

AUSTRALIAN ACADEMY

BEAUTY - DERMAL - LASER

RTO 90094



STUDENT HANDBOOK

BELLA VISTA Norwest Business Park 28-32 Lexington Drive, Bella Vista 2153

ROCKDALE, 564 Princes Highway, Rockdale 2216

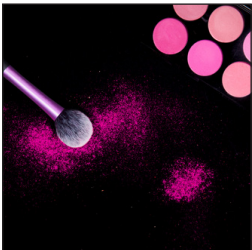
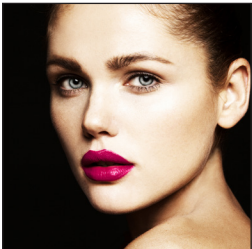
NORTH STRATHFIELD Level 1, 18-22 George St North Strathfield 2137

SYDNEY CBD | Level 4, 414 Kent St, Sydney 2000

aabt.com.au | Phone: 1300 277 785 Fax: 02 8765 1199

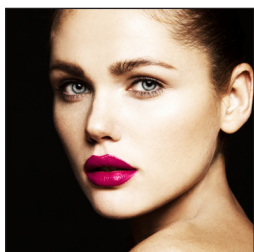
Australian Academy of Beauty Dermal and Laser Pty Ltd P/L RTO Provider No 90094

CONTENTS



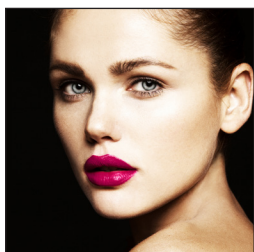
Welcome	6
About The Academy	7
Organisational Policies	8
Code Of Practice	8
Organisational Structure	11
Staff Contact Information	12
Programs Offered	13
Courses	14
■ The Beauty Business (Dual Diploma)	14
■ SHB50121 Diploma Of Beauty Therapy	14
■ SHB50216 Diploma Of Salon Management.....	14
■ Entry Requirements.....	22
■ Training Delivery	23
■ Full Time Day Classes.....	23
■ Part Time Evening Classes.....	24
■ Distance Learning - Face To Face And Online Learning	25
■ SHB50121 Diploma Of Beauty Therapy (Stand Alone)	30
■ Entry Requirements.....	33
■ Training Delivery	33
■ SHB50216 Diploma Of Salon Management	34
■ Entry Requirements.....	35
■ Training Delivery	36
■ SHB40121 Certificate IV In Beauty Therapy.....	37
(Apprenticeship And Traineeship Program)	
■ Entry Requirements.....	39
■ Training Delivery	40

CONTENTS



Laser And Dermal Therapy Courses.....	41
■ AABT5022 Advanced Laser IPL And Dermal Therapies	41
■ Entry Requirements.....	46
■ Training Delivery	47
■ SHB60221 Advanced Diploma Of Skin Therapy	48
■ Entry Requirements.....	50
■ Training Delivery	51
Short Courses.....	52
■ SHBBMUP008 Apply Eyelash Extensions.....	52
■ SHBBFAS004 Provide Lash And Brow Treatments	53
■ SHBINF002 Maintain Infection Control Standards.....	55
■ SHBBMUP009 Design And Apply Make-Up.....	57
Structured Workplace Learning	59
Clinic Hours	60
Training Resources And Facilities.....	61
Transition	62
University Pathways.....	63
Progression To Further Training	63
Assessment Procedures.....	64
■ Recognition Of Prior Learning	67
■ Recognition Of AQF Qualifications (Credit Transfer).....	69
■ Missed Assessments.....	70
■ Plagiarism.....	70
■ Disputed Assessments.....	71
■ Student Access To Records	72
■ Successful Course Completion	73
■ Issuance Of AQF Qualifications.....	74

CONTENTS



Student Support	75
■ Identifying Learning Needs	75
■ Individual Learning Plan	76
■ Language Literacy Numeracy (LLN) Support.....	77
■ Digital Skills Training Support And Access To Resources	77
■ Welfare And Guidance Services	78
Industry And Employer Engagement	81
Course Progress	82
■ Satisfactory Course Progress (Assessments).....	82
■ Satisfactory Course Progress (Attendance Requirements).....	83
VET Student Loans	121
■ What Is VET Student Loans?.....	121
■ Statement Of Tuition Protection	127
■ Tuition Assurance Procedures	128
■ Student Review Procedures For Re-Crediting A HELP Balance	129
■ Appendix I Location Of AAT Offices.....	135
■ Student Admission Procedures For Approved Courses.....	136
■ Marketing Of VET Student Loan Approved Courses.....	144
■ Provider Cancellation Of Enrolment Procedures For Approved Courses.....	147
Other Policies	148
■ Grooming Policy.....	148
■ Privacy Statement And VET Data Use Statement.....	150
■ Electronic Signature Policy	154
■ Legislative Requirements And Compliance	155
■ Work Health And Safety [WHS].....	159
■ Environmentally Sustainable Work Practices.....	161
■ Insurance.....	161
■ Significant Changes To The Academy's Operation.....	162
Fees & Charges	163
■ Course Fees And Charges.....	163
Glossary Of Terminology	166

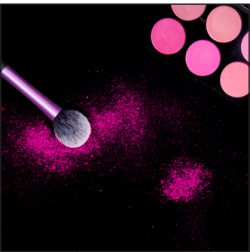
WELCOME



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

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

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



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

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



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

If you have any questions about The Academy or our procedures and policies, please feel free to ask staff members who will be only too happy to assist you. Furthermore, your suggestions are always welcome.

We look forward to a long and happy association with you and that at the completion of your course you will find fulfilling and well rewarded employment in the exciting and ever-changing world of beauty laser and dermal therapy.

Suzanne Campbell
Chief Executive Officer

ABOUT THE ACADEMY



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

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

Developed as part of the SHB Hairdressing and Beauty Services Training Package

- SHB50121 Diploma of Beauty Therapy,
- SHB40121 Certificate IV in Beauty Therapy
- SHB60221 Advanced Diploma of Skin Therapy
- SHB50216 Diploma of Salon Management

Developed due to Industry Demand (non accredited)

- AABT5022 Advanced Laser IPL and Dermal Therapies

Our highly qualified and experienced trainers, the most up-to-date equipment, and a curriculum based on the latest skin and body treatments from around the world, ensure you are completely competent and qualified in all aspects of beauty therapy.

We take an holistic approach to our training and treatments, specialising in Advanced Skin Diagnosis and Treatment Procedures that offer not only real solutions to skin problems, but also provide a health benefit by restoring harmony and balance in our clients' lives.

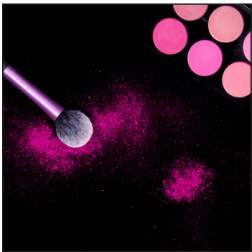
Our teaching focuses on professional skin treatments with a purpose (corrective skin treatments) rather than pampering facials. Skin health and treatments are designed to release tension, relax and nurture the whole body and are an important part of our philosophy.

Over the past few years, the industry has significantly changed, and now dermal and laser treatments are provided by most salons. Our AABT5022 Advanced Laser IPL and Dermal Therapies course ensures our students graduate with up to date industry skills.

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

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

Small relaxed and friendly classes, competency based assessments, beautiful modern facilities, the latest in equipment and teaching techniques, close to transport, strong work experience program ensures students have the latest, most up-to-date and relevant training possible.



ORGANISATIONAL POLICIES

Code of Practice



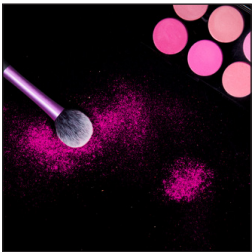
Statement about the Code of Practice

It is stressed that the elements in the Code of Practice permeate all the administrative and operational practices and procedures of The Academy for the main purpose of delivering to students quality training and assessment in a conducive learning and training environment.

Responsible and ethical behaviour

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

The Academy is responsible for the quality and training and assessment in compliance with the Standards for Registered Training Organisations 2015 and for the issuance of Australian Qualification Framework (AQF) certification documentation.



Continual improvement

The Academy strives to continually improve its training and assessments. Throughout the course you will be asked to complete questionnaires regarding training and assessment.

These surveys are then discussed at staff and management meetings and where possible ideas you may have to improve our practices will always be taken into account. We thank you in anticipation of your help with our surveys.



ORGANISATIONAL POLICIES

Code of Practice

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

Responsibilities

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

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

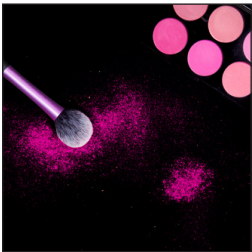
The Academy will ensure all upper management staff have been properly vetted as Fit and Proper Persons and continue to be suitable to lead the organisation and ensure financial viability requirements at all times.

The Academy will also:

- regularly monitor review and implement practices for continual improvement and risk minimisation to achieving outcomes as described in standards
- comply with AQF requirements
- issue AQF Certification Documents in accordance with AQF Qualification Issuance Policy
- comply with relevant Commonwealth and State legislation and regulatory requirements
- provide adequate staff trainers and assessors and support staff for the number of students who are qualified and experienced, professional at all times, dedicated to providing the highest level of beauty and laser training, treat all students and other staff with respect, and represent The Academy ethically at all times.

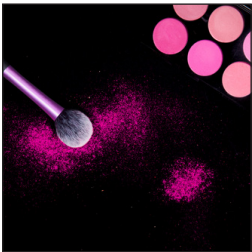
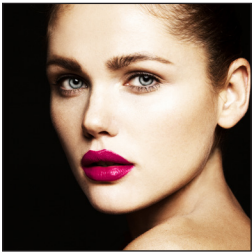
These trainers, assessors and administration undertake their duties with honesty, integrity and diligence, while maintaining student confidentiality. Assessors ensure that assessments are fair, valid, reliable and flexible.

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



ORGANISATIONAL POLICIES

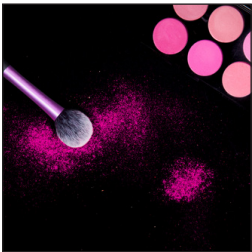
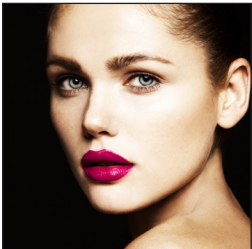
Code of Practice



- The Academy will take all reasonable steps to safe-guard the interest, welfare and safety of all students including minors. All Staff will maintain current Working with Children checks
- provide a fair and equitable refund policy with opportunity for extensions of time under certain circumstances and a refund for pre-paid fees where we may be unable to deliver the training and or assessment for which a learner has paid fees
- provide a grievance handling procedure that is fair and just
- ensure all students know how to reach their Trainers and Assessors and management staff
- students are able to access their personal information and assessment records via our online Student Portal, Moodle
- encourage student feedback at every stage of the course which is regularly reviewed for continuous improvement
- provide students with timely and accurate information as it pertains to course enrolment and all relevant administration matters
- provide facilities and equipment that are safe and fit for purpose
- undertake to work as a team, and understand and respect the contribution of each team member
- strive for total student satisfaction with all aspects of training, and takes every opportunity to ensure this occurs and that grievances are resolved fairly. All students will be aware of their contractual and financial agreements with us and receive a copy of their signed Training Agreement and VET Student Loan
- should there be significant changes to the Academy's operation, including changes to onsite delivery, changes to how a course is to be delivered, changes to senior management, changes to ownership or any other significant event students will be notified by email through Wisenet Student Management System within 20 days. Students will be asked to acknowledge receipt of this notification by return email which is saved automatically to their student file in Wisenet.

