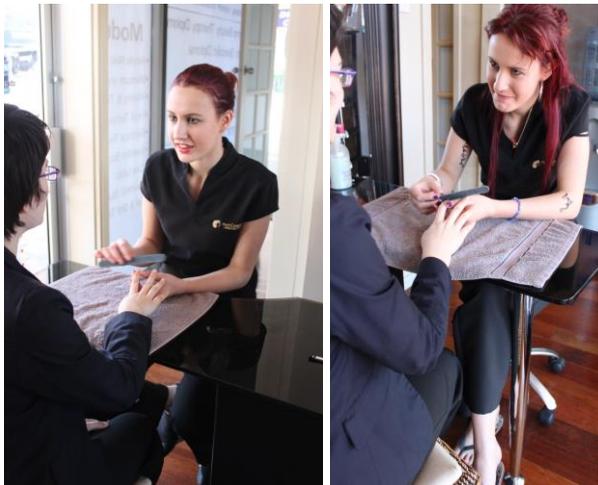
Please ensure you memorise the above guidelines before you start your course.

The above standards do not change, regardless of what treatment is being performed and should be carried out automatically without prompting.

***Highest standards of training, highest quality training, great reputation in the industry: our reason for rules and regulations.***



**Perth College**  
of Beauty Therapy



## 6 CONDUCT AND BEHAVIOUR

It is expected that the personal behavior of students, both within and outside the College, is professional at all times to maintain the reputation of the College. The College and each student have a duty of care to all other students in a class. The College will not tolerate disruption to the smooth running of the classes and the College.

## **Unacceptable behavior will not be tolerated.**

### **6.1 Smoking**

No smoking is allowed within the College or surrounding outdoor areas in college uniform. We have received feedback from salons that they will not employ therapists who smoke. If you are seen smoking in uniform it reflects on the College's students and jeopardizes you and their chances of work experience and employment.

### **6.2 Mobile Phones**

Please ensure mobile phones are turned off upon entering the College. Use of mobile phones is not permitted in the College. If you are to be contactable in an emergency, the office will take and pass on messages for you. A trainer will confiscate phones which cause disruption.

### **6.3 Attention in Class**

Courses are very intense and your attention at all times is required. As a courtesy to your trainer and to other students, any student who fails to display appropriate attention or persists in talking or is disruptive in the class will be asked to leave the class.

### **6.4 Behaviour Policy**

#### **Purpose of the policy**

This policy states the responsibilities of the college and trainers in relation to student behavior issues. It gives clear guidance on the steps to be followed in the case of student behavior issues.

#### **Definitions**

**Student** – the term student for this policy covers students of the college who are currently studying at Perth College of Beauty Therapy.

**Minors** – the College regards any young person below the age of 18 as a Minor.

#### **Policy Statement**

The College is committed to a positive policy of equal opportunity and strives to support students wherever possible. It wishes to create an environment that is safe and welcoming to all students.

It is expected that the personal behavior of students, both within and outside the College, is professional at all times to maintain the reputation of the College. The College and each student have a duty of care to all other students in a class. The College will not tolerate disruption to the smooth running of the classes and the College.

If a student's behavior causes disruption to the class or a student is disrespectful to the trainer or other students the following procedure will be followed.

## **Levels of Behavior**

We have 3 levels of classification for behavior:

**Minor:** Examples include:

Talking/disruption in class

Attendance issues including lack of punctuality and leaving early

Not following uniform, presentation or jewellery policy

Not completing course work in set timelines

Being disrespectful to staff or other students which could include continuously interrupting the trainer or refusing to participate

Not having necessary equipment or resources i.e. manual, towels, wrap, make up brushes etc.

**Ongoing minor:** Where any of the above MINOR behavior issues is repeated 3 times. This is considered "ongoing minor" behavior issues.

**Major:** Examples include:

- Cheating in assessment tasks
- Plagiarism
- Discriminating against, or harassing, or bullying, any person in any manner or for any reason
- Acting in an unsafe manner that places yourself and/or others at risk

- Acting in an unsafe manner which causes harm to yourself or another person
- Being under the influence of alcohol or drugs where this behavior places yourself or others at risk
- Using offensive language or being physically or emotionally intimidating
- Committing unlawful actions

## **Procedure for Each Level of Behavior: Students 18 and over.**

### **1. Minor**

Each time a student commits a minor behavior, the trainer will discuss the issue verbally and then complete a Student Contact Record Form detailing the date, time and details of the issue. The trainer and student will acknowledge this by signing the bottom of the form

### **2. Ongoing minor**

Should the minor behavior continue (3 or more times) further action will be taken. The students may be excluded from class until the issue is rectified.

### **3. Major**

The student will be immediately excluded from class and the RTO Manager will take the necessary steps required.

## **Procedure for Each Level of Behavior: Students under 18.**

### **1. Minor**

Each time a student commits a minor behavior, the trainer will discuss the issue verbally and then complete a Student Contact Record Form detailing the date, time and details of the issue. The trainer and student will acknowledge this by signing the bottom of the form

When a minor behavior is repeated twice the RTO Manager will be informed, who will then make contact with the parent/guardian.

## **2. Ongoing minor**

Should the minor behavior continue (3 or more times) further action will be taken. The students may be excluded from class and the parent or guardian notified. The students will be excluded from class until the issue is rectified.

## **3. Major**

The student should be immediately excluded from class and the parent or guardian notified. The RTO Manager will meet with the parent or guardian and the student to discuss the consequences and outcome of the Major issue

## **Complaints and Appeals**

Any student subject to this behavior procedure is to be made aware they can access the Perth College of Beauty Therapy Complaints and Appeals policy and procedure which is detailed in the student handbook.

## **6.5 Bullying and unacceptable behaviour**

The College considers bullying and harassment in the workplace as inappropriate and unacceptable behavior. Employees or students found to have conducted or condoned bullying will be subject to disciplinary action.

