

beauty skills
academy

Student Handbook

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FOREWORD

WELCOME

The management and staff would like to welcome you to Beauty Skills Academy. The Beauty Industry has been operating in many forms for hundreds of years. It has emerged from an unknown existence to what it is today – a high profile dynamic and competitive industry.

Your first day at Beauty Skills Academy is the first day of the rest of your life. Your time with us at Beauty Skills Academy will open the door to a rich variety of employment opportunities in the Beauty industry anywhere in the World that you choose.

This handbook has been designed and written to ease you into Beauty Skills Academy and into the Beauty industry in the smoothest way possible. The Handbook is every student's guide to the Beauty Skills Academy (BSA), rules and regulations and should quickly become every student's primary source for anything you want to know during their time at the Academy.

This handbook does not, and cannot cover all of the details of organisation and administration of the Academy. However, it makes clear what a student can expect of Beauty Skills Academy and what Beauty Skills Academy expects of its students. These requirements have been designed to ensure a secure and happy learning environment for all and the smooth and efficient functioning of the Academy as a quality learning institution.

The handbook also demonstrates the way that Beauty Skills Academy complies with or exceeds the requirements of the Australian Quality Training Framework (AQTF), in providing a learning environment of which we are justly proud. Our equipment is the latest in the industry, our techniques are leading edge and we introduce students to a top shelf range of products that will become part of your professional lives. Our teaching staff members are highly qualified and experienced. However, most importantly, you will find that they are warm and caring and always have your best interests at heart.

Beauty Skills Academy has developed and will maintain high standards in all aspects of the provision of vocational education and training. Satisfactory students leave us not only with a highly regarded national professional qualification, but one that brands them as products of one of the foremost training institutions serving the industry. Employers actively seek out Beauty Skills Academy graduates.

We at Beauty Skills Academy are privileged to have you as students. However, experience makes clear that our graduates gain special privilege in their careers from having started that journey with us.

Phillipa Byrne
Principal

HOW TO USE THIS HANDBOOK

This handbook is a students' first place to look for information regarding their training at Beauty Skills Academy. While every attempt has been made to make the document comprehensive and all encompassing, If there are areas of concern that are not addressed, please advise the Academy Manager. This handbook is not a definitive authority; it has a foundation in the Beauty Skills Academy Policies and Procedures manual which is readily available to all students from the Administration Office. The appropriate policy and associated procedures are the definitive rules. They are not repeated here in full as this document is for guidance purposes only.

Where a student needs further information, he or she is strongly advised to consult the appropriate Policy. The Office Manager will assist with these enquiries. Students are required to read and understand all policies at time of enrolment and are required to sign off that this has been done.

CONTACT INFORMATION

Beauty Skills Academy and the staff may be contacted during business hours of 8.30am – 5.00pm. Please use the following guide to contact anyone at Beauty Skills Academy.

Phone: 07 38473211

Fax: 07 38477592

By Mail: Level 1, 407 Logan Road, Stones Corner, 4120.

Email: info@beautyskillsacademy.com.au

Website: www.beautyskillsacademy.com.au

HEALTH AND SAFETY

Beauty Skills Academy has a legal obligation to protect all workers, students, clients and bona fide visitors from the risk of injury or illness, as far as practicable in clinical and training environments. To this end, it is Beauty Skills Academy policy to maintain an effective Health and Safety programme based on compliance with relevant Acts, Codes, Regulations and Standards. This policy means that:

- Students are required to actively participate in, encourage and support Workplace Health and Safety
- Individual students as well as staff members, are required to report and/or rectify any unsafe conditions that come to their attention
- Staff members are to ensure that students under their guidance are appropriately briefed and behave in a responsible and safe manner at all times
- The commitment of all staff and students to the Workplace Health and Safety programme and the elimination or control of workplace hazards is required. Each individual is personally responsible for working in a safe and healthy manner, following safety rules and participating in safety training.
- Conditions and behaviour at Beauty Skills Academy are governed by the Workplace Health & Safety Act 1995 and the provisions of this Act will be strictly applied. Division 3 – Section 36 of this Act states:
- A worker or anyone else at a workplace, including students, has the following obligations within that workplace:
 - To comply with the instructions given for Workplace Health and Safety at the workplace by the employer, or the employer's representative at the workplace.
 - Not to wilfully or recklessly interfere with or misuse anything provided for Workplace Health and Safety in that workplace.
 - not to wilfully place at risk the health and safety of any person at the workplace;
 - Not to wilfully injure himself or herself.
 - Beauty Skills Academy will not knowingly demand or expect of any person participation in an activity, which is likely to be detrimental to their health, safety or personal well being. However, to ensure an effective, fair and equitable learning environment, students are expected to reciprocate the courtesy of being a practise model / client for each other when required. If in the event a student refuses to reciprocate, they themselves will not be allocated a model / client.

VOCATIONAL EDUCATION & TRAINING COMPLIANCE WITH LEGISLATION & GOVERNMENT REGULATIONS

Beauty Skills Academy complies with all relevant local, State and Federal Government regulations and requirements. The major requirements are outlined below. Further information on legislation is available on the State Government web site: www.legislation.qld.gov.au

Vocational Education, Training and Employment Act 2000

An Act to provide for training and employment and for other purposes.

The objectives of the Act are to ensure effective and efficient provision of high quality vocational education and training that:

- Meets the current and future needs of industry and the community.
- Is relevant to industry and community needs.
- Encourages employment opportunities.

The Act regulates the registration of training organisations to ensure that they meet obligations under the Australian Quality Training Framework.