ORGANISATIONAL POLICIES

Organisational Structure



Organisational Chart [Standard 7]

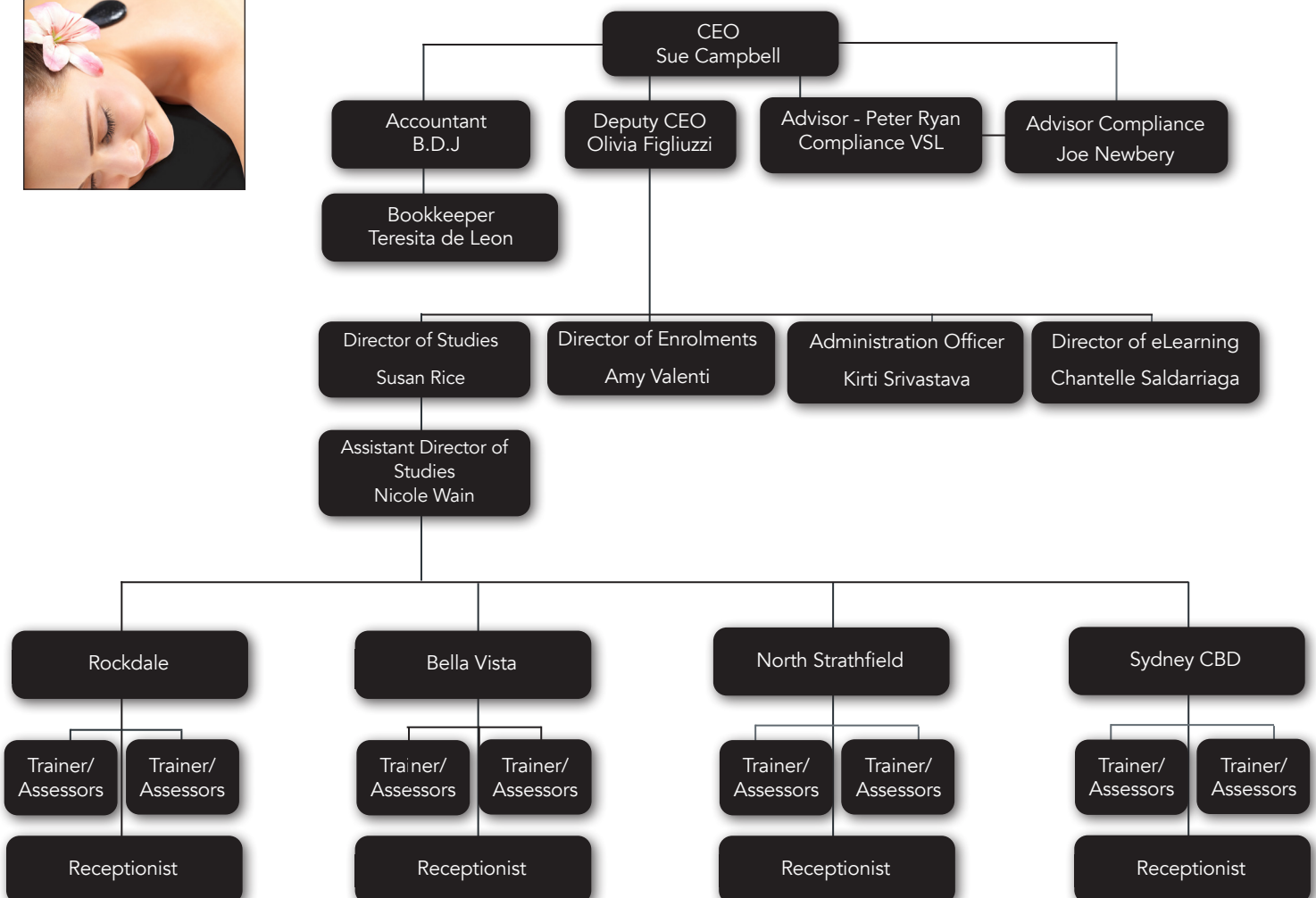
Demonstrates:

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

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

This is further enhanced by regular staff meetings and students meetings.

Students are encouraged to discuss matters with the staff and thus contribute to the efficient operation of The Academy and its general climate. We welcome the feedback and contribution from staff and students for our continual improvement.



ORGANISATIONAL POLICIES

Staff Contact Information



The Academy has sufficient fully qualified trainers and assessors, and support staff for all courses on its scope. Students are encouraged to contact Trainers or the Director of Studies on any matters at all times.

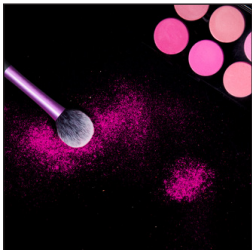
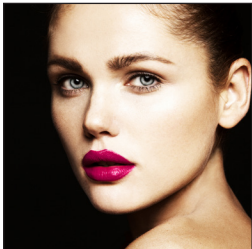
Emailing has proven to be an efficient method of correspondence.



ACADEMY STAFF CONTACT INFORMATION					
FIRST NAME	SURNAME	ROLE	AABT EMAIL	LOCATION	PHONE
HEAD OFFICE					
Suzanne	Campbell	CEO Consumer Protection Officer	sue@aabt.com.au	All	0413 593 177
Olivia	Figliuzzi	Deputy CEO Consumer Protection Officer	olivia@aabt.com.au	All	0410 488 114
Susan	Rice	Director of Studies Consumer Protection Officer	susan@aabt.com.au	All	0493 110 258
Nicole	Wain	Deputy Director of Studies	nicole@aabt.com.au	All	0455 501 517
Amy	Valenti	Director of Enrolments	amy@aabt.com.au	All	0493 450 900
Chantelle	Saldarriaga	Director of eLearning	chantelle@aabt.com.au	All	0423 669 847
Kirti	Srivastava	Administration Officer	kirti@aabt.com.au	All	0469 967 023
ACADEMY					
Emma	King	Trainer and Assessor	emmak@aabt.com.au	Bella Vista	(02) 8883 0333
Jes	Cameron	Trainer and Assessor	jes@aabt.com.au	Bella Vista	(02) 8883 0333
Lauren	Balk	Trainer and Assessor	lauren@aabt.com.au	Bella Vista	(02) 8883 0333
Piper	Halford	Trainer and Assessor	piper@aabt.com.au	Bella Vista	(02) 8883 0333
Meghan	Di Fabrizio	Trainer and Assessor	meghan@aabt.com.au	Bella Vista	(02) 8883 0333
Delene	Ayers	Trainer and Assessor	delene@aabt.com.au	Bella Vista	(02) 8883 0333
Vanessa	Crookham	Trainer and Assessor	vanessa@aabt.com.au	Bella Vista	(02) 8883 0333
Faith	Davies	Academy Coordinator	bellavista@aabt.com.au	Bella Vista	(02) 8883 0333
Charlotte	Mansor	Trainer and Assessor	charlotte@aabt.com.au	North Strathfield	(02) 9764 5849
Angelina	Rossi	Trainer and Assessor	angelina@aabt.com.au	North Strathfield	(02) 9764 5849
Nazmul	Kafoa	Trainer and Assessor	naz@aabt.com.au	North Strathfield	(02) 9764 5849
Hayley	Cunneen	Trainer and Assessor	hayley@aabt.com.au	North Strathfield	(02) 9764 5849
Stefania	Bifara	Trainer and Assessor	stefania@aabt.com.au	North Strathfield	(02) 9764 5849
Kirsty	Catania	Trainer and Assessor	kirsty@aabt.com.au	North Strathfield	(02) 9764 5849
Caitlin	Toth	Academy Coordinator	northstrathfield@aabt.com.au	North Strathfield	(02) 9764 5849
Constance	Assaf	Academy Coordinator	rockdale@aabt.com.au	Rockdale	(02) 9553 0475
Anila	Khan	Trainer and Assessor	anila@aabt.com.au	Rockdale	(02) 9553 0475
Debra	Kaplan	Trainer and Assessor	deb@aabt.com.au	Rockdale	(02) 9553 0475
Isabella	Evans	Trainer and Assessor	bella.e@aabt.com.au	Rockdale	(02) 9553 0475
Marianne	Dzajkoski	Trainer and Assessor	marianne@aabt.com.au	Rockdale	(02) 9553 0475
Sheridan	Zammit	Trainer and Assessor	sheridan@aabt.com.au	Rockdale	(02) 9553 0475
Alisha	Brown	Trainer and Assessor Distance	alisha@aabt.com.au	Distance	0408 114 955

PROGRAMS OFFERED

Courses and Training Packages



The following courses are offered:

CODE	COURSE TITLE	TRAINING PACKAGE
SHB50121 SHB50216 AABT5022	The Evolution of Beauty Diploma of Beauty Therapy Diploma of Salon Management Advanced Laser IPL and Dermal Therapies	SHB Hairdressing and Beauty Services Training Package Non Accredited
SHB50121 SHB50216	The Beauty Business Diploma of Beauty Therapy Diploma of Salon Management	SHB Hairdressing and Beauty Services Training Package
SHB40121	Certificate IV in Beauty Therapy	SHB Hairdressing and Beauty Services Training Package
SHB50121	Diploma of Beauty Therapy	SHB Hairdressing and Beauty Services Training Package
SHB50216	Diploma of Salon Management	SHB Hairdressing and Beauty Services Training Package
AABT5022	Advanced Laser IPL and Dermal Therapies	Non accredited especially developed due to industry need
SHB60221	Advanced Diploma of Skin Therapy	SHB Hairdressing and Beauty Services Training Package
Short Courses		
SHBBMUP008	Apply Eyelash Extensions	SHB Hairdressing and Beauty Services Training Package
SHBBFAS004	Provide Lash and Brow Treatment	SHB Hairdressing and Beauty Services Training Package
SHBBMUP009	Design and Apply Make-Up	SHB Hairdressing and Beauty Services Training Package
SHBBINF002	Maintain Infection Control Standards	SHB Hairdressing and Beauty Services Training Package
SHBBSKT011	Provide Superficial Peel Treatments	SHB Hairdressing and Beauty Services Training Package
SHBBSKT010	Provide Superficial Skin Needling Treatments	SHB Hairdressing and Beauty Services Training Package
SHBBSKS009	Provide Micro-Dermabrasion Treatments	SHB Hairdressing and Beauty Services Training Package
SHBBSKC001	Incorporate Knowledge of Skin Structure and Functions into Beauty Therapy	SHB Hairdressing and Beauty Services Training Package
SHBBSKC002	Incorporate Knowledge of Body Structures and Functions into Beauty Therapy	SHB Hairdressing and Beauty Services Training Package

COURSES

The Beauty Business (Dual Diploma)

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

Fully covered with VET Loans for eligible students

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

Industry has talked to us, we have listened!

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

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

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

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

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

Having both Diplomas will significantly increase your career prospects for beauty therapy jobs in Australia.