A person is considered to be bullied if subjected to repeated behaviour by another person, such that the behaviour:

- is unwelcome and unsolicited
- the person considers the behavior to be offensive, intimidating, humiliating or threatening

All forms of bullying including the inappropriate use of technology, social media, verbal or physical contact, racial or sexual harassment is unacceptable and consequences will be imposed. This may include suspension or removal from the course.

Students or employees who consider that they are being bullied or harassed should:

- if it is reasonable to do so, in the circumstances, immediately (and politely) inform the person involved that they believe their behavior is unacceptable, outlining clear examples, and that it must cease, or
- if it is not reasonable to do so or if the behavior continues, follow the grievance and complaints procedure in this student handbook.

## **7 ATTENDANCE AND PUNCTUALITY**

Full attendance is a vital part of your course. We have a commitment as a Registered Training Organisation to provide minimum hours of study. We draw your attention to the following requirements:

- Students are expected to attend their applicable class on time and in accordance with their course schedule. Punctuality is vital in your work and in the classroom. The trainer cannot repeat lessons missed as a result of the student's absence.
- If lateness is unavoidable you must notify the College as soon as possible by telephoning the reception. When you arrive at the College you are to let reception know you have arrived and sign in. You may be asked to wait until a convenient time to enter the class, so not to disrupt the lesson.
- Any time off from the College will result in missed information, either practical or theory. It is solely the student's responsibility for catching up on lessons missed.
- Leaving the College during the day is discouraged. Doctor, dentist and other personal appointments should be made before or after College, or on a day you are not at the College.
- Under no circumstances are you to leave the College for the day without telling your trainer, then you must sign out at reception where you will be asked to explain your reason for leaving and sign out.
- If you fail to sign out of the College you will receive a written warning. The reasons for signing out include emergency procedures, personal safety and emergency contact by family etc.

- To graduate from your course you are expected to have full attendance. If you are absent you must inform the College by 9.30am. If you visit the doctor you should obtain a doctor's certificate, which will be placed on your file.

## 7.1 Attendance in Diploma Classes

### Diploma Attendance Policy

Perth College of Beauty Therapy is a Recognised Training Organisation offering national qualifications as determined by the SHB Hairdressing and Beauty Services Training Package & the Screen & Media Training Package.

During your course you will be assessed in units of competency such as: ***SHBBNLS001 Provide manicure & pedicure services.*** Each unit of competency has assessment requirements which must be met to be competent in the unit. These assessment requirements include nominal hours of training in the unit, completion of a workbook and practical assessment on a minimum number of clients. Excessive absence may lead to being unable to complete the above requirements and therefore not completing the unit.

Perth College of Beauty Therapy is preparing students for employment in the workplace. Most Beauty related workplaces are run on a client appointment basis, meaning if the therapist does not attend work, the clients have to be cancelled. A beauty business may not survive if this happens on a regular basis and the therapist's employment would be at risk.

If time off results in not being able to complete any aspect of the course it will need to be repeated at a later date. This will be arranged on an individual basis. Timing and cost applicable will be discussed individually with students in this situation.

Students should contact the RTO Manager for a training and assessment plan and invoice should they require this service.

- Students should always provide a doctor's note as evidence of their absence, where possible.

## **7.2 Certificate Courses**

The individual course modules are very intense and assessments are put in jeopardy if time off is taken from your course. Please do not book holidays or make other arrangements during your course.

You must give 14 days' notice if you need to cancel a booking into a part time class. If you miss a class you may not be able to complete the module and gain your award or certificate.

If you are absent for two consecutive lessons or a total of three non-consecutive classes you will be removed from the subject/ module as you will not be able to comply with minimum contact hours. To repeat this subject/module you will need to pay to re-enroll.

## **7.3 Rescheduling of Classes and Assessments- Certificate III or IV in Beauty Classes**

If a student withdraws from a course/module with a medical certificate they must wait until the course/module is scheduled again, and if numbers permit, can be re-enrolled at no extra cost.

If a student withdraws from a course/module without a medical certificate they will be charged for re-enrolment into the course/module at the full cost of the course/modules fees.

Please note certain classes must be completed in order to gain the required competencies to complete the course. If students miss these classes, they must wait until the class is repeated to attend the class and gain the required competency.

## **8 COURSE WORK AND ASSESSMENTS**

### **Homework/Evidence of Treatments/Log Books and Assignments**

Assignments, knowledge questions, log books and evidence of treatments are to be presented on specific dates. Excuses for delays will not be accepted.

If course work is outstanding at the end of your semester/course or module you will not be able to complete the course..

## **Assessments**

Evaluation assessments are held during the course as each unit of training continues. This allows the trainer to assess any weaknesses, which will be discussed on a one-to-one basis.

### **8.1.1 Models**

Students may have to find their own models for practical lessons and assessments. It is your responsibility to arrange a suitable model. A back up model should also be ready in case of emergency. The College accepts no responsible for models that do not show up.

You will be given advanced warning when a model is required for class. The College has a book containing contact details of models at reception. Failure to bring a model may result in you not being able to participate in the class. Please note that the assessor may change allocations of models around so you may not necessarily be working on the model that you have provided to attend.

In the event that you do not have a model when required to do so for a class you may not have another chance to participate in the particular class again.

### **8.1.2 Model Information for Students**

Ensure you have the models contact details and you confirm them prior to the day.

Make sure you have informed your model of the college address and transport/parking options

Tell your model exactly what time they will be needed and for how long. Remember assessments often start or run late. Warn your model of this and make sure they can stay for the time needed.

Tell your model what to expect – ie “you will be a classroom with other students and will need to wear bathers/get undressed”

Check for contra-indications prior to the day, remember jewellery and piercings will need to be removed for most treatments.

If your client is for waxing, check they have enough hair to remove and explain to them how long it needs to be for this treatment. Don't assume they know.

Warn your model that they may not be worked on by you. Trainers often move models/students around to fit the needs of the assessment.