Workplace Health and Safety Act 1995

An Act to promote and protect freedom from disease or injury to persons caused, and risk of disease or injury to person created, by workplaces, workplace activities and certain plant, and for related purposes. The Workplace Health and Safety Act sets a standard of conduct and clearly described the health and safety rights and responsibilities of all parties in the workplace. Through management of health and safety all parties take responsibility to ensure safe work practices are adhered to by all parties.

Anti-Discrimination Act 1991

An Act to promote equality of opportunity for everyone, by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

This purpose is to be achieved by prohibiting discrimination [equal opportunity, racial vilification, sexual harassment, disability discrimination, workplace harassment, victimisation and bullying], allowing a complaint to be made against a person who has unlawfully discriminated and by using the agencies and procedures established to deal with the complaint.

Disability Services Act 1992

An Act relating to the provision of services to people with disabilities. The purpose of the Act is to ensure that people with disabilities have the same rights as other members of society and to encourage innovative programs and services for people with disabilities.

Privacy Act

The Privacy Act provides for the rights of individuals in ensuring that personal details held by other persons or organisations, about them, are not released without their prior permission. It also allows for individuals to access the information on them held by other persons or organisations.

Information held by other persons or organisations must be agreed to by the person, kept secure and collected and used only for the reasons specified at time of collection.

Commission for Children and Young People Act 2002

This Act provides protection for everyone less than 18 years, through the work of the Commission. The Commission consults with young people in order to assist in decision making concerning them, is sensitive to different cultures and values, especially those of Aboriginals and Torres Strait Islanders and is readily accessible to young people.

Public Health Act 2003

INFECTION CONTROL GUIDELINES FOR PERSONAL APPEARANCES SERVICES MARCH 2004

This act requires that business proprietors and operators who provide personal appearance services to the public must take all reasonable precautions and care to minimise infection risks to clients.

Respect for other people

A student at Beauty Skills Academy will come into contact with a range of people during their training and subsequent work life. These include other students, customers, work colleagues, and members of the general public while performing their work duties. These people will embrace a diverse range of views, aspirations, expectations and behaviour. It is vitally important that students and staff extend and demonstrate respect for these others in all of their communications and interactions. In turn, all students can expect to be treated with respect and dignity by others. The positive relationships that students build with others both internal and external to Beauty Skills Academy will influence how well students and staff alike achieve their individual work goals.

Individuals' daily interactions with others also reflect on Beauty Skills Academy and on all of us as individuals. It is therefore important to individuals' and students' collective reputations that all at Beauty Skills conduct their relationships in a professional and respectful way.

CONTINUAL IMPROVEMENT

Continual Improvement is a process by which Beauty Skills Academy learns from everything it does. All aspects of the business relating to the quality of training are analysed on a continuing basis. The purpose of this analysis is to identify ways in which current practice can be enhanced. Some of the aspects of continual improvement in Beauty Skills Academy are outlined below.

Feedback from Students

BSA actively encourages students to provide feedback on all forms of teaching, course content, delivery, resources and Academy policies and procedures.

Students are able to pass on their comments, requests and any other feedback. All suggestions will be dealt with by the Principal or Deputy Principal within 7 days.

Student feedback forms are issued on a regular basis, usually at the end of each unit.

Industry Liaison

In addition to student feedback BSA actively seeks feedback from the Beauty Industry. This includes the proprietors of high performing salons in SEQ and other industry leaders, Spas, Steiner Cruises, Dermalogica, Thalgo and other providers.

DEFERRAL OF STUDIES

Every effort is made by Beauty Skills Academy to accommodate life crises that force deferral onto an individual. However, there is only so much that Beauty Skills Academy can reasonably do, to assist in such matters.

In all cases, the outcome will be at the discretion of the Principal. While a deferral may be granted, it will not be for more than twelve months, and re-enrolment in a particular course is dependent on the availability of places in the selected course programme.

Deferral without financial penalty may not be an option, once a course passes its fourth week.

A student who is not making satisfactory progress is not eligible for deferment. A deferral will only be granted to such a student by the Principal in the most extenuating of circumstances, supported by the most reliable of evidence.

Deferral prior to course commencement

This policy comes into operation when, before the programme commences, an eligible student, seeks to defer his or her studies for reasons of extreme personal hardship, or a serious medical condition supported by appropriate medical certification. Should a student wish to defer his or her studies without either of the above, approval will not normally be given. All requests for deferral must be made in writing, to the Principal before they can be considered. Information and forms regarding deferral can be obtained from administration.

Deferral requires the express approval in writing of the Principal.

It should also be noted, that in cases where approval to defer is granted, the student can only recommence his or her studies when a place in the appropriate course is available, otherwise the recommencement will have to be further deferred until a place is available.

Deferral and rejoining once course has commenced

When a student has proceeded beyond the fourth week of a programme, the complications of recommencement increase and simple deferral may not be an option. This is particularly the case when changes to the National Training Package have been introduced, in the interim period. In cases where deferment involves such changes, situations must be determined on an individual basis and will require a new study plan to be developed. It should be noted that:

1. A decision on what is required can only be made when the former student seeks to rejoin. This is because the decision will need to take into account any changes in the endorsed qualifications that have occurred in the interim.
2. The further a student has progressed into the course, the more complex the task of rejoining a group can be expected to become. Development of the plan for rejoining attracts a fee that is based on the amount of assessor time required to develop the new programme. See the Principal for further details.
3. A student with a serious medical condition that may impact on his or her performance or learning ability that was declared at enrolment, and was accepted by Beauty Skills Academy with full knowledge of the circumstances; is treated as a special case. In such cases, the Principal is authorised to exercise special consideration depending on the circumstances.