SHB50121 Diploma of Beauty Therapy

VET Student Loan available for eligible students

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

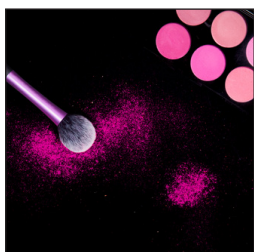
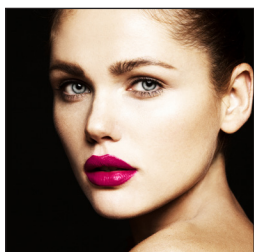
SHB50216 Diploma of Salon Management

VET Student Loan available for eligible students

Are you wanting to own or manage a salon?

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

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



COURSES

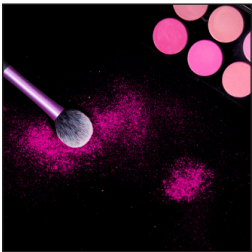
The Beauty Business (Dual Diploma)

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



Beauty Services

- SHBBMUP009 Design and apply make-up
- SHBBHRS010 Provide waxing services
- SHBBFAS004 Provide lash and brow services
- SHBBNLS011 Use electric file equipment for nail services
- SHBBNLS007* Provide manicure and pedicure services
- SHBBBOS008* Provide body massages
- SHBBBOS009* Provide aromatherapy massages
- SHBBSPA005 Work in a spa therapies framework
- SHBBSPA006 Provide spa therapies
- SHBBSPA007* Provide stone therapy massages
- SHBBFAS005* Provide facial treatments and skin care
- SHBBFAS006* Provide specialised facial treatments
- SHBXCCS008 Provide salon services to clients
- SIRXSL001 Sell to the retail customer



Skin Science

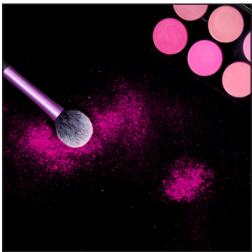
- SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
- SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
- SHBXCCS006 Promote healthy nutritional options in a beauty therapy context

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

COURSES

The Beauty Business (Dual Diploma)

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



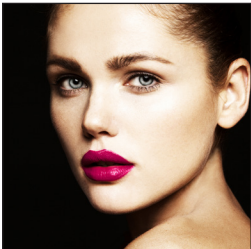
Business Management

- BSBSMB404 Undertake small business planning
- BSBSMB403 Market the small business
- SHBXPSM003 Promote a personal services business
- SHBWH002 Provide a safe work environment
- BSBHRM506 Manage recruitment selection and induction processes
- SHBXPSM002 Manage treatment services and sales delivery
- SHBXPSM001 Lead teams in a personal services environment
- BSBHRSM404 Review human resources functions
- SHBXWHS003 Apply safe hygiene, health and work practices
- SHBBINF002 Maintain infection control standards
- SHBXIND003 Comply with organisational requirements within a personal services environment
- SHBBCCS005 Advise on beauty products and services
- SHBXCCS007 Conduct salon financial transactions
- SHBXCCS005 Maintain health and wellbeing in a personal services setting
- SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
- SHBBRES003 Research and apply beauty industry information
- BSBSUS511 Develop workplace policy and procedures for sustainability

COURSES

The Beauty Business (Dual Diploma)

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

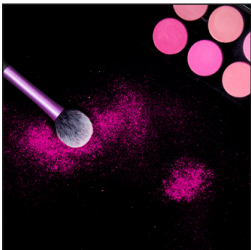


UNIT CONTENT

Health & Safety in the Workplace

- SHBXWHS003 Apply Safe Hygiene, Health and Work Practices
- SHBBINF002 Maintain Infection Control Standards
- SHBXCCS005 Maintain health and wellbeing in a personal services setting
- SHBXWHS002 Provide a safe work environment

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



Workplace Communications for the Beauty Therapist

- SHBXCCS008 Provide salon services to clients
- SHBXIND003 Comply with organisational requirements within a personal services environment
- SHBBCCS005 Advise on beauty products and services
- SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
- SIRXSLS001 Sell to the retail customer

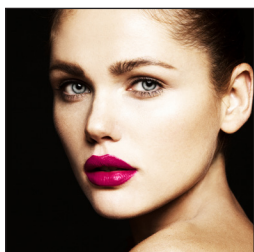
- Telephone answering and reception duties, taking appointments
- Client relations, welcoming clients
- Handling complaints and difficult clients
- Relations with colleagues, teamwork, lines of communications
- Identifying and avoiding conflict
- Professional behaviour, professional dress
- Retail skills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



COURSES

The Beauty Business (Dual Diploma)

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



Workplace Policies and Procedures and Business Management

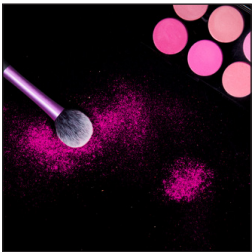
- BSBSUS511 Develop workplace policies and procedures for sustainability
- SHBBRES003 Research and apply beauty industry information
- BSBSMB404 Undertake small business planning
- BSBSMB403 Market the small business
- SHBXPSM003 Promote a personal services business
- BSBHRM506 Manage recruitment selection and induction processes
- SHBXPSM002 Manage treatment services and sales delivery
- SHBXPSM001 Lead teams in a personal services environment
- BSBHRSM404 Review human resources functions
- SHBXCCS007 Conduct salon financial transactions



COURSES

The Beauty Business (Dual Diploma)

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



UNIT CONTENT

Client Consultation, Diagnosis and Facial Treatment

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

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

COURSES

The Beauty Business (Dual Diploma)

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

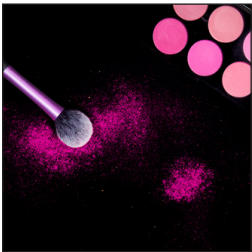


UNIT CONTENT

Eyelash and Eyebrow Treatments

SHBBFAS004 Provide Lash & Brow Services

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



Manicure and Pedicure Procedures

SHBBNLS007 Provide Manicure and Pedicure Services

SHBBNLS011 Use electric file equipment for nail services

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



COURSES

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

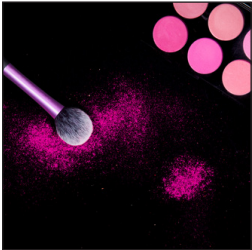


UNIT CONTENT

Face and Body Waxing

SHBBHRS008 Provide Waxing Services

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



Body Massage

SHBBBOS008 Provide Body Massages

SHBBBOS009 Provide Aromatherapy Massages

SHBBSPA007 Provide Stone Therapy Massages

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



Spa Treatments Specialisation

SHBBSPA005 Work in a Spa Therapies Framework

SHBBSPA006 Provide Spa Therapies

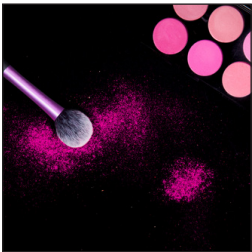
SHBBSPA007 Provide Stone Therapy Massages

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

ENTRY REQUIREMENTS

The Beauty Business (Dual Diploma)

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



Academy specific entry requirements:

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

For students wishing to access VSL there are additional requirements including academic suitability, citizenship, parental permission if under 18 and having a valid tax file number.

Full details are on our website under "Student admission procedures for approved courses".

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

LLN requirements

VSL Applicants

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

LLN Testing for Non VSL students.

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

Computer Requirements

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

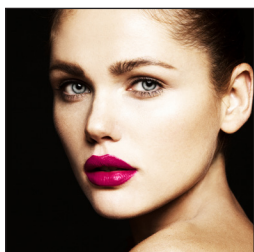
Students to supply

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

TRAINING DELIVERY

The Beauty Business (Dual Diploma)

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



Full Time Day Classes

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

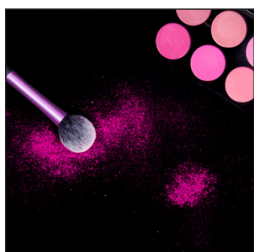
Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

February April July and September intakes

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

You may choose

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



This course is delivered over two (2) semesters

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

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

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

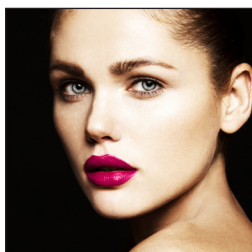
The course is completed over 46 weeks. Additional hours are required for home study, research tasks and underpinning knowledge assessment tasks. These hours will vary according to the student's individual needs.



TRAINING DELIVERY

The Beauty Business (Dual Diploma)

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



Part Time Evening Classes

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

Evening classes are held over three (3) semesters.

Semester 1

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

Semester 2

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

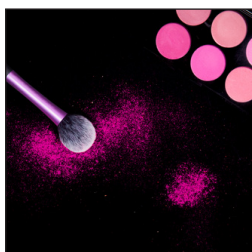
Semester 3

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

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

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

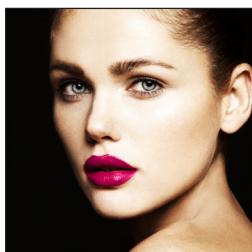
Evening students will be required to attend some day classes for product knowledge but ample notice will be provided. Some product classes are not held in the evening due to availability of guest lecturers.



TRAINING DELIVERY

The Beauty Business (Dual Diploma)

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



Distance Learning - Face to Face and Online Learning

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

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



Delivery

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

Monthly intakes

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

- Face to face workshops - 5 days, 4 times a year
February, May, August and November
- Face to Face trainer led Webinars - 3 hours per week
- Research and Assessment Tasks - 8 hours per week
- Revision - 8 hours per week
- Structured workplace learning
Clinic practice on paying clients commences after the completion of the first workshop



Structured workplace learning can be completed by either of following methods

- 400 hours at our closest student clinic (preferred)
- 400 hours at an approved external salon with suitably qualified supervisor and the required facilities and equipment (for students living in country NSW or interstate only).
- 80 hours at home on family and friends (details logged) and 320 hours in student clinic (one day a week after first workshop)
- All practical assessments must be completed in the student beauty, laser and dermal clinic, on paying client's with qualified Assessors present

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

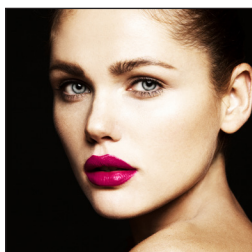
You access your assignments online, and your Trainer will mark them electronically. You can view your records and grades easily at any time.

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

TRAINING DELIVERY

The Beauty Business (Dual Diploma)

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



Distance Learning - Face to Face and Online Learning

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

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

When can I start?

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

Resources

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

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

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



DISTANCE LEARNING

Distance Learning Kits

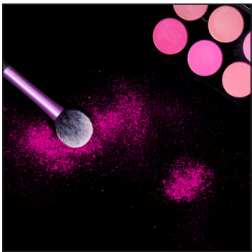


Distance students are provided with the following kits to practice at home

WAX KIT

Inclusions:

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



MANICURE/PEDICURE KIT

Inclusions:

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

DISTANCE LEARNING

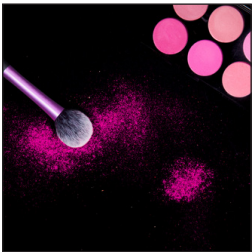
Distance Learning Kits



MASSAGE KIT

Inclusions:

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



LASH & BROW KIT

Inclusions

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



FACIAL KIT

Inclusions

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

DISTANCE LEARNING

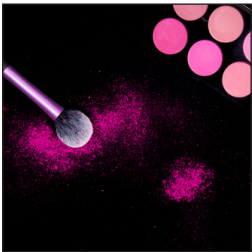
Distance Learning Kits



MAKE UP KIT

Inclusions

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



COURSES

SHB50121 Diploma of Beauty Therapy (Stand Alone)



Partially funded with VET Student Loans for eligible students.