If there are several treatments being done by the class your model may have any of them, please make sure they are aware of this. Remind your model to eat before coming and to bring water or a drink with them. Models who are sitting up or standing for a period of time, especially for make- up, have a tendency to faint. Advise your model that they may not get a full treatment. In this case you should make arrangements with them to finish off the treatment.

Remember the provision of models for classes and assessments is your responsibility. If you are not able to complete a class or assessment due to model issues it will impact on your course and may result in extra costs.

## 9 ASSESSMENT PROCEDURE

All courses and modules at the College are subject to some form of formal assessment.

Assessment procedures will vary from course to course and will be explained by your trainer. Some of the requirements for assessment are outlined below.

Please note assessments will be carried out in accordance with the relevant assessment plan for the subject. Assessment plans will be distributed by your trainer.

Evidence of treatments, Assignments and Portfolios:

Most courses require an Evidence of Treatment case study, portfolio, workbook or assignment to be handed in prior to assessment. You will be asked to provide this on a specified **due date**. Failure to meet the due date may result in a late submission fee of \$150 per piece of assessment evidence. Please see the assessment policy on the website for further details.

### Assessment Dates and Timing

You will be given a time at which your assessment starts. If you are not at the location ready to commence you will not be allowed to participate in that assessment.

If you cannot attend on the day of assessment you must advise the College as soon as you are aware of this, as other students may be relying on you for their own assessment. If you miss an assessment for any reason you need to discuss your situation in a one-on-one meeting with the Trainer and the Education Coordinator or RTO Manager

## **Cheating and Plagiarism Statement**

If you do not acknowledge the sources of your information, you will be taking the risk of being identified as plagiarising (stealing) other people's work. This is not allowed. Students who are found to be plagiarising work will fail that piece of assessment.

Likewise, if a student is found to have used another student's work, or copied from another student, or have used materials that they have taken into a test that are not allowed by the Trainer/Assessor, they will fail that assessment. Please note purchasing of assessments from students or elsewhere is seen by Perth College of Beauty as grievous misconduct and may result in harsh penalties. Note that the College has a strict policy on plagiarism – ask your trainers if you are unclear.

## **10 QUALIFICATIONS AND STATEMENTS OF ATTAINMENT**

All certificates and statements of attainment are issued in accordance with the Australian Quality Training Framework guidelines.

At the end of your enrolment you will either be awarded a qualification or a statement of attainment for the units of competency completed. A qualification is a level of course such as Certificate III, Certificate IV or Diploma. A statement of attainment is issued when part of a qualification has been achieved such as facials, massage etc.

This is the process for certificate students finishing their course:

- At the end of each subject the trainer completes all necessary assessment documents and gives to the office for processing. As trainers may have several classes at once, this may take up to two weeks.

- The office processes the results and when a student has finished their total enrolment sends an email to advise the Certificate is ready for collection.
- As we are required to obtain a signature for the release of the qualification/statement, students must come in person or provide the collector with a signed letter authorizing them to collect on the students behalf.
- All course work, assignments and evidence of treatments are held by the college for 6 months after the course finishes. Student will be notified when they can return to the College to pick their work

**Please do not call the office for results. You will be informed if you have not completed your course.**

## 11 UNIQUE STUDENT IDENTIFIER

If you are enrolled in a national qualification you need to be in possession of a USI – Unique student identifier. This is government legislation.

This USI gives you access to your own online USI account which will contain all your training records and results from 2015 onwards. This should be done before enrolment, or as soon as possible after enrolment.

We are unable to issue certificates without this. Students should apply as soon as possible and provide their number to us, to ensure no delays are encountered.

## 12 WORK EXPERIENCE AND EMPLOYMENT

All beauty and make up students are encouraged to seek work experience in industry situations during their course.

This gives students valuable experience of the industry they wish to enter and gains skills not available in a training situation.

Students who complete work experience have a much higher chance of employment at the end of their course, as employers are looking for confident and enthusiastic team members.

We often get salons approaching us for work experience and employment positions, all adverts will be posted on the notice board in the student area, website and Facebook page by our Enrolment Manager, who is also available for advice on work experience, interviews and career guidance.

The College hosts client days during the semester, where we open the College to the general public to allow students to gain real life salon experience. Additionally we have a network of companies and groups who ask students to donate their time for various outside events.

Work experience can give College graduates advantage over graduates from other schools, when seeking employment. The College prides itself on setting the highest standards in the beauty industry.

## **Practice Makes Perfect**

Due to the high skill level required in beauty therapy we encourage students to practice their skills throughout their course.

We understand that equipment and products can be expensive so we offer students the opportunity to come to College on their day off, during their breaks and after classes to use the facilities to practice their skills.

Due to other scheduled classes, practice sessions need to be booked at reception and will be available as rooms and time permit.

Most courses are structured in a way that allows students to become competent in treatments well before they finish their course. It is in the best interest of the students to keep up their skills to enhance their confidence and employability.

## **13 ADMINISTRATION AND HOUSEKEEPING**

### **Change of Email, Address and Phone Number**

It is imperative that the College be informed should your email, address or telephone number change. This applies whilst you are attending the College and after you have graduated.

The College accepts no responsibility if information is not received by you but notification of changes in contact details may prevent information not being received.

Students under the age of 18 are obliged to provide the College with changes to their parents' or guardian's telephone numbers and address and advise if they are living separately.

Please see Reception for Change of Details Form

## **Money/Valuables**

You are requested not to bring large amounts of money or valuable jewellery into the College. If this is absolutely unavoidable, it must be handed into reception for safekeeping. The College will not accept responsibility for lost, damage or stolen property, how so ever occurring, including the negligence of the College's employees or agents.

## **Lunch Facilities**

The College's student lunchroom contains fridge/freezers, microwaves and hot water facilities. Students are welcome to bring their lunch, tea, coffee, etc. and use these facilities. There are also a variety of cafes and lunch facilities in Victoria Park should you choose to purchase your lunch.