4. A student that becomes pregnant unexpectedly during the course is expected to fulfil all of her study obligations and assessments as programmed, up until the time of the birth. The student would be expected to resume her studies within three months of the date of the birth. Only in exceptional medical circumstances will this routine be revised and evidence to support such revision must include a specialist gynaecological directive.
5. In general, issues other than the direct illness of the student or his or her immediate family will not be considered as grounds for deferment.
6. In every case where deferral is a consideration, the specifics of the situation should be discussed directly with the Principal at the earliest possible time. The granting of deferral must be formalised by the Principal's approval in writing.

STUDENT SERVICES

Pastoral Care

Support is offered to all students to assist them with personal or Academy issues. Please see the Principal to arrange an appointment. All conversations and discussions will be strictly confidential.

Welfare and Guidance

Beauty Skills Academy staff members are qualified and experienced professionals. They are also caring individuals with strong industry training backgrounds that enable them to provide high quality pastoral care to students. However, they are not qualified counsellors. Beauty Skills Academy has no capacity to provide formal welfare or guidance services, other than in the career area. When a student is in need of support, which is beyond the caring environment of Beauty Skills Academy to provide, he or she will be referred to the local operations of an appropriate community agency or agencies. The first point of contact for a student seeking assistance of this nature is the Principal.

COMPETENCY-BASED ASSESSMENT

What are Competency Standards

Competency standards are statements that define the skills and knowledge required to perform a specific piece of work to the standard required in an industry. Competency standards are the statements of outcome for nationally endorsed training. They shape the curriculum to which students are taught and set the standards against which they are assessed.

What is Competency-based assessment

Competency-based assessment is the way in which Beauty Skills Academy ensures that students can demonstrate all aspects of all of the skills they have been taught, as well as knowing 'about' them. Competency-based assessment ensures that the individual can do the required task correctly, not once but all of the time.

Competency in a written assessment or assignment means getting all answers 100% correct. Competency in a practical assessment means demonstrating a skill over a period of time to level accepted as industry standard,

ASSESSMENT PROCEDURE

The following clarifies the administrative arrangements surrounding the conduct of assessments at Beauty Skills Academy:

- Assessments for all units are compulsory for both practical and theory areas. Assessments may address the requirements of one unit or of several where they are clustered for delivery reasons. Students will be advised of the situation in each individual assessment
- Any student who is late for an assessment will not be allowed into class until the assessment is complete. They will however, complete their assessment under BSA staff supervision in the office.
- If a student is absent the day an assessment falls, they will sit the assessment on the very next day of attendance, in their own time.
- Repeat late arrivals and absences will invoke an interview with the Principal
- It is a Beauty Skills Academy preference for all written assignments to be typewritten. Manuscript assessments will be accepted where the handwriting is clearly legible. All assessors are authorised to return manuscript assignments, where they do not meet this criterion, and require that they be redone to the required standard and resubmitted within a specified period – usually 3 days
- Student's fees must be up to date before students can be permitted to undertake any assessments

All students are entitled to feedback on their performance by the assessor. Where the assessment impacts on the final outcome of a unit or cluster of units and the student has not met the requirements of that assessment, students will be required to sign that they have received and understood the feedback.

EXAMINATION PROCEDURE

All assessments (Written, Assignments, Oral and Practical) are competency-based. Generally, assessments are timetabled shortly after the teaching activities for a particular unit are completed. The subject material is revised and the assessment date is advised well in advance.

Results of assessment will be	S	Satisfactory
or	US	Unsatisfactory

Unsatisfactory first and second attempt (including assignments but not practical assessments)

Students, who achieve less than 65% accuracy in their first attempt of a written assessment, will be required to attend a personalised private tuition session to revise unit content. This will be at a cost of \$40 per hour, payable by the student at time of tuition. The student will then be required to re-sit their second attempt of the assessment within two weeks at no extra charge. If a student does not re-sit satisfactorily in this period, he or she will receive a second chance to re-sit within a further two weeks (4 weeks total) at a cost of \$30 payable by the student at time of resit.

Unsatisfactory third and final attempt

If a student does not sit or is unsatisfactory at the second attempt, he or she is to receive one-to-one coaching before being entitled to sit for their third and final attempt. The Principal will issue the student with a coaching time and date at the Academy's convenience and usually outside of normal teaching hours. This will be at a cost of \$40 per hour, payable by the student at time of

tuition. The student will be given a set date and time when the final attempt will be made. A \$60 fee will apply.

Unsatisfactory final attempt or non attendance

If a student does not attempt or is not satisfactory at the third and final attempt (without demonstrated medical cause) he or she is deemed not satisfactory and can be expected to be required to repeat the entire unit. The cost will be \$250.

This ruling also means that students will not be able to begin studying other units if the unsatisfactorily completed unit is a prerequisite.

Private Tuition

For students who are experiencing difficulty with a unit, the academy offers private tutoring with a Beauty Skills Academy lecturer at a cost of \$40 per hour or \$260 per day. This will be timetabled outside of the student's usual attendance days at the academy and will be on the basis of one to one tuition. Dates and times are subject to staff availability and any tutoring must be pre-booked and pre-paid.

Non-attainment of course competency

Students who do not complete all necessary theoretical and practical assessments by the completion of the course they enrolled in will not gain a qualification. They will however receive a Statement of Attainment and Results of Assessment for the units they have been deemed competent in.

The only remaining option for students who cannot complete a course within the required time limits is to have private tuition (as detailed above).

No guarantee of competency can be offered by Beauty Skills Academy. The academy provides every possible support but to achieve a Certificate or Diploma requires study, full attendance and self-motivation from each student.