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

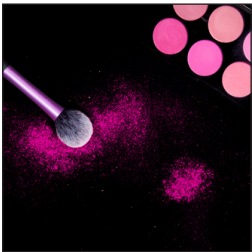
This qualification provides the skills and knowledge for an individual to be competent in a broad range of beauty treatments and work as a skilled therapist involving self-directed application of knowledge and personal responsibility in performing complex technical operations. It is the most sought after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

Units Included in this Course

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

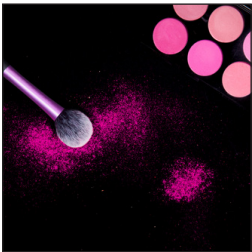
Delivery

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



COURSES

SHB50121 Diploma of Beauty Therapy (Stand Alone)

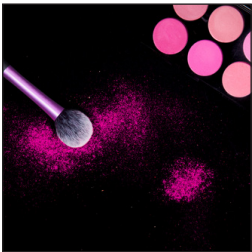


Units Included

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

COURSES

SHB50121 Diploma of Beauty Therapy (Stand Alone)



Units Included (continued)

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

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

ENTRY REQUIREMENTS

SHB50121 Diploma of Beauty Therapy

Academy specific entry requirements:

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

For students wishing to access VSL there are additional requirements including academic suitability, citizenship, parental permission if under 18 and having a valid tax file number.

Full details are on our website under "Student admission procedures for approved courses".

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

LLN requirements

VSL Applicants

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

LLN Testing for Non VSL students.

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Computer Requirements

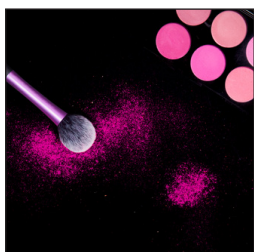
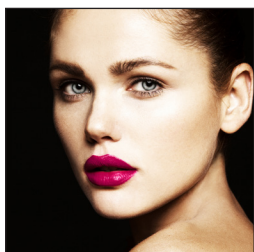
You must be able to use computer for research and assessments. Access to a computer or laptop and a current email address is also required.

Students to supply

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

Training Delivery

Please refer to the Dual Diploma section under Training Delivery.



COURSES

SHB50216 Diploma of Salon Management



VET Student Loan available for full cost for eligible students

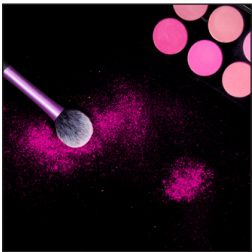
Are you wanting to own or manage a salon?

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

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

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

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



There are 10 units in the Diploma of Salon Management

Core units

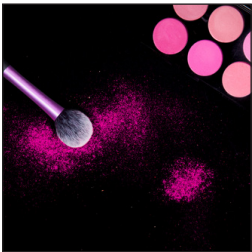
BSBHRM404	Review human resource functions
BSBHRM506	Manage recruitment selection and induction processes
BSBSUS501	Develop workplace policy and procedures for sustainability
SHBXPSM001	Lead teams in a personal services environment
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM003	Promote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

Elective units

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

ENTRY REQUIREMENTS

SHB50216 Diploma of Salon Management



Academy specific entry requirements:

- Minimum age of 16
- High standard of grooming
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Computer Requirements

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

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

TRAINING DELIVERY

SHB50216 Diploma of Salon Management



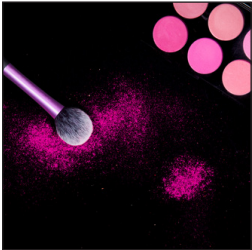
Training Delivery

Studied with SHB50121 as part of the Dual Diploma - 46 Weeks

Studied as a stand alone course - 26 weeks

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

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



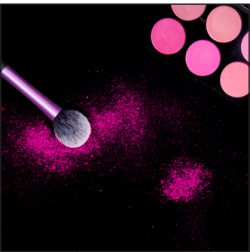
COURSES

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



Cost: This training is subsidised by the NSW Government

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



To enrol for Smart and Skilled funding you need to meet certain additional conditions.

To check if you are eligible, please visit the eligibility checker on the Smart and Skilled website: <http://smartandskilled.nsw.gov.au/are-you-eligible>.

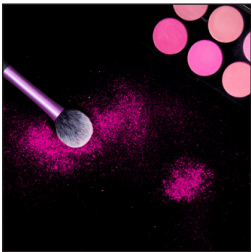
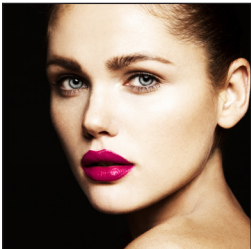
Further information can be found on the Smart and Skilled website:

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



COURSES

SHB40121 Certificate IV in Beauty Therapy



Core Units

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

Elective units

Group A: Infection control

- SHBBINF002 Maintain infection control standards

Group B: General electives

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

Other electives

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

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

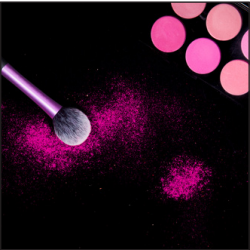
ENTRY REQUIREMENTS

SHB40121 Certificate IV in Beauty Therapy



Entry requirements

1. Must be employed as an Apprentice
2. Minimum age of 16
3. Language literacy and numeracy skills to read and comprehend learning materials and perform tasks related to the job description
4. Interpret workplace policies and procedures etc
5. Australian Citizen or Permanent Resident
6. A USI number



Enrolment Procedure

Please see the full enrolment procedure on our Website and in our Prospectus.

LLN Testing.

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



Computer Skills

Basic computer for research and assessments.

Students to supply

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

TRAINING DELIVERY

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



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

Day Classes - Face to Face

Available at Bella Vista.

Monthly intakes

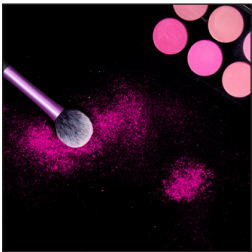
Day classes are held one day a week 9am – 5pm. This is combined with your on the job training. Please note: The course requirements are normally completed within 46 weeks, but as part of your apprenticeship a further two (2) years perfecting your skills in your workplace is required for successful completion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

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

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

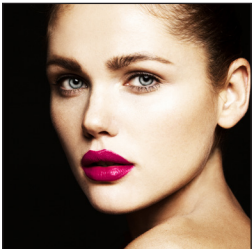
You access your assignments online, and your assessor will mark them electronically. You can view your records and grades easily at any time.

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



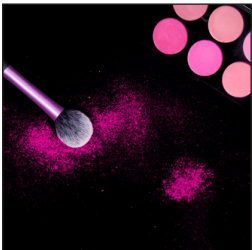
COURSES

Laser and Dermal Therapy Courses AABT5022 Advanced Laser IPL and Dermal Therapies



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

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



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

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



ACCREDITATION

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

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

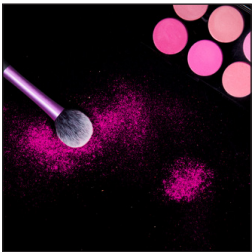
This course is approved by Tasmanian Department of Health (Radiation Protection Unit) for a full use laser license

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

COURSES

Laser and Dermal Therapy Courses

AABT5022 Advanced Laser IPL and Dermal Therapies



UNITS INCLUDED IN COURSE

- AABT001 Identify laser and IPL safety hazards and apply laser safety protocols to minimise risks
- AABT002 Consult with clients and design treatment programs for laser or IPL hair reduction
- AABT003 Perform laser or IPL hair reduction treatments
- AABT004 Consult with clients and design treatment programs for laser and IPL skin rejuvenation treatments
- AABT005 Perform Laser or IPL skin rejuvenation treatments
- AABT006 Consult with client and design specialised dermal therapy treatment programs
- AABT006A Consult with clients and provide advice on advanced dermal products
- AABT008 Consult with clients, design and perform LED light therapy treatments
- AABT009 Perform superficial skin needling treatments
- AABT010 Perform cosmeceutical peel treatments
- AABT011 Perform Hydro-dermabrasion and Microdermabrasion treatments
- AABT013 Provide Coolift facial rejuvenation treatments

COURSES

Laser and Dermal Therapy Courses

AABT5022 Advanced Laser IPL and Dermal Therapies

Unit Content

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

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

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

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

AABT003 Perform laser or IPL hair reduction treatments

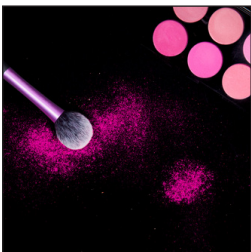
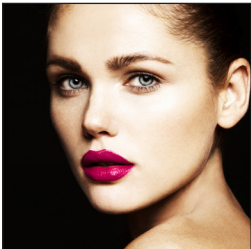
- Prepare clinical treatment area and laser equipment
- Prepare client and operator prior to treatment
- Perform laser or IPL hair reduction treatment
- Provide client with post treatment advice and pre-treatment advice

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

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

AABT005 Perform Laser or IPL skin rejuvenation treatments

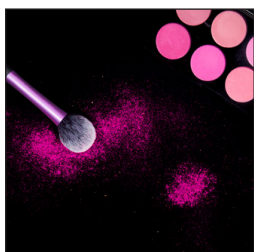
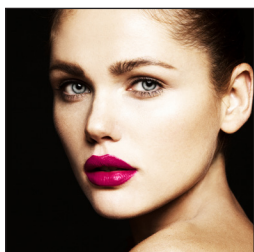
- Prepare clinical treatment area and laser equipment
- Prepare client and operator prior to treatment
- Perform laser or IPL skin rejuvenation treatment
- Provide client with post treatment advice and pre-treatment advice



COURSES

Laser and Dermal Therapy Courses

AABT5022 Advanced Laser IPL and Dermal Therapies



AABT006 Consult with client and design specialised dermal therapy treatment programs

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

AABT006A Consult with clients and provide advice on advanced dermal products

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

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

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

AABT009 Perform superficial skin needling treatments

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

AABT010 Perform cosmeceutical peel treatments

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

COURSES

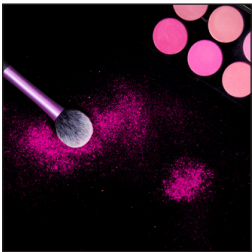
Laser and Dermal Therapy Courses

AABT5022 Advanced Laser IPL and Dermal Therapies



AABT011 Perform hydro-dermabrasion and microdermabrasion treatments

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



AABT013 Perform Coolifting treatments

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



ENTRY REQUIREMENTS

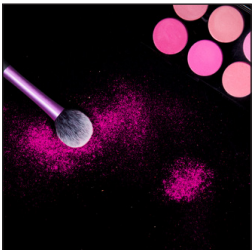
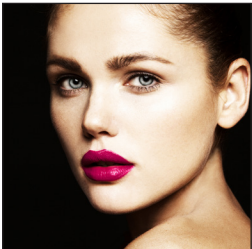
Laser and Dermal Therapy Courses AABT5022 Advanced Laser IPL and Dermal Therapies

Entry Requirements

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

Students to supply

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



TRAINING DELIVERY

Laser and Dermal Therapy Courses AABT5022 Advanced Laser IPL and Dermal Therapies

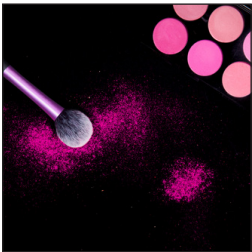


Available at Bella Vista, North Strathfield, Rockdale and Sydney CBD.