## **Cleaning**

The College engages professional cleaners to do general cleaning. All students must participate in cleaning duties at the College. They will be expected to undertake such activities by future employers when they graduate and take up positions in the workforce. Trainers will roster students to various cleaning duties and these must be completed before class is dismissed.

## **14 COMPLAINTS AND APPEALS POLICY AND PROCEDURES**

### **14.1 Overview**

Perth College of Beauty Therapy is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

This policy complies with Standard 6 of the Standards for Registered Training Organisations (RTO'S) 2015 and Standard 8 of the National code 2007.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

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

## **14.2 Definition**

A complaint can be defined as an expression of dissatisfaction, by any person, with any aspect of the college

Services and activities, such as:

- The enrolment or induction process;
- The quality of education provided;
- An assessment decision
- handling of personal information and access to personal records;
- The way someone has been treated.

## **14.3 Responsibility**

The RTO Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation.

#### 14.4 Before an Issue Becomes a Formal Grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. Perth College of Beauty Therapy has an 'open door' approach to student engagements and encourage students to raise an informal grievance directly with their trainer, their class monitor or they may contact the RTO Manager in person, by phoning 9361 3111 or by email: [admin@perthcollege.com.au](mailto:admin@perthcollege.com.au)

Please note that it is not mandatory for Complainants to raise a grievance informally.

#### 14.5 Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Perth College of Beauty Therapy are:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the 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) 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 by the college. These records will be kept strictly confidential and stored in the student's file located in the College office until the end of their enrolment, thereafter in archives at Perth College of Beauty Therapy. The Complainant shall have appropriate access to these records. The college also maintains a secure complaints register, where written records are kept for the purpose of quality improvement.

- A Complainant shall have access to this grievance procedure without charge. Costs for an external appeal will be shared equally by Perth College of Beauty Therapy and the Complainant.

## **14.5.1 Stage One – formal complaint**

Formal grievances should be submitted in writing to the RTO Manager at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979.

The RTO Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 business days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

## **14.5.2 Stage Two – internal appeal**

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with The RTO Manager of Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979.

The Complainant's appeal will be determined by RTO Manager of Perth College of Beauty Therapy (the Reviewer)

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 business days.

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

## **14.5.3 Stage Three – external appeal**

Domestic students:

If the Complainant is not satisfied with the outcome of their appeal and they are a domestic student then an independent mediator will be sourced by Perth College of Beauty Therapy through LEADR,

the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by writing to the RTO Manager at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979

Costs of such mediation will be covered by Perth College of Beauty Therapy.

Overseas students:

If the Complainant is dissatisfied with the outcome of their appeal and they are an overseas student then they may lodge an external appeal by contacting the Overseas Students Ombudsman.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. Refer to the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

Remedial Action:

Perth College of Beauty Therapy will give due consideration to any recommendations arising from the external review within 14 business days.

Perth College of Beauty Therapy will take action to implement any recommendations to mitigate against a repeat of the complaint.

## **14.6 Further Action**

If the Complainant remains unsatisfied with the outcome of the mediation, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws.

Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

## **Enrolment status**

Where a current student chooses to access this policy and procedure, Perth College of Beauty Therapy will maintain that person's enrolment while the grievance handling process is ongoing.

## **Publication**

This Complaints and Appeals Policy and Procedure will be made available to Students enrolled with Perth College of Beauty Therapy through publication on the website [www.perthcollege.com.au](http://www.perthcollege.com.au) and in the Student Handbook issued in hard copy to all enrolling students.

## **15 RISK MANAGEMENT**

The College is committed to the ongoing identification, analysis and management of all risks to staff, students and stakeholders within the ongoing training and delivery services of the College.

### **15.1 Risk Management and Identification Procedures**

Any student identifying areas of risk to staff, students or the delivery of the College's training and assessment services shall inform the Trainer or Administrative Assistant as soon as practicable.

All records of risk management and identification analysis shall be recorded and archived.

### **15.2 Difficulties and Guidance**

Should a student encounter any difficulties or problems in any area while attending the College, an appointment can be made with the RTO Manager or Education Coordinator to discuss these difficulties. The College strongly encourages parental involvement in such matters.

Student support services are available to students.

All the staff at the College will endeavor to assist students with questions or queries. Please do not hesitate to approach your trainer if you have any concerns regarding your course. Remember, if we do not know you have an issue we cannot help you.

## **15.3 Student Monitors**

In the Beauty Therapy and Make up Diploma class's, one student will be chosen to act as 'student monitor.' The duties of this role include:

- representing classmates views and opinions at monthly management meetings;
- taking responsibility for checking student uniform and general appearance;
- seeking and acting on feedback from students;
- ensuring housekeeping duties are carried out as per the class roster; and
- carrying out instructions from the staff and RTO Manager.

Student monitors will be awarded a certificate recognising this important role at the end of their course.

## **16. RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER POLICY**

Perth College of Beauty Therapy recognises RPL (non - formal skills acquired through study, self –tuition, work or life experience) and credit transfer (direct recognition of the competency unit completed at another Registered Training Organisation) and will offer these services to student if it fits the structure of the course chosen.

### **16.1 Credit Transfer and Certificate Courses (modular, timetable based courses)**

If you have a qualification or a statement of units achieved at another RTO and wish to use this as credit against a Perth College of Beauty Qualification you must mention this prior to enrolling. Please supply the documentation to support this.

You will then be given information about what lessons you may miss and what discount this will entail.

## **16.2 Credit Transfer and Diploma Courses (unit of study based courses)**

If you have a qualification or a statement of units achieved at another RTO and wish to use this as credit against a Perth College of Beauty Qualification you must mention this prior to enrolling. Please supply the documentation to support this. You will then be given information about what lessons you may miss and any discount this will entail.