STUDENT SALON DAYS

A full, salon experience is encouraged by Beauty Skills Academy in preparation for graduation and transition to the workplace. Beauty Skills Academy's objective is to create the ultimate in standards of practice, customer care and hygiene and an introduction to commercial operations and retail sales. All allocated salon days are compulsory. Any absenteeism from salon days will need to be repeated on a general non-attendance day. All students also need to remember that professional liability insurance is now an absolute essential for the performance of paid services. Work of this nature undertaken at Beauty Skills Academy is covered by Beauty Skills Academy insurance.

Students are specifically directed not to accept payment for any treatments they perform other than under the direct supervision of Beauty Skills Academy staff.

Client Records

Client records must not be copied or removed from the student salon. Client records are confidential medical and legal documents and remain the property of the Academy. Students are required to record clients' histories and treatments in an accurate and concise fashion and to meticulously check for contraindications.

Facilities and Equipment

Considerable effort has been devoted to creating an environment which is conducive to learning, using equipment, facilities and products that are at least equal to those in any salon in South Eastern Queensland.

Beauty Skills Academy provides all the products, implements and equipment required for its training. Beauty Skills Academy expects students to treat these with due care, and with consideration for their replacement cost.

It is a condition of enrolment that every student will treat the equipment and facilities of Beauty Skills Academy in a responsible and professional manner at all times. Should a student accidentally break or damage any piece of equipment, it is the individual's responsibility to report it to the class lecturer, so that it may be repaired or replaced.

NOTE: If any student is found deliberately removing anything from Beauty Skills Academy, that is not their own personal property, then their enrolment at the Academy will immediately be cancelled, and the matter put into the hands of the police.

ISSUE OF QUALIFICATIONS

All qualifications issued by Beauty Skills Academy are nationally recognised under the Australian Qualifications Framework. The qualification documentation will be issued within 21 working days of satisfactory completion of the requirements for the qualification.

A fee of \$150 will be charged in the event of a certificate or testamur being re-issued.

TRAINING DELIVERY PRACTICES

Beauty Skills Academy ensures that the following standards are met in the delivery of training and assessment services:

- All AQF training provided by Beauty Skills Academy leads to the award of nationally recognised qualifications.
- All staff involved in the delivery of training and assessment services hold at least the required qualifications and industry experience specified in the National Beauty Training Package
- Beauty Skills Academy continues to actively seek opportunities to collaborate with industry and government to ensure appropriateness, relevance and currency of its training and assessment services
- Beauty Skills Academy has established a Training and Assessment system that provides clear direction to staff on the standards that must be addressed to ensure quality service delivery.

Beauty Skills Academy provides a range of delivery modes including:

- Structured classroom learning.
- Industry product knowledge by use of workshops from – Dermalogica and Thalgo.
- Self paced activities under supervision

- Off site self-learning to reinforce class activities
- Practical client days

Beauty Skills Academy provides an accessible environment that meets OH&S requirements; is conducive to effective learning and is facilitated by a team of caring, supportive and qualified staff whose focus is always on the learner.

LIBRARY

Beauty Skills Academy has a well stocked professional library for use by staff and students. The following rules apply:

- Students may borrow books for up to 7 days
- All books must be signed out
- Students will be levied a daily fine for overdue items
- Any lost items must be replaced or paid for in full by the student

PROFESSIONAL PRACTICES

CODE OF PRACTICE

Beauty Skills Academy agrees to adhere to the following Code of Practice:

1. The Academy maintains high professional standards in all areas of training and complies with all requirements of the Australian Quality Training Framework (AQTF).
2. The Academy will take all reasonable steps to safeguard the interests and welfare of its students whilst they are on Academy premises.
3. The Academy operates within an anti-discrimination policy that creates an environment that is conducive to optimum learning for all students.
4. The Academy operates a refund policy that is fair and open.
5. The Academy reserves the right to adjust and/or modify the following at its discretion: classes, timetable, units, lectures, training staff.
6. The Academy undertakes to review and evaluate the teaching curriculum and delivery of the curriculum on a regular basis, in order to ensure that it continues to comply with the Code of Practice and AQTF requirements.
7. All student complaints will be dealt with in a fair equitable and timely manner.
8. Beauty Skills Academy prohibits discrimination towards any group or individuals in any form, inclusive of:
 - Gender
 - Pregnancy
 - Race, colour, nationality, ethnic or ethno-religious background
 - Marital status
 - Physical, intellectual or psychiatric disability
 - Homosexuality (male or female, actual or presumed)
 - Age
9. Courses and programmes are designed and facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.
10. Students who have learning difficulties will be referred to a local specialist provider for additional support.
11. The Academy is not and has not represented to its students that the Academy is responsible for finding or providing employment as a condition of enrolment and completion of the course. However BSA graduates are in high demand Australia wide and finding employment should not prove a problem. Staff will assist in every way possible.

MUTUAL OBLIGATIONS

Beauty Skills Academy staff and students have an obligation to:

- Treat all people with dignity and respect at all times
- Respect and be sensitive to an individual's cultural and ethnic background

- Be responsive to, engaging and helpful with the reasonable requests of clients, work colleagues, and members of the general public
- Actively discourage any form of harassment or unlawful discrimination
- Ensure decisions that may adversely affect the rights or interests of others are procedurally fair, reasonable, honest, and impartial
- Ensure that their personal appearance and presentation is clean, well groomed and appropriate for the work role performed.

The following sections outline Beauty Skills Academy standards in a number of areas.