Attendance requirements

Semester 1

- 10 x 1 day per week for the theory component and practical competencies
- Weekdays and Saturdays are available
- Continuing and completing theory component online and with your trainer's assistance
- Plus 150 workplace learning hours in our student clinic practicing what has been learnt in class under the guidance of our fully qualified laser trainers and assessors
- We train on Candela and Adena machinery
- Self paced learning and assessment tasks
- Course time-frame is 46 weeks



Semester 2 - Clinical Placement

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



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

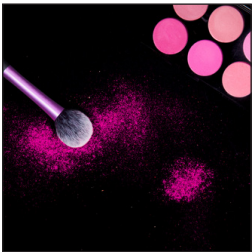
COURSES

Laser and Dermal Therapy Courses SHB60221 Advanced Diploma of Skin Therapy



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

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



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

This qualification provides a pathway to work in skin or beauty therapy clinics.

Possible job titles include:

- Beauty Therapist
- Skin Therapist



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

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

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

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

COURSES

Laser and Dermal Therapy Courses SHB60221 Advanced Diploma of Skin Therapy



15 units must be completed:

- 10 core units
- 5 elective units

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

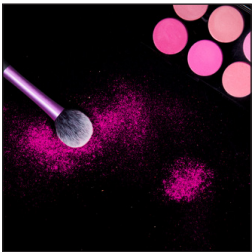
Core units

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

Electives

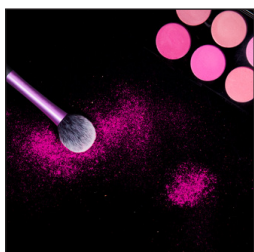
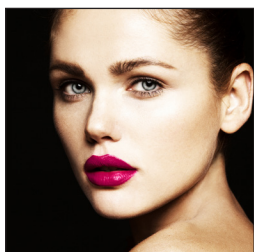
- SHBBSKT004* Design intense pulsed light skin treatment programs
- SHBBSKT005* Provide intense pulsed light skin treatments
- SHBBSKT006* Design laser skin treatment programs
- SHBBSKT007* Provide laser skin treatments
- SHBBHRS007* Provide laser hair reduction treatments

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



ENTRY REQUIREMENTS

Laser and Dermal Therapy Courses SHB60221 Advanced Diploma of Skin Therapy



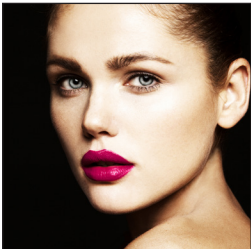
Entry Requirements

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

- SHBBFAS005 Provide facial treatments and skin care recommendations OR SHBBFAS002 Provide facial treatments and skin care recommendations
- SHBBFAS006 Provide specialised facial treatments OR SHBBFAS003 Provide specialised facial treatments
- SHBBINF002 Maintain infection control standards OR HLTINF005 Maintain infection prevention for skin penetration treatments
- SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy
- SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy
- Or who are able to demonstrate equivalent skills and knowledge to each of the above units of competency.
- All prospective students have a one on one interview with the Director of Enrolments prior to finalising enrolment application. This is to:
 - ensure the chosen course is appropriate for the student to undertake
 - identify the student's learning or other needs
 - ensure that the student understands their responsibilities
 - ensure that the student understands and agrees to abide by the Academy's policies and procedures
- A high standard of grooming and a caring nurturing personality are other requirements to being a successful laser and dermal therapist.
- Minimum age of 16 years
- Basic computer skills
- USI number is required
- Notebook and stationery for class
- Laptop required for class
- Computer and internet required for research and theory assessments
- Own email address
- Uniform (cost \$165)
- Closed in flat, black, rubber soled shoes

TRAINING DELIVERY

Laser and Dermal Therapy Courses SHB60221 Advanced Diploma of Skin Therapy



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

Attendance requirements

Semester 1

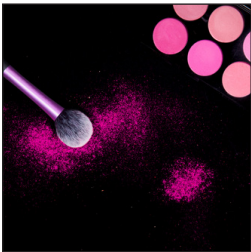
- 20 x 1 day per week for face to face theory and practical application (Weekdays and Saturdays are available)
- Self-paced study continuing and completing theory component online and with your Trainer's assistance

Semester 2

Clinical placement

- 150 practical hours in our Dermal clinic under the guidance of our fully qualified Laser and Dermal Therapy Trainers and Assessors
OR
- 100 practical hours for those already working in the industry under the guidance of externally, suitably qualified supervisors

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



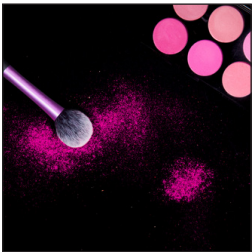
SHORT COURSES

SHBBMUP008 Apply Eyelash Extensions

Our Government accredited course runs over 3 full days tuition plus practice on clients.

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

For a list of starting dates, please visit the short courses section on our website aabt.com.au



Underpinning knowledge will include:

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

Practical skills will include:

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

Entry Requirements

- Nil

Student to Supply

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

Attendance

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

Self Paced Learning

You will be required to research this unit, complete tasks in the learner workbook and complete the underpinning knowledge outside of scheduled classes.

You are also required to practice on family and friends for approximately 5 hours a week for 6 weeks.

Assessment

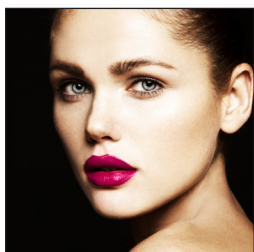
- Underpinning Knowledge
- 6 Practical Observations

Accreditation

This is a Government accredited course. A Statement of Attainment will be awarded upon successful completion of all assessments.

SHORT COURSES

SHBBFAS004 Provide Lash and Brow Treatments



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

For a list of starting dates, please visit the short courses section on our website aabt.com.au

Our government accredited course runs for approximately 6 weeks and includes:

- One full day practical tuition
- 20 hours practicing on paying clients in our spa
- Self paced learning
- An additional 8 hours of practical assessments on paying clients

Underpinning knowledge will include:

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

Practical skills will include:

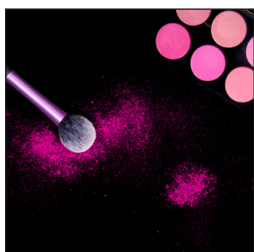
- Client consultation and designing a treatment plan
- Lash and brow tinting
- Lash lifting
- Brow shaping

Entry requirements

- Nil

Student to supply

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



SHORT COURSES

SHBBFAS004 Provide Lash and Brow Treatments



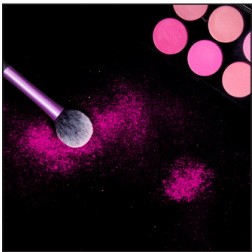
Attendance

Combination of face to face and self paced learning. Face to face learning will normally be 1 full day practical tuition and 20 hours practice on clients. You will also be required return to the Academy for 8 practical assessments.

Self Paced Learning

You will be required to research this unit, complete tasks in the learner workbook and complete the underpinning knowledge outside of scheduled classes.

You are also required to practice on family and friends. 5 hours per week is allowed for self paced learning.



Assessment

- Underpinning Knowledge
- 8 Practical Observations
- Research Task

Accreditation

This is a Government accredited course. A Statement of Attainment will be awarded upon successful completion of all assessments.



SHORT COURSES

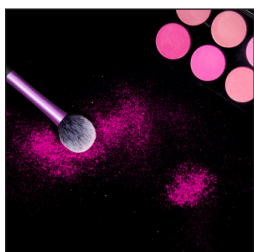
SHBINF002 Maintain Infection Control Standards



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

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

For a list of starting dates, please visit the short courses section on our website aabt.com.au



PRACTICAL SKILLS WILL INCLUDE

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

UNDERPINNING KNOWLEDGE INCLUDING

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



SHORT COURSES

SHBINF002 Maintain Infection Control Standards

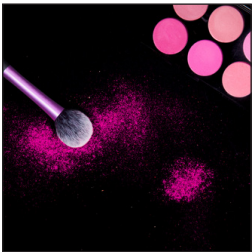


Entry requirements

- Nil

Student to supply

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



Attendance

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

Self Paced Learning

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



Assessment

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

Accreditation

This is a Government accredited course. A Statement of Attainment will be awarded upon successful completion of all assessments.

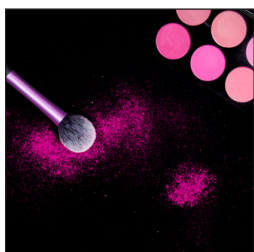
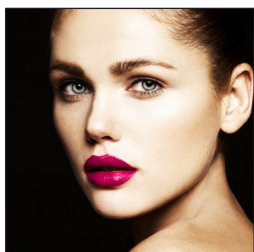
SHORT COURSES

SHBBMUP009 Design and Apply Make-up

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

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

For a list of starting dates, please visit the short courses section on our website aabt.com.au



PRACTICAL SKILLS WILL INCLUDE

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

UNDERPINNING KNOWLEDGE INCLUDING

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

SHORT COURSES

SHBBMUP009 Design and Apply Make-up

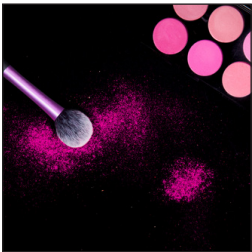


Entry requirements

- Nil

Student to supply

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



Attendance

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

Self Paced Learning

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

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



Assessment

- Underpinning Knowledge
- 4 Practical Observations

Accreditation

This is a Government accredited course. A Statement of Attainment will be awarded upon successful completion of all assessments.

TRAINING DELIVERY

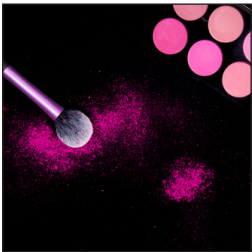
Structured Workplace Learning



Part of Your Training in a Real Salon

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

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

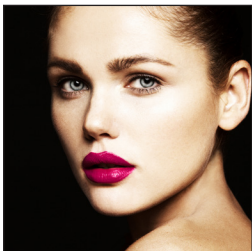


For this reason The Academy has a beautiful purpose built state-of-the-art Student Day Spa and Laser Clinic students not only perform all treatments on paying clients, they also manage the clinic become proficient at reception duties, balancing money, planning therapists work for the day, stock ordering,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



STRUCTURED WORKPLACE LEARNING

Clinic Hours



Attendance

Structured Workplace Learning

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

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

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

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

SHB50121 Diploma of Beauty Therapy

Full-Time Day Students

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

Evening Students

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

Distance students

Are required to begin structured workplace learning after first workshop

AABT5022 Advanced Laser IPL and Dermal Therapies

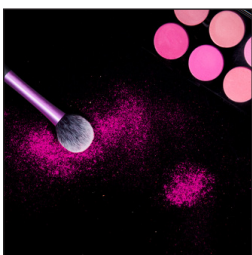
Students are required to complete 150 hours of structured workplace learning.