Due to the structure of our diploma courses credit discount may not be applicable. This is because each unit of competency is clustered with others and may be delivered over a 10 week “term” This means you may not get any discount on fees but you will be able to work with your trainer regarding lessons you may be able to miss.

## **16.3 RPL and Certificate Courses (modular, timetable based courses)**

If you think you have some or all of the skills needed to achieve competency in any unit you will need to apply for RPL before enrolment. You will be issued an RPL application form where you will need to detail these skills. This form should be returned to the College with a \$150 administration fee. You will then have a meeting with a trainer and assessor to discuss your circumstances. To prove competency you will need to be assessed. This may complete the process and you can be issued a statement or qualification, or you may be referred for further training. Costs for RPL assessment/s are @ \$100 per hour.

## 16.4 RPL and Diploma Courses (unit of study based courses)

If you think you have some or all of the skills needed to achieve competency in any unit you will need to apply for RPL before enrolment. You will be issued an RPL application form where you will need to detail these skills. This form should be returned to the College with a \$150 administration fee. You will then have a meeting with a trainer and assessor to discuss your circumstances. To prove competency you will need to be assessed. This may complete the process and you can be issued a statement or qualification, or you may be referred for further training. Costs for RPL assessment/s are @ \$100 per hour.

Due to the structure of our diploma courses RPL may not be applicable. This is because each unit of competency is clustered with others and may be delivered over a 10 week “term” This means you may not get any discount on fees but you will be able to work with your trainer regarding lessons you may miss.

## 17 FAIR TREATMENT AND EQUAL OPPORTUNITY POLICY AND PROCEDURE

### Overview

MVJ Enterprises Pty Ltd t/as Perth College of Beauty Therapy supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

### Definitions

For the purposes of this document the following applies:

- **The Act** refers to the *Higher Education Support Act 2003*
- **Student/s** refers to all persons enrolled in a unit of study who are, or would be entitled to VET FEE assistance under clause 43 of Schedule 1A of the Act; and

- **Potential Students** refers to all persons seeking to enroll in a VET unit of study that meets the course requirements under sub clause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE assistance under clause 43 of Schedule 1A of the Act.

### **Fair Treatment**

The College will treat fairly all students and potential students.

### **Student Selection**

The College has open, fair and transparent procedures, based on merit for making decisions about:

- the selection, from among potential students; and
- the treatment of students.

Potential students seeking to enroll in a VET unit of study with the College, 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.

The above paragraph does not prevent the College taking into account, in making decisions mentioned above, educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a VET restricted access arrangement.

## **18 ENTRY REQUIREMENTS AND ENROLMENT PROCEDURE**

### **Policy scope**

This policy applies to all prospective learners applying for entry to AQF qualifications at Perth College of Beauty Therapy (PCBT). Learner selection and enrolment is conducted in an ethical manner, ensuring all enrolling students are provided with timely and accurate information regarding course entry requirements.

### **Third party recruitment**

At this time PCBT does not use any student recruitment service or agent. PCBT is aware of its obligations under the Standards for Registered Training Organisations (RTOs) 2015, standard 2.

**Learner acceptance**

This policy covers domestic students entering into AQF qualifications (or units out of AQF qualifications) with Perth College of Beauty Therapy.

PCBT management and staff are committed to adhering to access and equity principals in the implementation of the student's application, selection and enrolment procedures.

Students are selected for enrolment on the basis of the following PCBT eligibility criteria:

**Diploma qualifications:**

- Minimum 17 years of age,

And

- All learners are required to provide a copy of a **senior secondary certificate of education** which has been awarded to the learner by an agency or authority for the student's completion of year 12

Or

- The learner is assessed as displaying competence at or above **exit level 3** in the Australian Core Skills Framework (ACSF) in both reading and numeracy;

And

- The VET provider (PCBT) reasonably believes that the learner displays that competence.

If a diploma applicant does not meet the required exit level 3 we recommend further training as detailed below.

To reach ACSF level 3 - a Certificate I in General Education.

Certificates of General Education are widely available. Perth College of Beauty Therapy recommends Polytechnic West which has several delivery locations across WA.

**Certificate IV & III qualifications:**

- Minimum 16 years of age,

And

- All learners are required to provide a copy of a **senior secondary certificate of education** which has been awarded to the learner by an agency or authority for the student's completion of year 12

Or

- The learner is assessed using the **PCBT pre-enrolment assessment** to determine LLN level and identify any support needed.

And

- The VET provider (PCBT) reasonably believes that the learner displays that competence.

Perth College of Beauty Therapy analysed all units of competency it offers in the above qualifications and mapped the foundation skills required for each unit.

Results of the PCBT pre-enrolment assessment will be analysed and discussed in the enrolment interview.

When a student meets the entry requirements and enrolls on a qualification PCBT consistently monitors progress and will offer support in the form of:

- Extra tuition sessions
- implement course support and intervention strategies
- provide reasonable adjustment
- Offer advice on additional training required

## **Enrolment of Learners under 18 years of age**

If a prospective learner is under 18 at the time of enrolment a parent or guardian is required to attend the enrolment meeting and co-sign the ***Enrolment Agreement***.

### **Enrolment process**

All prospective learners are required to attend a meeting at the college with the Enrolment Manager.

If the learner does not have the year 12 completion certificate (original or certified copy) they are required to undertake the Australian Council for Educational Research (ACER) approved online test to demonstrate the applicable Australian Core Skills Framework (ACSF) entry level for Diploma courses, or PCBT pre-enrolment assessment for Certificate courses.

This assessment is to determine if the prospective student has the appropriate level of language, literacy and numeracy (LL&N) required for the course they are interested in.

This online assessment is taken during the enrolment meeting and prospective learners will be provided with the outcome of this assessment immediately.

Should the prospective learner not meet the appropriate LL&N level as specified above, they will be given advice on LL&N support which may be accessed (independently of PCBT) to reach the required entry level and are able to re-apply for the qualification a minimum of 3 months after the initial assessment.