Respecting the dignity, rights and views of others

Beauty Skills Academy staff and students must respect the dignity, rights and views of others by:

- Listening to and seeking to understand different points of view (This does not necessarily mean agreeing with a particular point of view)
- Respecting cultural, ethnic and religious differences
- Valuing and acknowledging the genuine contributions that others make in meeting the Academy's mission and objectives
- Expressing constructive feedback that is considered and moderate in its tone and expression
- Being courteous, sensitive, and honest in communications, and considerate to the needs of others
- Actively managing workplace conflict in which they are involved or involving students under their supervision, to create positive and constructive outcomes
- Informing people of their rights and entitlements where appropriate
- Working co-operatively and collaboratively with others to achieve common goals and a harmonious work environment
- Supporting the personal and professional development of others

The following behaviour constitutes either misconduct or sexual misconduct:

- Unwarranted and inappropriate touching of staff, clients or other students
- Suggestive remarks or actions of a sexual nature
- Sexual exhibitionism
- Obscene gestures, language, jokes containing sexual references or deliberately exposing colleagues to the sexual behaviour of others in any form.

Demonstrated failure to respect the dignity, rights and views of others will amount to a breach of this Code and subsequent cancellation of enrolment or suspension.

All Beauty Skills Academy staff members are required to observe the letter and the spirit of the Beauty Skills Academy Access and Equity policy. No discrimination on any basis is tolerated within Beauty Skills Academy.

In fulfilling this policy, Beauty Skills Academy aims to:

- Promote the development of an Academy culture which is supportive of equity principles.
- Ensure that all of its management and educational policies and practices reflect and respect the social and cultural diversity contained within the Academy and the community which it serves.

- Ensure that the appointment and advancement of staff and admission and progression of students within the Academy are determined on the basis of merit only.
- Provide equal employment and educational opportunities within the Academy and identify and remove barriers to participation and progression in employment and education.
- Eliminate unlawful Discrimination against staff and students on any race, religion, sex, health or social grounds.
- Comply with State and Federal legislation on Discrimination, Equal Opportunity and binding International Human Rights Instruments.
- The Principal and the management of the Academy are responsible for the implementation of this policy. BSA expects all staff, students and members of the Academy community to act in accordance with this policy.

LANGUAGE, LITERACY & NUMERACY SUPPORT

Students requiring Language, Literacy or Numeracy support will normally be identified at enrolment. All full time students will participate in a Language, Literacy and Numeracy assessment on the first day of their course. If a student is identified as having a Language, Literacy or Numeracy levels that interfere with their achieving a suitable learning outcome, the individual will be referred to a LLN programme from a local, specialist provider, often TAFE.

Students who experience any language difficulty may also apply for special examination conditions (e.g. oral exam). This application should be made as soon as the student is aware of the examination dates. Usually no other special considerations are given to students with language difficulties.

PRIVACY STATEMENT

Beauty Skills Academy will collect information, manage, use it, and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth) as amended in the Privacy Amendment (Private Sector) 2000.

COLLECTING OF INFORMATION BEAUTY SKILLS ACADEMY WILL:

- Only collect information for lawful purposes related to its business activities
- Only collect information that is necessary; and do so by lawful means
- Where possible, collect information about an individual only from that individual
- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Declare to individuals from whom information is collected:
 - The purpose of collecting any personal information
 - Their ability to gain access to their own information
 - Any laws that require the particular information to be collected
 - The main consequences (if any) for an individual if all or part of the information is not provided

HOW INFORMATION WILL BE PROCESSED AND PROTECTED

Beauty Skills Academy will responsibly manage collected information on students and in so doing:

- Take reasonable steps to ensure that personal information held is relevant to the purpose for which it is collected, accurate, up-to-date and not misleading
- Retain personal information for no longer than is required by law; then dispose of it in accordance with approved methods
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse; and from inappropriate modification
- Only disclose personal information outside Beauty Skills Academy where:
 - its disclosure has the consent of the individual to whom it relates
 - its disclosure is required by law and requested in an authorised written form
 - it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person

ACADEMIC COMPLAINTS & APPEALS

In addition to delivery of training, staff is expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or programme will be treated seriously, investigated thoroughly and dealt with by the Principal. In doing so, Beauty Skills Academy minimises any grounds for complaints in the future by improving the relevant functions.

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

Beauty Skills Academy stands by the freedom of information and privacy principles.

- All disputes, appeals or complaints will be handled professionally and confidentially.
- All parties will have a clear understanding of the steps involved in the complaints procedure.
- Students will be provided with details of external authorities they may approach, if required.
- Beauty Skills Academy will resolve any complaints fairly and equitably within five (5) working days.

If the complaints procedure relates to the **delivery of training and/or the assessment** procedure, the student must follow the set appeals procedure which will involve the following:

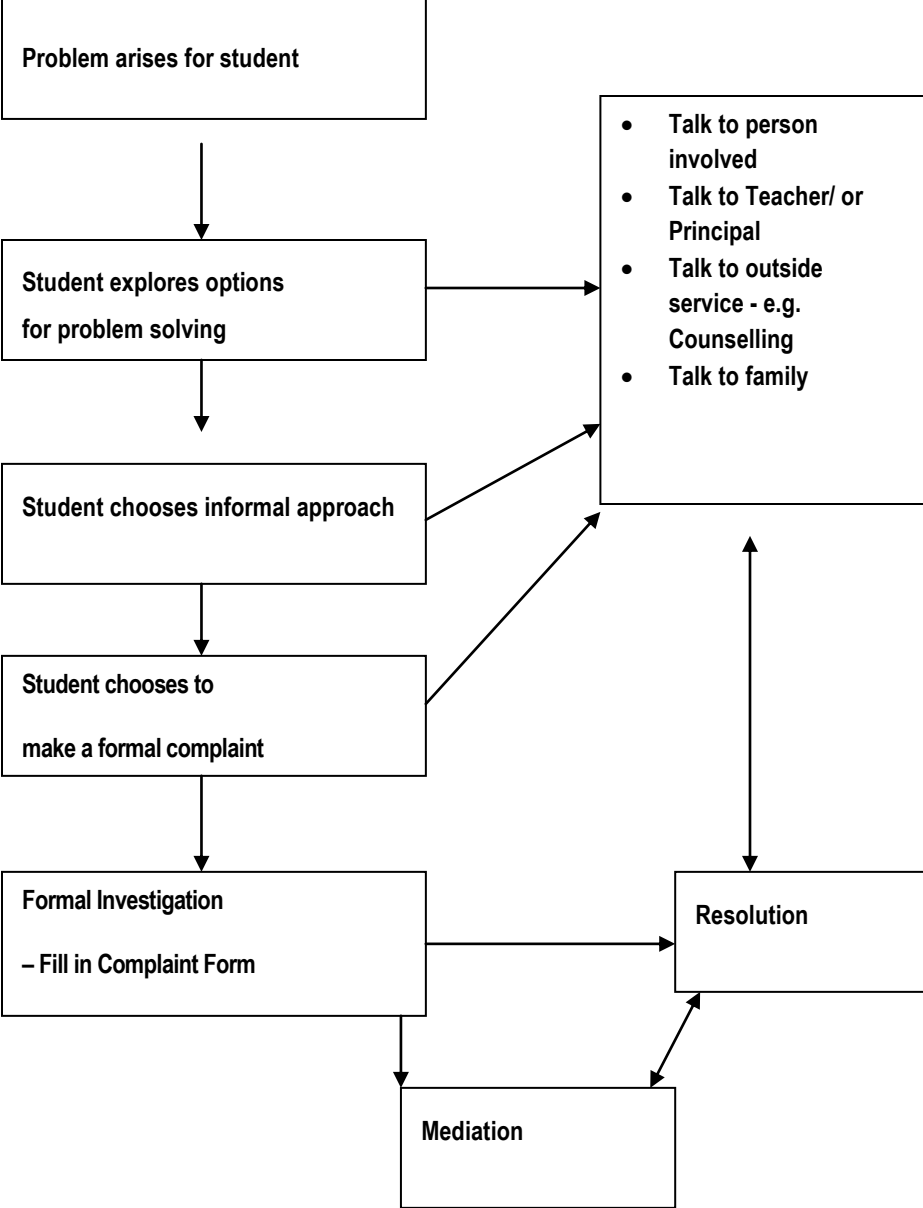
- Discussion with relevant teacher/trainer about the appeal.
- Filling in of assessment appeal form within 24 hours of the assessment result being received, and submitting the form to the Principal for processing.

- Students should note that staff of Beauty Skills Academy is expected to be fair, courteous and helpful in dealing with all appeals.
- All students are to be informed of all outcomes within 5 working days.

If the Complaints procedure is related to a conflict between **students and staff**, or between **peers**, students are encouraged to resolve complaints at their source with the lowest level of intervention necessary. Self-resolution of complaints is generally the best option. However if this is not possible, the student must follow the complaints procedure which will involve the following:

- Filling in of complaint form will be part of the process. Upon completion of the form it will be submitted to the Principal for processing Confidentiality will be respected; however, allegations of criminal behaviour such as corruption or sexual harassment may emerge during the investigation of a complaint. Beauty Skills Academy must report such allegations to external authorities.
- The preferred way in which the student raising the complaint wishes to resolve it will be taken into account.
- Students raising complaints are responsible for participating in the process in good faith.
- The complaints procedure does not limit the right of any student to use other available agencies and processes, such as unions, the Anti-Discrimination Board or perhaps a personal counsellor
- All students are to be informed of all outcomes within 5 working days
- .If the complaint cannot be resolved internally, Beauty Skills Academy will advise the student of the appropriate body where he/she can seek further assistance.

The following flow chart demonstrates the process.



RESPONSIBLE STUDENT BEHAVIOURS & OBLIGATIONS

CODE OF STUDENT CONDUCT

Beauty Skills Academy has a clear set of behaviour requirements that apply to all students. Students are expected to conduct themselves in a manner that is appropriate to the code of conduct at all times. Beauty Skills Academy students, in enrolling in a Beauty Skills Academy qualification, agree that they will comply with the following requirements:

Wearing of the uniform in or outside Academy premises demonstrates recognition of a student's requirements to comply with the following requirements of the Academy code of conduct

- No swearing or shouting at any time
- No chewing of gum or eating during classes or other formal activities
- No aggressive behaviour, be it verbal or physical
- No running at anytime
- No discrimination of any kind – BSA Access and Equity policy refers.
- No disruptive or other behaviour that interferes with other students' learning

Students may be asked to leave the room if a Class Lecturer feels the student has displayed inappropriate behaviour and must report to the Principal/Vice Principal immediately. Any breach of this code can be expected to result in instant dismissal

DUTIES ROSTER

Participation on the Duties Roster is a compulsory part of unit WRRM2B which is a core requirement for the attainment of the Diploma of Beauty or Certificate IV in Beauty Services.

- All students are required to perform rostered duties.
- Rosters are arranged and posted by Administration Personnel.
- No student is exempt from roster duty except with a medical certificate.