If a student is doing both Diploma of Beauty and IPL together, the amount of hours will be reduced to 100 hours for AABT5022 Advanced Laser IPL and Dermal Therapies and 400 hours for SHB50121 Diploma of Beauty Therapy (a total of 500 hours) as the units of one are often duplicated in another. For example, infection control is in both courses.

SHB50216 Diploma of Salon Management

Practical hours are completed in the Student Spa in conjunction with the Diploma of Beauty Therapy.

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



TRAINING RESOURCES

Training Resources and Facilities

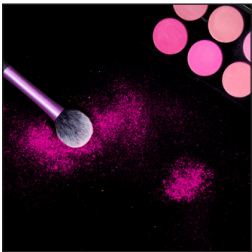


Training Environment

The Academy has state of the art facilities and equipment at each location including dedicated laser training rooms, Laser and Dermal Clinic, Student Spa, practical classrooms, theory rooms etc.

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

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



Training resources

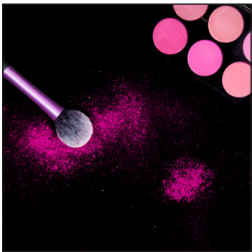
All students are provided with comprehensive vtraining and assessment material and resources relevant to their course through our Student Portal, Moodle.

This material includes:

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



TRANSITION



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

- informed as soon as practicable including prior to enrolment for superseded training products so they are not advantaged and there is as little disruption to their course of study as possible
- not enrolled in a training product that has been removed or deleted from the National Register and not enrolled in a product that will expire prior to course completion
- supported to complete the training product, transition to its replacement or transfer to another training product.
- where a training product on our scope of registration is superseded, all learners' training and assessment is completed, and the relevant AQF certification documentation is issued. Students that have not completed by the end date are transferred into its replacement and advised of equivalent and non-equivalent units and any additional units they need to complete.
- where an AQF qualification is no longer current and has not been superseded, all students' training and assessment is completed, and the relevant AQF certification documentation issued within the teach-out period.
- in addition to these policies and procedures the following documents are also part of the transition policy:
 - completion of scope transition plan
 - letter to students affected by transition to new course

UNIVERSITY PATHWAYS

Progression to Further Training



Obtain Your University Degree

The Academy has developed a pathway with Victoria University for our Diploma graduates to progress to a Bachelor of Dermal Sciences, and Southern Cross University for our Diploma of Salon Management graduates to progress to the Bachelor of Business in Hospitality and Tourism.

Victorian University

The course is available online plus face to face workshops as required.

Dermal therapies allows graduates to offer advanced treatments to their clients, and to work alongside health professionals in areas such as pre and post operative care to enhance the outcomes of plastic or cosmetic surgery. Microdermabrasion, lymphatic drainage, laser and Intense Pulsed Light, are some of the specific skills covered.

Graduates of the Australian Academy of Beauty Dermal and Laser who have completed their Diploma of Beauty Therapy, receive 12 months credit towards their degree.

For further information on this degree please visit: [Bachelor of Dermal Sciences](#)

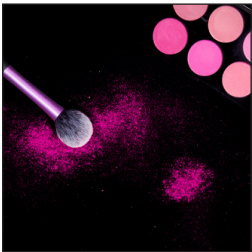
Southern Cross University

The Bachelor of Business in Tourism and Hospitality Management at Southern Cross University prepares students for a career in tourism and hospitality, providing a thorough understanding of tourism and hospitality management underpinned by core business skills.

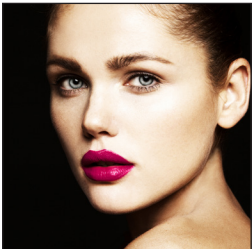
This course combines a rigorous and contemporary curriculum with practical industry-based experience and the opportunity to develop professional networks. Students will graduate with the skills and knowledge sought after in the tourism and hospitality industries.

A compulsory internship is a key feature of this course and counts as four compulsory units of the degree. During this internship, students establish valuable industry experience, confidence and networks.

For further information on this degree please visit: [Bachelor of Business in Tourism and Hospitality Management](#)



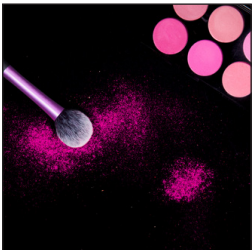
ASSESSMENT PROCEDURES



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

Your assessments must demonstrate that you can:

- perform the tasks
- handle unexpected issues
- work with others
- follow workplace policies, health and safety requirements, and legislation requirements at all times



The Academy's assessment strategies, including RPL, comply with the assessment requirements of SHB Hairdressing and Beauty Services training package and are conducted in accordance with the Principles of assessment and Rules of evidence.

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

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

Discussions of specific assessment needs for candidates with a disability or any other special need, are undertaken to ensure that no candidate is disadvantaged. There are no hidden agendas in the assessment procedures.

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

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

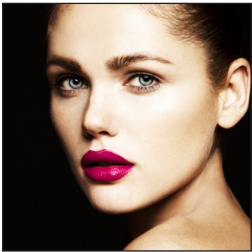
Variety of assessment strategies used

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

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

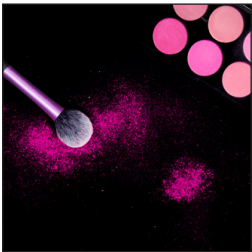


ASSESSMENT PROCEDURES



Additional evidence

- Short quizzes to assess underpinning knowledge
- Observation of processes and procedures
- Role play and simulation
- On-the-job tasks where applicable
- Case studies
- Critical incidents
- Documents, portfolios, log books
- Third party reports
- Presentations



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



In some cases the assessment is holistic in that it may integrate a number of tasks that make up a competency. The candidate will be made aware of how this will be carried out. As far as possible, verbal feedback will be given immediately for practical assessment. Assessors will upload practical assessment feedback to the Student Portal within a week of the assessment. Simulated practical tasks (role playing) may be required to demonstrate required skills that are not a common occurrence.

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

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

ASSESSMENT PROCEDURES



Assessment

Each unit of competency has several assessment methods which is outlined in the unit's assessment plan. All units will assess underpinning knowledge and practical skills.

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

If unsure of anything, please ask your assessor.

Underpinning Knowledge Assessments

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

You must achieve 100% to be assessed as satisfactorily completing the assessment task.

You are allowed 2 attempts to achieve 100%. If you do not achieve 100% after 2 attempts, your trainer will provide extra training in the areas required, and you will be then required to orally answer the questions. Your grade will then be adjusted accordingly.

Practical Observation Assessments

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

Grading

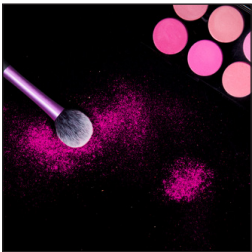
You will be marked as Satisfactory (S) or Not Satisfactory (NS).

Resit policy

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

Candidates with special needs

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



ASSESSMENT PROCEDURES

Recognition of Prior Learning



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

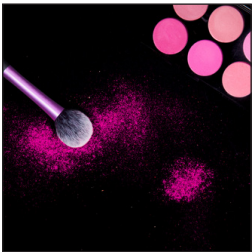
The Academy has a RPL policy which is offered to all applicants. Information about RPL is available on the Academy's website, in marketing and advertising materials and in various handouts. Further details are also included in the Student Handbook.

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

- Formal and informal training
- Work experience
- General life experience
- Any combination of the above

RPL may be undertaken by:

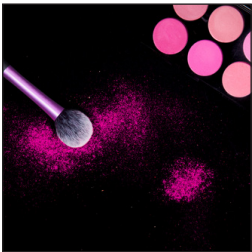
- Submission of appropriate and authorised documentation which clearly indicates prior qualifications, work, projects and experience
- Skills test observed by a qualified Assessor
- Submission of work/job experience documents
- Third party reports
- Any other evidence considered appropriate



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

ASSESSMENT PROCEDURES

Recognition of Prior Learning

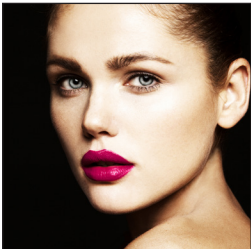


The overall process for applying for RPL is as follows:

- Applicant views pre-enrolment information on website and in prospectus
- Applicant contacts The Academy for guidance on how to proceed
- General RPL information is sent to applicant, together with an enrolment form and cost of RPL if applicable
- Applicant returns completed enrolment form to The Academy and makes payment if applicable
- Unit RPL assessment tool is sent to the applicant
- Applicant and assessor discuss and agree on the evidence the applicant will provide
- Applicant completes RPL assessment tool and evidence and submits to assessor
- Assessor reviews evidence, and may ask the applicant oral or written questions to ensure underpinning knowledge is current
- A skills test will be required to ensure practical skills are current and reflect accepted industry standards
- Assessor makes assessment decision and provides feedback to applicant
- If successful candidate issued with relevant qualifications RPL process recorded in student management system If student not successful assessor advises or additional training required
- RPL applications will attract a fee. A quote will be provided prior to the submission of an application which based on the assessment requirements to be undertaken.
- A quote will be provided based on work to be undertaken.

ASSESSMENT

Recognition of AQF Qualifications (Credit Transfer)



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

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

Credit Transfer procedures:

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

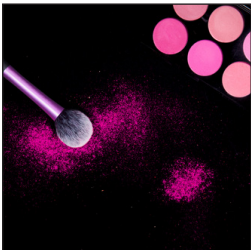
The Academy will take a photocopy of the student's documents for their records. Upon receipt, the Registrar will check for direct equivalence for the units(s) which credit transfer is being applied.

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

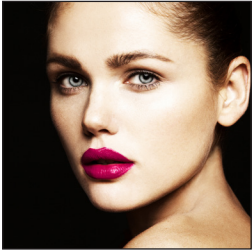
The Director of Studies, in consultation with the student, will determine the course of action to be taken to cover gap in currency with the units / modules new requirements.

The Academy will verify the authenticity of the submitted documentation by contacting the issuing RTO before granting credit. Upon authentication of AQF submitted documentation, a credit transfer will be recorded by the Registrar in student management system

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



ASSESSMENT

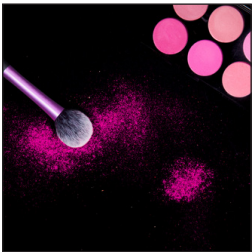


Missed Assessments

All candidates are required to submit theory assessments on time and attend all practical assessments on the scheduled date.

If you miss any assessments (including theory) a medical certificate from a legally qualified medical practitioner must be provided and you will be given extra time at no extra cost.

If you do not have a medical certificate or have not made a prior arrangement with the Director of Studies, there will be an additional cost of \$150 per assessment.