If the appropriate LL&N level is demonstrated during this meeting the Enrolment Manager will continue with the interview meeting giving the prospective learner additional information including (but not limited to)

- Course fees, additional fees and payment methods
- Refund policy and procedures
- Course duration and attendance requirements
- VET STUDENT LOANS information (see below)
- College policies and procedures
- Course work and assessment information
- RPL and Credit transfer information (if applicable)

## VET STUDENT LOANS

VET STUDENT LOANS is only available for diploma qualifications and all applicable information is provided. Prospective learners should also read VET STUDENT LOANS information accessed on <http://studyassist.gov.au> and read the **VET STUDENT LOANS information booklet** available from this website and the Perth College of Beauty Therapy.

VET STUDENT LOANS is a loan scheme that helps eligible VET students pay their tuition fees for diploma qualifications. To access a VET STUDENT LOANS loan learners must be either:

An Australian citizen; OR a New Zealand Special Category Visa holder who meets long-term residency requirements; OR a permanent humanitarian visa holder who is resident in Australia for the duration of the course.

Other eligibility criteria is available on the above website.

If a prospective learner is considering accessing VET STUDENT LOANS a **Request for VET STUDENT LOANS form** is provided. Prospective learners are advised that PCBT cannot accept the completed form until two business days have passed from the time the prospective learner accepts the enrolment in the VET STUDENT LOANS enabled course. At this time the learner must supply a Tax File Number or Certificate of Application for a TFN from the Australian Tax Office.

Once accepted the learner will receive a VET STUDENT LOANS **Invoice Notice** not less than 14 days prior to the census date for each unit of study and no earlier than 42 days before the unit of study commencement date. PCBT will usually accept the **Request for VET STUDENT LOANS form** on pre commencement day and issue the **Invoice notice** on the first day of the unit of study.

Each VET STUDENT LOANS eligible Diploma has 4 units of study, each with census dates set at least 20% from the commencement day of the unit of study.

If the learner enrolls less than two full business days before a census date they will not be able to access VET STUDENT LOANS for that unit of study.

Course schedules and census dates are available on the PCBT website [www.perthcollege.com.au](http://www.perthcollege.com.au)

If a learner formally withdraws from a unit of study on or before the census for that unit no VET STUDENT LOANS debt will be incurred.

Please see PCBT Refund Policy on the PCBT website  
[www.perthcollege.com.au](http://www.perthcollege.com.au)

## 19 COURSE FEES

### Non VET STUDENT LOANS Enabled Courses

Fees must be paid according to your Enrolment Agreement.

Once you commence your course there is a commitment to apply yourself fully to your studies and complete your financial obligations. Fees are payable whether or not you complete your course.

Students are liable to pay a deposit upon enrolment. The balance of course fees are due on or before the date of commencement of the course unless other mutually agreed arrangements have been recorded in writing on the Enrolment Agreement.

#### 19.2 Payment Plans

The College uses a direct debit system via Ezidebit. Students are entering a direct debit agreement directly with this company on behalf of the college.

#### 19.3 Failure to Commence – non VET STUDENT LOANS

Students who fail to commence a non-VET STUDENT LOANS module on the scheduled date automatically forfeit the deposit.

Please note that as your place in the class is reserved on enrolment, you will be charged for the **module** if you fail to commence your module unless more than 14 days prior to course/class start date you provided written notice to the College of your inability to commence.

#### 19.4 Course Completion

Your course should be completed in a **reasonable** amount of time. This is judged to be one year after commencement date for Certificate III.

For Certificate IV and diplomas, completion should be within two years of the commencement date. This timing applies unless an official deferment has been granted.

Enrolments will be considered closed if a period of 6 months elapses with no contact from the student.

## 19.5 Additional Fees

Occurrence	Fee	Comments
Fee for one on one assessment if required	\$150 per hour	
ITEC exam fee	\$275 variable according to exchange rates	Optional
Payment Plan – direct debit extra costs	Administered by Ezidebit	Refer to Ezidebit contract for details
Debt collection fee	Varies according to debt	
Certificate/diploma re issue fee	\$25 per copy	
Re-enrolment due to absence of a module <b>Certificate courses</b>	Full course/module fees payable	
Re-enrolment due to absence of a unit of study <b>Diploma courses</b>	Full course/unit of study fees payable	
Late submission of assessment evidence fee	\$150	The fee will not be charged in the following extenuating circumstances or compassionate cases: Significant medical or personal circumstances  Partial or total incapacitation  Death of a close family member including parent, guardian, sibling, spouse, child.

## 19.6 Refund Policy

**For students enrolled in non-VET STUDENT LOANS enabled course.**

### 19.6.1 Deposit

Any deposit paid by a prospective student is non-refundable. Course deposits are held in good faith by the College to secure a place for the prospective student therefore denying other potential students possible entry to the course.

Reason for refund	Notification period	Refund
Student withdraws	More than 2 weeks before course commences	Full refund of fees minus deposit
	Less than 2 weeks before course commences	No refund on deposit First semester/ module fees applicable.
	After course/module commences	No refund of course/module fees
Student is withdrawn by the College	After course/module commences	No refund of fees
Course cancellation by College		Full refund of all fees paid

## 19.7 Refund Policy

**For students enrolled in VET STUDENT LOANS enabled course.**

### 19.7.1 Withdrawal from a VET Unit of Study/ VET Course of Study

Students of MVJ Enterprises Pty Ltd t/as Perth College of Beauty Therapy who wish to withdraw from any course or module must do so in writing to the RTO Manager at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979 or by email to [admin@perthcollege.com.au](mailto:admin@perthcollege.com.au)

### 19.7.2 Refunds – students who are eligible for VET STUDENT LOANS assistance

This section is applicable to students who are Australian citizens, qualifying New Zealand citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET STUDENT LOANS enabled course offered by Perth College of Beauty Therapy.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET STUDENT LOANS debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a VET STUDENT LOANS debt.