WORK AREAS

Beauty Skills Academy requires a high standard of cleanliness in all work areas. This includes theory rooms, practical training areas and student kitchen/recreation areas as well. In particular, attention must be paid to the following:

- No food is to be kept in lockers
- No uncovered food is to be placed in the microwave or fridge
- Any food items or containers left in the refrigerator at the end of the week will be thrown out
- All surfaces should be kept free of fingerprints, dust and grime

- Glass surfaces must be free of smearing, and walls clear of scuff marks at all times.
- Equipment, whiteboards etc, are to be cleaned at the end of each session
- Kitchen areas must be kept clean and tidy at all times – if cutlery and crockery is used, it is to be washed and put away after use.
- No food is to be left unattended
- No food is to be consumed in either the theory or practical rooms
- Routine hygiene duties are to be carried out as allocated by the duties roster
- All students are to keep their personal belongings in lockers. No responsibility will be taken for lost items
- All students are responsible for switching off equipment which they have been using when leaving the work areas and student areas at the end of the day.
- As a national provider, the Academy could be audited at any time without notice. It is the collective responsibility of all students to adhere to these rules and maintain the standards contained therein.
- All students also need to remember that the appearance of the Academy reflects on staff and students. Most importantly, the next visitor to the Academy may well be the person to interview you for an important job.

ATTENDANCE & PUNCTUALITY

The academy expects that students will attend ALL lessons and lectures. Records of student attendance are maintained for all classes. Academy records provide the evidence required to verify student attendance and for Austudy/Abstudy purposes.

- All unapproved absences will be reviewed by the Principal to determine the most appropriate action to be taken. Where the absence is justified, the Class Lecturer will usually allocate specific tasks to be completed in making up the lost subject time.
- A minimum of 90% Course attendance is required for progression to the next phase of a programme and attendance records will be closely monitored.
- All missed practicals must be undertaken in the students' own time, and in some cases may incur additional costs
- If attendance drops below 90% a student will not be allowed to sit for the current end-of-unit assessments and must repeat the unit(s) at the next available time at a cost to the student. Depending on the size of the unit the cost can vary from \$100 - \$ 900
- Any student who absents him/herself from classes without prior notice must directly advise a member of staff - not another student - of the impending absence before 9am on the morning of that absence. Contact number (07 3847 3211)
- Should a student have reason to miss a class or leave a lecture early, the matter must be approved by the Class Lecturer or the Principal before permission can be granted. Such a request must be made as early as possible to minimise class disruption
- Students are required to present a Doctor's Certificate if they are absent for more than two consecutive days.

SMOKING

Beauty Skills Academy is a non-smoking environment. Those who wish to smoke must not smoke in front of the building. Smoking is only permitted in designated areas. Students are informed at induction as to the location of this area.

Students' hands must be stain free and odour free at all times in accordance with industry standards and breath must similarly be untainted by smoke. If in doubt, breath fresheners must be used.

LOCKERS

Beauty Skills Academy takes no responsibility for the loss of personal property and strongly recommends that to minimise the risk, students should not bring unnecessary items to the Academy.

Locker space is allocated to students on a daily basis for storage of books and necessary personal items. At times, locker space may have to be shared with another student.

Beauty Skills Academy takes no responsibility for personal items left overnight at the Academy or the theft of personal items.

The Academy Office Manager will advise you of the procedure. If a student misplaces a key a fee of \$10 will be charged to have a new key cut.

MOBILE PHONES

Mobile phones must be switched off or on 'silent' during class times and are not permitted in class in either state, at any time. Mobile phones should be kept in lockers during class time.

STUDENT IDENTIFICATION

Full time students at Beauty Skills Academy receive a personal identification card. The student identification card contains a student photo, student number and other details and entitles students to concessions on public transport.

DRUGS/ALCOHOL

Any student found under the influence of drugs or alcohol will be immediately unenrolled.

PLAGIARISM & CHEATING

The law protects the copyright of academic and creative works on paper, or in electronic form. The law also provides for the genuine needs of students and researchers to obtain copies of written or electronic material for private study purposes.

Using the work of others without acknowledgement infringes Beauty Skills Academy rules, breaks criminal laws and incurs liabilities in civil law. Without appropriate attribution, including quoting and referencing, the following actions can be expected to attract significant penalties:

Direct copying of the work of another student

If a student is found cheating, penalties may include exclusion from the particular assessment, requirement to repeat the assessment or even exclusion from the course. In severe cases,

cheating can be expected to result in immediate cancellation of enrolment from the course and consequently, no qualification.

The student agreement signed with the Academy specifies that no refunds will be issued in these circumstances.

DRESS STANDARDS

In the Beauty Industry, appearance and presentation are paramount. Beauty Skills Academy maintains a strict dress code.

The key points in the dress code include:

- No cardigans/jumpers or similar inside the Academy. In cooler weather layering is very effective and might include plain navy/black T-shirt or singlet under uniforms – ensuring that no sleeves extend beyond uniform sleeves
- A black or navy, blazer-style jacket may be worn over uniforms for theory lessons and for travelling to and from the Academy
- It is recommended that bras worn under uniforms must either navy or black.
- Closed-in shoes (front, back and sides) with low heels and non-slip soles in black or navy are essential at all times. Navy court shoes are ideal.
- Hair must be neat, well groomed, tied back if long and must not come into contact with clothing. Hair must not be able to fall forward.
- Only one wedding ring or plain band ring allowed. No bangles or bracelets. No large earrings. Nurse's watch required for assessments.
- No item of personal jewellery is permitted to dangle over the top of uniforms.
- Other than ears; no piercing jewellery whatsoever is allowed. This is a Beauty Industry norm. (Some clear studs may be acceptable – please check with staff)
- Students are to wear appropriate make up and take care that they present well at all times. Re-application during the day may be required to maintain impeccable presentation which is a standard in this industry
- Students must never apply make-up in view of the public or in a working environment
- No chewing of gum is allowed in the Academy
- Smoking is only allowed in designated areas
- Nails (including gels/acrylics) must be neat and short with no chipped polish and must be clean and manicured
- Water bottles are the only form of refreshment permitted on desks
- Students are to ensure that their breath is always fresh and that their personal hygiene is of a high standard at all times
 - Deodorant and breath freshener form very important parts of personal grooming, as therapists work in close proximity to clients.
 - No hint of any form of body odour is tolerable in a beauty therapist
- Uniforms must be freshly washed and stain free for all academy attendance

For any queries on matters of dress, students should consult their Class Lecturer.