Plagiarism

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give the appropriate acknowledgement.

Candidates may use this type of information as long as the source is acknowledged.

This includes material from staff, students or the internet.

Where it is believed a student has cheated in this manner, in particular copying another student's work, the assessment will result in a failure. A student will need to pay extra fees to do this unit again.

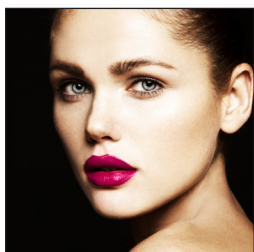
This is regarded as a very serious offence and can result in being asked to leave The Academy.

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



ASSESSMENT

Disputed Assessments



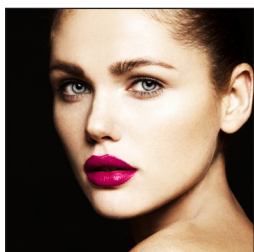
The Academy has an effective appeals procedure in relation to disputed assessments. This may vary slightly from the general complains and appeals procedures according to the circumstances. Every candidate has the right to appeal an assessment result. All candidates are made aware of the appeals procedure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

- The candidate must submit a Disputed Assessment Report completing the details requested to formalise the dispute within 2 weeks of the assessment.
- This form is available from the Director of Studies, susan@aabt.com.au
- The student first discusses the disputed assessment with the trainer/ assessor who may decide to give the student another similar assessment at a time and place suitable to both the student and assessor. The assessor will make a decision on the result of the second assessment. If the assessment is successful then it is recorded and dated on the Disputed Assessment Form.
- If the assessment is not successful, the assessor/trainer may indicate that further training is needed before another assessment is made. The decision is recorded. Arrangements can then be made for this training. If the student disagrees with this decision then he/she can request a meeting with the Director of Studies. Students may bring a third party to this meeting. If the student is under 18 years of age, The Academy will request a parent or guardian also attend.
- The Director of Studies will review the assessment evidence and may uphold the previous assessment or may request another assessment by a different assessor [may be an independent assessor external to The Academy] who is appropriately qualified. If this assessment is successful, then it is recorded and dated.
- If the student still disputes the assessment the grievance procedures detailed in this handbook should be followed.

Every attempt is made to solve the dispute in-house and students are given every support to achieve the competency. All matters related to the dispute are recorded and retained on the student's file. The Disputed Assessment Form is available on Moodle or from the Director of Studies.

ASSESSMENT

Student Access to Records

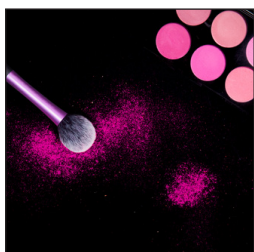


Student access to records

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

Moodle can produce a report on assessment tasks completed for a particular unit and a course.

As all our units of competency require many assessments over time, this report may be useful for students wishing to provide evidence of partial unit completion. It is provided to student on request.



Completion records are transferred to Wisenet from Moodle on completion of unit.

Records in our Student Management System, Wisenet include all enrolment information, Training Agreements, VET Student Loan Applications, USI numbers, unit and course completion information. These will be made available upon request immediately to all students.

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



All assessment records are kept on Moodle for at least 12 months then archived in the Moodle system.

All records of unit and course completion, enrolment documentation, USI numbers etc are kept in the student management system indefinitely but for a minimum of 30 years.

Students may be able to access records through USI.gov.au

Security and Integrity of records.

All assessment records in Moodle can only be accessed by student with a unique user name and password. Students are not to provide this information to another party. Trainers and administration personnel also have access to these records. Moodle records are housed on a secure site with regular backups.

Wisenet records are only accessible by the Administration manager and housed on a secure server site with regular backups

All computers with access to wisenet records require a user name and password to access.

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

Obtaining Records Should the RTO Cease to Operate

Should the Academy cease to operate our activity data is transferred to ASQA and students will be able to obtain records from the regulator: [ASQA Student Records](#)

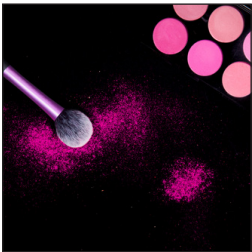
Records can also be obtained through USI.gov.au

This policy will be updated as new information and directions from ASQA become available.

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

ASSESSMENT

Successful Course Completion



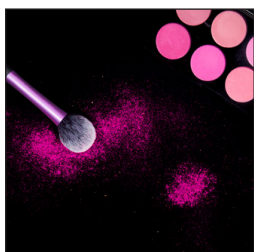
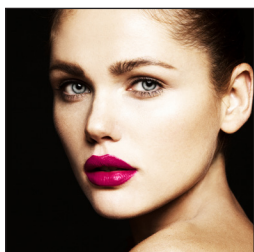
- Students must successfully complete the requirements of all prescribed units of study to obtain their certification in their enrolled course. This includes completing assessment tasks and attending class and clinic.
- Students are required to attend all classes, including practical clinic days, in order to satisfy requirements for each unit of study which makes up their course. Students not attending scheduled classes or clinics without approval of the Director of Studies in writing any more than 3 times for that unit of study, will not meet the requirements for that unit of study and a Not Yet Competent grade will be recorded. Additional fees must be paid to re-enrol in that unit. These additional fees are not covered under VET Student Loans
- Students are also required to complete all assessment tasks in the time-frame provided. Students who do not submit theory assessments on the due date, without permission of the Director of Studies, will not meet the requirements for that unit of study and a Not Yet Competent grade will be recorded. All assessments must be completed with a final satisfactory result to achieve competency for each unit.
- Student must completed all required practical clinic hours
- Students must pay all fees in full
- Student must complete all assessments at least 5 days prior to graduation to allow assessors time to mark, and preparation of relevant testamurs.



ASSESSMENT

Issuance of AQF Qualifications

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



- All assessments are signed off and dated by the assessor as well as by the student. The student is informed of the result
- The assessor makes a second check of the assessment record to ensure accuracy and to confirm the results. He/she signs and dates these results and recommends/not recommends the relevant award
- The assessor submits these records to the Director of Studies who will perform a final check for accuracy and completeness prior to submitting to the administration manager for recording in Wisenet and printing of awards and certification documents. The administration manager prints the awards and the CEO performs a final check before signing.
- All awards have a distinct registration number and this is recorded in our Wisenet student management system and available indefinitely. Past and current students are advised in student handbook how to access these records.
- The Academy only issues AQF certification documentation to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course. This is in accordance with AQF Qualifications Issuance Policy.
- A watermark or embossed seal to ensure its authenticity protects all documentation. All certification also includes RTO number, and NRT logo as per ASQA requirements
- Certification is provided to students within 30 calendar days of being assessed providing all fees have been paid.
- A student must hold a Unique Student Identifier number. We are not able to issue AQF certification documentation to a student unless we are in receipt of a verified Student Identifier for that student unless they are exempt under the Student Identifier Act 2014. Should an exemption apply results will not be accessible through the Commonwealth or on any authenticated VET transcripts prepared by the registrar. Students obtain a USI number from USI.gov.au. Please contact nicole@aabt.com.au if you require assistance obtaining a USI number.
- Our student management system Wisenet has an inbuilt process to verify student USI numbers. Strict security arrangements are in place to ensure the USI number is never distributed to unauthorised persons and its access is closely restricted to only those in our organisation who are authorised to access the information. The administration Manager records USI numbers in Wisenet. Access is only available to this system through a unique user name and password.
- AQF certification is only issued to the student, not a third party (eg: employer).
- Any replacement certificates incur a cost of \$50 per qualification.

STUDENT SUPPORT

Identifying Learning Needs



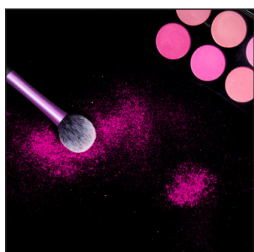
Each student is interviewed by the Director of Enrolments prior to course commencement to discuss the course generally and to question the student on his/her learning needs as well as on any factors the student may have that could affect progress through the course.

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

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

At interview the Director of Enrolments will discuss with the student such matters as:

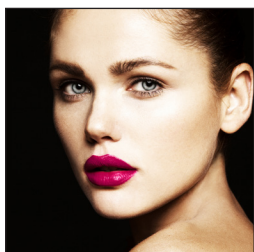
- Any previous courses attended that may relate to current course
- Current competencies related to the present course
- Current or past work experience that could be significant
- Any disabilities that need to be taken into account for the current course
- Language, literacy and numeracy levels commensurate with the course/ industry requirements
- Ascertaining, if possible, preferred learning styles
- Learning needs
- Additional needs for the wellbeing of the student
- Any matters the student may wish to raise related to course participation and completion of course
- Information from any RPL or Credit Transfer applications already submitted by the student
- Any other matters the Director of Enrolments thinks relevant to the student's needs in relation to the chosen course



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

STUDENT SUPPORT

Identifying Learning Needs

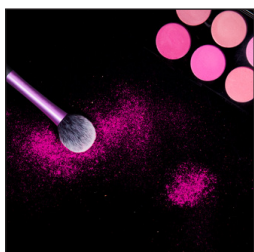


Pre enrolment

Each student is interviewed by the Director of Enrolments prior to course commencement to discuss the appropriateness of the course for students needs and to identify individual needs or support a student may have including any special factors that could affect student's progress throughout the course.

Relevant needs are documented in an individual learning plan and internal and external support services are made available to student

At this meeting we discuss the amount of training provided for the mode of delivery and determine existing skills, knowledge and experience that may reduce the required hours. Should a full qualification not be required the hours to deliver required units will be proportioned to full qualification.



Individual Learning Plan

An individual learning plan is created when an individual student has specific needs, may require additional support and adjustments may need to be made to our usual processes and practices

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



Feedback

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

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

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

Access to Trainers, Assessors, Management and other Staff

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

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

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

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

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

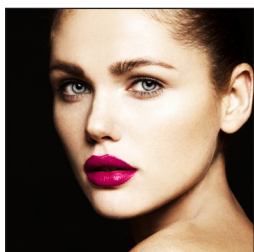
The CEO and Deputy CEO also have their emails and personal phone numbers listed.

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

The CEO and Deputy CEO normally respond to such contact within an hour.

STUDENT SUPPORT

Language Literacy and Numeracy and Digital Resource Support

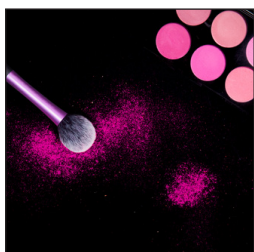


Language Literacy Numeracy (LLN) Support

All students are expected to have LLN skills to satisfactorily complete their course. Most students will be using VSL and have to provide additional evidence, but all prospective students will need to take part in our Academy specific LLN test.

Students whose first language is not English and who do not quite meet the entry requirements will be advised as to what support and assistance they can receive. Assistance will be given to these people by the staff.

Special attention is given to applicants from a non-English speaking background in relation to Language, Literacy and Numeracy. The Academy maintains a list of institutions that can provide LLN support.



LLN Testing for Non VSL students.

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



Digital Skills Training Support and Access to Resources

All students are expected to have basic computer skills as our assessments and resources are housed on our digital platform Moodle. As part of our orientation, all students are provided with training and guidance for accessing their Moodle portal and all resources. Our eLearning Director can provide individual training if required.