### **19.7.3 Refunds – students who are not eligible for VET STUDENT LOANS assistance**

This section is applicable to students who are not permanent residents, not qualifying New Zealand citizens or permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study enrolled in a VET STUDENT LOANS enabled course offered by Perth College of Beauty Therapy.

In the event of a student withdrawing from VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

### **19.7.4 Payment of refunds for withdrawals before census date**

Refunds will be paid within 30 days of the census date for the VET unit of study to which the withdrawal applies.

### **19.7.5 Special circumstances**

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE HELP Balance*.

### **19.7.6 Refunds – non VET STUDENT LOANS enabled courses**

If a student withdraws from a non-VET STUDENT LOANS enabled course more than 2 weeks before the course commences they will be refunded all course fees minus the deposit.

If a student withdraws from a non-VET STUDENT LOANS enabled course less than 2 weeks before the course commences they will be refunded course fees minus the deposit and the first module cost.

If a student withdraws from a non-VET STUDENT LOANS enabled course after the course commences they will be refunded course fees minus the deposit and the cost of any modules commenced.

### **19.7.7 Applying for a refund**

To apply for a refund all students put their request writing to the RTO Manager at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979 or by email to [admin@perthcollege.com.au](mailto:admin@perthcollege.com.au)

Students enrolled on non-VET STUDENT LOANS enabled courses will be asked to complete and return a refund request form.

## **19.8 Publication**

This refund policy will be made available to students and persons seeking to enrol with Perth College of Beauty Therapy by publication on the website: [www.perthcollege.com.au](http://www.perthcollege.com.au). This refund policy will also form part of enrolment information.

## **19.9 Statement of Vet Tuition Assurance**

Under the provisions of Schedule 1A of the *Higher Education Support Act 2003* (HESA) and Chapter 3 of the **VET Guidelines** MVJ Enterprises Pty Ltd t/as Perth College of Beauty Therapy ABN:

75 095 368 773 (the First Provider) must comply with the VET Tuition Assurance requirements. This is to protect VET students in the event that Perth College of Beauty Therapy ceases to provide a VET course of study in which a VET student is enrolled.

The meaning of ‘ceasing to provide a VET course of study’ is set out in the **VET Guidelines**. A copy of this is available from:  
<http://www.comlaw.gov.au/Series/F2012L02569>.

In the event that the College ceases to provide a VET course of study in which a VET student is enrolled the VET student is entitled to a choice of:

- an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the “VET Course Assurance Option”);

**OR**

- a refund of their up-front VET tuition fee payments and/or a re-crediting of any FEE-Help balance for any VET unit of study that the VET student was enrolled or commences but does not complete because Perth College of Beauty Therapy ceases to provide the VET course of study of which the unit forms part (this is known as the “VET Tuition Fee Repayment Option”)

The College meets the VET tuition assurance requirements as specified in the **VET Guidelines** through its current membership of the ACPET Tuition Assurance Scheme. Contact details for ACPET (VET TAS Administrator) are:

Suite 101, Level 1, 126 Wellington Parade,  
East Melbourne Vic 3002  
1800 657 644 (toll-free in Victoria and Tasmania)  
(03) 9412 5900  
Fax: (03) 9416 1895  
[acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)

If the College ceases to provide a VET course of study, ACPET will send a VET student enrolled in the VET course of study a Written

VET Tuition Assurance Offer (the Offer) advising the VET student of the options available under the VET tuition assurance requirements. The Offer will include directions that the VET student must follow in order to notify ACPET of the choice they have made for each affected VET unit.

ACPET will provide this offer within twenty Business Days after it knows, or should know by reasonable enquiries that Perth College of Beauty Therapy has ceased to provide the VET course of study.

For the purposes of VET STUDENT LOANS, all courses offered by Perth College of Beauty Therapy in accordance with the course requirements of clause 45 of Schedule 1A of the Higher Education Support Act 2003 are covered by the ACPET Tuition Assurance Scheme as part of Perth College of Beauty Therapy's membership of the Scheme.

A VET student may choose either:

### **19.9.1 The VET Course Assurance Option**

Under the VET course assurance option, a VET student will be offered a place in a similar VET course of study by ACPET. If the VET student accepts this option, ACPET will make all necessary arrangements to ensure a VET student is able to enroll with the Second Provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the VET student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the VET student had commenced but not completed because the VET course ceased to be offered). A VET student will receive full credit from the Second Provider for any VET units of study successfully completed at Perth College of Beauty Therapy

The Second Provider nominated by ACPET may have different VET tuition fees to the fees the VET student would have paid for VET units of study which were part of the VET course of study Perth

College of Beauty Therapy ceased to provide but which the VET student had not yet started studying.

A VET student is not obliged to enroll in a VET course of study with a Second Provider offered by ACPET under the VET Course Assurance Option. However, if he/she enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with Perth College of Beauty Therapy or to offer replacement VET unit/s free of charge.

**OR**

## **19.9.2 The VET Tuition Fee Payment Option**

Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the VET student the total of any up-front VET payments already paid by the VET student for any VET units of study the VET student has commenced but not completed because the VET course ceased to be offered. VET students selecting this option will also have their FEE-Help balance re-credited for the uncompleted VET units.

## **19.10 Publication**

The method this Statement of VET Tuition Assurance will be made public to VET students will be on the College's website: [www.perthcollege.com.au](http://www.perthcollege.com.au). The College will also advise VET students about where the Statement of VET Tuition Assurance may be obtained from as part of their enrolment information.

## **20 MEDICAL ISSUES**

It is imperative that the College be made aware of any allergies, health problems you may have or medication you may be taking.

This is very important as in an emergency, or where days are missed, we may have to refer to these records.

All students are required to complete the **Medical Form** which forms part of the enrolment agreement document.

Students must also tell the College of any medical issues which arise subsequent to the completion of this form.