Beauty Skills Academy strives to be the best at all times. Students are ambassadors for the Academy and how they look reflects on the academy and its graduates. You never know if the next visitor to this Academy could be the person who interviews you for a key appointment.

STUDENT BENEFITS

Student Product Orders

Students may purchase a range of beauty products and equipment from the Academy at special prices. Order forms are provided in the student kitchen of from the Administration Office.

Orders may be submitted at any time and pick up of goods is on Monday and Wednesday afternoons. Payment in full is required at the time of pick up.

Course Inclusions

In addition to tuition, students also receive the following items without extra cost:

Uniform

One specially designed uniform for Beauty Skills Academy comprising of a tunic and matching trousers. The fabric is good quality and is easy to care for and launder.

Practical manuals

Every student receives a full set of competency-based manuals specifically written for their programme of study by the highly experienced Beauty Skills Academy teaching team.

Products and equipment used during training

Students gain appreciation of and have the opportunity to use a wide range of equipment, Skin Care Products and specialised treatments. Beauty Skills Academy considers that it is vital for all students to see and evaluate the results of particular products during their training.

Student treatment record and criteria book

The Beauty Skills Academy Student Treatment Record and Criteria Book is a log of student's practical history. This is a valuable tool to enhance graduate's employment opportunities throughout their careers.

Visiting Lecturers

There is no extra charge for specialist lectures, even though some of these people usually charge high fees for their services.

Product-Knowledge Schools

Beauty Skills Academy is the only school that is recognised and recommended by Thalgo and Dermalogica. All products of these manufacturers are used at the Academy and students attend product schools for both companies. Industry certification is issued by both companies.

FIRE/EMERGENCY /EVACUATION

In case of fire all students are required to:

- Pay attention to and obey the directions of the Fire Warden
- Provide whatever reasonable assistance is required before during and after evacuation
- When told to evacuate the building muster quietly and quickly at the specified muster point
 - assemble at “Suna Shoes” opposite Strandbags

FIRE WARDEN

The building fire warden is the Principal or the Deputy Principal.

Students need to be aware that in case of fire, the designated Fire Warden is required to:

- Evacuate the immediate area.
- Contact Fire and Emergency services on 000
- Clearly state the address, Level 1, 407 Logan Road, Stones Corner (above Jeans West)
- Attempt to extinguish the fire - only if safe to do so.
- Prior to evacuation switch off, power and air-conditioning if safe to do so.
- Evacuate building, collect visitors log book, staff and student nominal roll, do not take personal belongings.
- Assemble opposite Strandbags.

DUTY FIRE WARDEN’S RESPONSIBILITY

The Duty Fire Warden will complete a name check of all Students, Staff and Visitors. In the event of a fire or similar emergency, all students are required to stand ready to provide the Fire Warden with any requested assistance, without hesitation. The fire warden may change from time to time. However, the designated fire warden is shown on the Daily Notice Board on both campuses. It is the responsibility of the Fire Warden to:

- Ensure that no person (contractors, visitors or delivery people) enters the site.
- Meet the Senior Officer of the Emergency Services on their arrival and inform them of the incident and if any person is missing.
- Remain with the Senior Officer as additional assistance or information may be required.
- The fire brigade has total authority once called to a fire emergency and all staff and students must follow any instructions issued by the fire officer.
- Remain at the Emergency Assembly Point until the all clear has been given by the Senior Officer of the attending Emergency Services
- Once the incident is over, debrief all staff and fill any required information in the site Incident Log Book.

After Emergency Services have cleared the building – staff and students may enter the building and collect belongings.



Acceptance of Academy Policies & Procedures

Beauty Skills Academy File copy

I _____ do hereby declare that I have read and understood the Student Policy and Procedures Manual and state that I accept the content as fair and reasonable and agree to abide by these policies and procedures.

Student Name: _____ Signature: _____ Date: _____

Permission form

I _____, hereby give my permission for the Beauty Skills Academy to contact the following person(s) by either phone or mail in relation to illness, absenteeism, fees, behaviour, and any issues that are directly related to the completion of the course.

(Please Circle) Certificate II / Certificate III / Certificate IV / Diploma.

The following person/s may be contacted:

(1) Name: _____ Contact Number: _____

Postal Address:

(2) Name: _____ Contact Number: _____

Postal Address:

Student Name:

Student Signature: _____ Date: _____

Witness Signature: _____ Date: _____



ACCEPTANCE OF ACADEMY POLICIES & PROCEDURES

Student's Copy

I _____ do hereby declare that I have read and understood the Student Policy and Procedures Manual and state that I accept the content as fair and reasonable and agree to abide by these policies and procedures.

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(Please Circle) Certificate II / Certificate III / Certificate IV / Diploma.

The following person/s may be contacted:

(1)Name: _____ Contact Number: _____

Postal Address: _____

(2)Name: _____ Contact Number: _____

Postal Address: _____

Student Name: _____

Student Signature: _____ Date: _____

Witness Signature: _____ Date: _____

Assessment Appeal Form

Student Section

Student name		Date of appeal	
Student number		Date of birth	
Name of original assessment item			
Name of original assessor		Date of original assessment	
Unit of competency			
Qualification code and name			
Reassessment ✓	Appeal ✓		
1st Reassessment	2nd Reassessment	3rd Reassessment	
Reason for appeal Date of appeals	1st	Date:	
	2nd	Date:	
	3rd	Date:	
Student Signature			