If you are not well enough to participate in your lesson please do not attend class as you will be sent home.

Please be assured that this information is kept in the strictest confidence. For further information, please refer to the Privacy Policy on page 51 of this Handbook.

## 21 STUDENT TREATMENT POLICY

All beauty and make up students at The College will be required to have treatments performed on them during their course.

If a student has a medical condition which prevents them having treatment (total contra-indication) they will need to provide a medical certificate stating this. They may need to provide models for their partner to work on to be fair to all students.

If the Trainer observes that a student has a total contra-indication, the student will not be permitted to have the treatment. If the student wants to have the treatment they will need to obtain medical permission.

All treatment and model requirements are discussed at interview and any concerns should be brought to the attention of the Enrolment Manager, Trainer or Education Coordinator at the first opportunity.

## 22 OCCUPATIONAL SAFETY AND HEALTH

The College will take all practicable steps to protect the safety and health of its employees and students while undertaking their duties of employment and/or training and visitors to the College.

The College recognises its responsibilities under occupational health and safety laws to provide health and safety standards for all workers and students, and to promote safe systems of work.

The College equally expects that employees and students will take reasonable care to ensure their own and others safety at the College and to not adversely affect the health and safety of any other person.

The College has in place specific procedures for accident prevention, reporting and investigation.

### **Accident Procedures**

All accidents potential hazards and near misses must be reported as soon as possible to your trainer or a member of staff. The trainer or member of staff will then, if injury has occurred, locate a senior first aid officer who will take control of the situation.

A first aid box is kept in room 6.

The circumstances of all accidents which cause any injury whatsoever must be written down on a critical incident or injury form by the student and staff member who attended to the accident.

Hazards, incidents and accidents which must be reported immediately include:

- spills
- broken glass
- electrical issues
- damaged/broken machinery
- damaged/broken furniture, and
- any other potential health safety hazard.

### **Prevention of Accidents**

Students must never leave bags, clothes or rubbish in a walkway, entrance or exit.

Students must take care to ensure that all electrical cables are secured and not trailing so as to cause a trip hazard.

Students must keep all liquids away from machines.

## **23 PERSONAL INFORMATION PROCEDURES PRIVACY POLICY**

### **23.1 Introduction**

In the course of its business, the Perth College of Beauty Therapy (the RTO) may collect information from students or persons seeking to enroll with the RTO, either electronically or in hard copy format, including information that personally identifies individual users. The RTO may also record, in writing, various communications between individuals and the RTO.

In collecting personal information the RTO will comply with the privacy requirements of the Information Privacy Act set out in the privacy Act 1988.

### **23.2 Collection and Use of Personal Information**

The RTO will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and is committed to ensuring the confidentiality and security of the information provided.

The personal information supplied by individuals to the RTO will only be used to provide information about study opportunities, to enable efficient course administration and to maintain proper academic records. If an individual chooses not to give the RTO certain information then the RT may be unable to enroll that person in a course or supply them with appropriate information.

### **23.3 Disclosure of Personal Information**

Personal information about students studying with the RTO (including International students) may be shared with the Australian Government and designated authorities, including the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, education history,

course enrolment and changes, and the circumstances of any suspected breach of a student visa condition.

The RTO will not disclose an individual's personal information to another person or organisation unless:

- a) The individual concerned has given written consent to the disclosure;
- b) The RTO 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;
- c) The disclosure is required or authorised by or under law;
- d) 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 public revenue.

Any person or organisation to whom the 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 other than the information was supplied to them.

### **VET STUDENT LOANS**

Personal information may be collected so that the RTO can assess an individual's entitlement to VET STUDENT LOANS under the Higher Education Support Act 2003 and to allocate a Commonwealth Higher Education Support Number (CHESSN). The RTO will disclose this information to the Department of Education. The Department of education will collect your information in accordance with the Australian Privacy RTO Managers for the purpose of administering Commonwealth assistance, including verifying information for VET STUDENT LOANS. Full details of how the department handles personal information can be found at [www.studyassist.gov.au](http://www.studyassist.gov.au)

### **23.4 Security of Personal Information**

The RTO will take all reasonable steps to ensure that any personal information collected is held securely. Student files will be held in

locked storage and information held on computers will be password protected and backed up offsite.

### **23.5 Right to Access and Correct Records**

Individuals have the right to access or obtain a copy of the personal information that the RTO holds about them. Requests to access or obtain copies of personal information must be made in writing. There is no charge for access to personal information but the RTO may charge a fee to make copies. Individuals will be advised of how they may access or obtain a copy of their personal information and any fees involved within 10 days of receiving their written request. 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. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request will be noted on the record and the student will be given reason for refusal to amend in writing.

Written requests for access to, or to obtain a copy of, personal information held by the RTO should be sent to:

PO BOX 501,  
Victoria Park 6979  
WA

### **23.6 Publication**

This privacy policy will be made available to students and persons seeking to enrol with the RTO by publication on the RTO's website [www.perthcollege.com.au](http://www.perthcollege.com.au) and in the student handbook

## **24 STUDENT SUPPORT SERVICES**

All staff at the College are qualified and experienced in the beauty industry. If you encounter any difficulties or concerns in respect of the course please speak to the trainer straight away so that the College can assist to resolve the concern.

If you do not feel able to talk to your trainer, or the concern is not to do with your course work, please contact the Education Coordinator.

For issues regarding work experience or work placements please speak to the Enrolment Manager.

Speak to the reception staff in regard to administration queries including course dates or fees.

The following information applies to certificate classes and the make-up diploma class only.

If you are having problems acquiring model, we encourage you to consider the variety of ways in which you can advertise, such as:

- in the Quokka (free to advertise paper)
- by placing notices at your local shopping center, local schools or sports and recreation centers.
- with or contacting mothers' groups/playgroups
- by asking your neighbors'/friends
- Placing advertisements on your Facebook/twitter account.
- joining Perth College Facebook group and ask for models
- Gumtree.