Should a candidate have no computer skills whatsoever, they will be referred to an external company for basic training.

Learning Resources

Our Moodle portal houses extensive resources for each unit including:

- Assessment plans
- Assessments
- Powerpoints
- Student workbooks
- Policies and procedures
- Additional relevant unit resources
- Relevant legislation
- Assessor guides

STUDENT SUPPORT

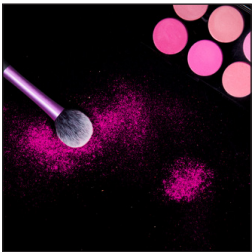
Welfare and Guidance Services



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

The Director of Studies has access to a wide range of specialised services that may be needed by students such as health services, pensions and benefits, pregnancy information, sexual assault help, crisis services and professional counseling services.

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



Counselling

If a student has an issue of a personal nature they may consult their Trainer or the Director of Studies.

The following steps will apply:

1. Consult with the Trainer
2. The Trainer, Director of Studies and student will discuss the issue
3. The Trainer, Director of Studies and student will decide on the best course of action i.e. solution plan or referral to a more specialist professional.
4. All counselling/private information will remain confidential at all times.

Any notes, records and referrals made during discussions with the Director of Studies will be dealt with in accordance with the General Privacy Statement set out in this handbook.

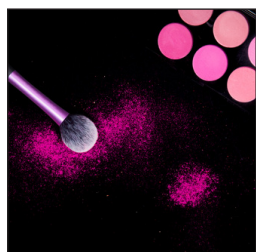
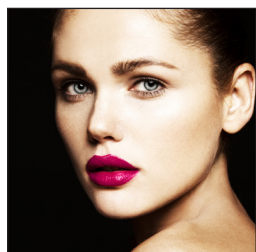
Private tuition is available for any student needing this help with any part of the courses offered.



STUDENT SUPPORT

Welfare and Guidance Services

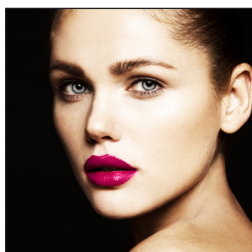
The following contact numbers may be useful for students:



Adult Survivors of Childhood Trauma	1300 657 380
Alcohol Counselling	9361 8000
Alcoholism	9387 7788
Ambulance	000
Anxiety (including phobias & Obsessive-Compulsive Disorder)	9389 3339
Asthma	1800 278 462
Aussie families (Accommodation)	9804 4700
Beyond Blue (Depression, Anxiety, Suicide Prevention)	1300 224 636
Caste Hill Dentist	9899 1404
Castle Hill Police	9680 5399
Centre for Drug and Alcohol NSW Health	1800 793 466
Centrelink	13 24 90
Computer skills tuition - Macquarie Community College	1300 845 888
Crime stoppers	1800 333 000
Crisis counselling	(02) 9951 5522
Depression (National initiative)	1300 224 636
Dept Fair Trading	13 32 20
Dept Immigration	13 18 81
Diabetes	1800 637 700
Disabilities	1800 029 904
Domestic violence	1800 737 732
Domestic violence	1800 656 463
Drug addiction (Christian help)	9418 8728
Drug addiction: Narcotics Anonymous	1300 652 820
Drug Counseling	9361 8000
Drugs and mental health	9358 6577
Eating disorders	9412 4499
Eczema	1300 300 182
Emergency services (police, fire, ambulance)	000
Epilepsy	9856 7090
Families & friends with mental illness	1800 187 263
Family planning information	1300 658 886
Flatmate finders (accommodation)	flatmatefinders.com.au
Gambling Counselling	9951 5566
Gay & lesbian counselling line	1300 735 030
G-Line (gambling)	1800 858 858
Grief support	137 788
Grief support	9519 2820
Headspace (National Youth Mental Health Foundation)	1800 650 890
Hepatitis C	9332 1599
HIV/AIDS	9332 9700
HIV/AIDS Support 13YARN.org.au	139 276
Human Rights and Equal Opportunity Commission (HREOC)	(02) 9284 9600
Kidshelpline (Young people 5 - 25 years, 24hrs/7days support)	1800 551 800

STUDENT SUPPORT

Welfare and Guidance Services



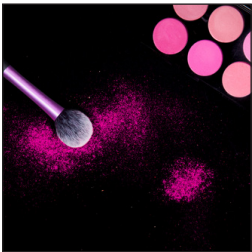
Legal information and advice	1300 888 529 (NSW)
.....	1300 792 387 (VIC)
.....	1300 651 188 (QLD)
Lifeline (phone counselling 24hrs 7 days a week)	131 114
LLN Support (TAFE free foundation classes)	131 601
Mental Health Advice	9816 5688
National Disability Abuse & Neglect	1800 880 052
National Disability Services NSW	(02) 9256 3111
North Strathfield Dentist	8756 5740
North Strathfield Medical Centre	9763 2864
North Strathfield Police Station	9746 7084
Norwest Medical Centre	8824 4716
NSW Women’s Refuge Resource Centre	(02) 9698 9777
Overseas Student Services (Migration Services).....	9389 8610
Poison Information Centre	131 126
Police Assistance Line (non-emergency)	131 444
Pregnancy counseling	1300 737 732
Qantas	13 13 13
QLife (support for LGBTI people).....	1800 184 527
Quest Apartments Castle Hill (accommodation)	8848 1500
Rape Crisis Centre	1800 424 017
Reading Writing Hotline	1300 655 506
Relationship counseling	9745 5544
Safework Australia.....	13 10 50
Schizophrenia	9879 2600
Serious illness (sufferers & families)	1300 364 673
Sexual Assault	1800 737 732
Smoking – Quitline	13 78 48
Suicide Callback Service.....	1300 659 467
Suicide Prevention Australia	(02) 9568 3111
Transcultural Mental Health Centre	9912 3851
Translating Service	131 450
Unifam Counselling & Mediation	1800 864 846
Victims of crime support	1800 737 377
Wesley Mission	(02) 9263 5555
Westmead Hospital	9845 5555
Women’s refuge referral service	1800 656 463
Work Cover NSW	13 10 50

INDUSTRY AND EMPLOYER ENGAGEMENT



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

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



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



Our industry Associations include:

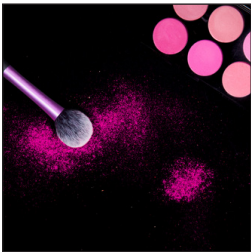
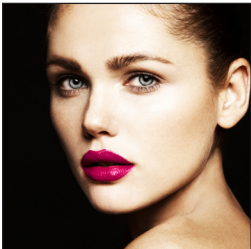
- ABIC - Aesthetic Beauty Industry Council
- HABA- Hair and beauty Association
- Australian Society of Dermal Clinicians
- Victoria University – Pathway to Bachelor of Dermal Sciences
- Southern Cross university – pathway
- A large number of high schools and respective Career teachers
- Apprenticeship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

Employer relationships include:

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

COURSE PROGRESS

Satisfactory Course Progress (Assessments)

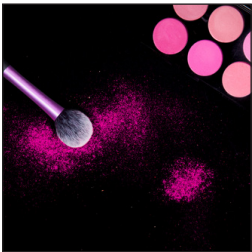
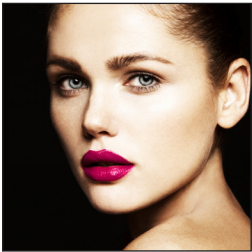


Satisfactory course progress

- All students are required to make satisfactory course progress
- Satisfactory course progress includes being assessed as competent in the progressive assessment tasks for each unit
- This involves
 1. Completing assessments on each unit by due date and completing the assessment correctly
 2. Completing all relevant class room assessments
 3. Being assessed as competent in final practical assessment
- If an assessment is not completed by the due date, a student will be advised they are not making satisfactory course progress for that unit of study, and stress the importance of completing assessments on time
- If this happens a second time, the student will be asked to attend The Academy for a discussion on their course progress and to see if there are genuine reasons why an extension of time should be given at no additional cost
- If after this counselling, a student still does not complete their assessment, they will be notified they will receive a Not Yet Competent for the unit and pay the \$150 reassessment fee.
- If a student is not yet competent after the above steps, they will need to re-enrol in the applicable unit of study at an additional cost, according to the applicable unit
- If a student has prior approval from the Director of Studies, to reschedule an assessment (available for genuine and compassionate circumstances), the student will be offered an extension of time to complete the assessment.
- If you are having difficulty keeping up with your learning and assessment activities, please discuss this with the Director of Studies who will organise support to ensure you have every opportunity to complete your studies.
- Genuine compassionate circumstances include sickness supported by a medical certificate (including that of a family member, being a victim of crime or domestic violence, or family death).
- The student is able to access The Academy's complaints and appeals processes

COURSE PROGRESS

Satisfactory Course Progress (Attendance Requirements)



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

1. All students are expected to arrive at The Academy 15 minutes before lessons begin. If a student expects to be late, the trainer must be notified by 8.30am
2. Lessons will commence at 9.00am sharp and in fairness to other students will not be delayed
3. If a student needs to leave for any reason during the day, the trainer must be notified for safety and well-being reasons
4. As clinic days are to prepare you for expectations in the workforce, all students must arrive 15 minutes prior to commencement
5. All students must sign in each day and sign out when they leave electronically. This is your only proof of attendance to fulfil course requirements.

Procedure to follow if unable to attend class or clinic

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

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

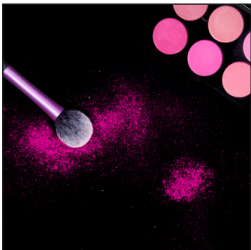
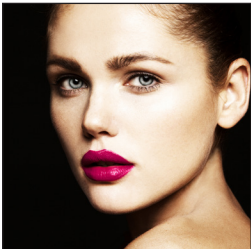
These additional charges are required for trainer and assessor additional administration.

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

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

COURSE PROGRESS

Satisfactory Course Progress (Attendance Requirements)



All attendance is strictly monitored

- Students are required to scan their student card on arriving. This attendance program clearly shows the code and name of the unit being studied that day
- All students are required to attend 90% of the scheduled tuition hours and clinic practical hours for each unit of study and for the course as a whole
- Attendance is monitored daily by individual trainers and management on a weekly basis
- Should a student not be able to attend their schedule day, trainer must be notified on the day.
- The only reasons for non attendance are:
 - Sickness – medical certificate required
 - Extension of time form emailed to Director of studies
 - Permission given in writing by Director of Studies
- Students that do one of the above will be able to schedule make up classes at no extra cost.
- Should a student not attend a class or clinic day and have not advised their trainer and organised a makeup day, student will be required to pay \$150 to make the day up outside the normal schedule for this lesson. This must be paid before final certification.
- Should a student not attend for 2 or more weeks without approval in writing from Director of Studies, the student will be notified that they are not satisfying course attendance for that particular unit, and risk not completing that unit
- If the attendance does not improve, the student will be asked to attend The Academy for a discussion on The Academy's attendance policies and to see if there are genuine reasons why an extension of time should be given at no additional cost
- If the student still does not attend, and the Academy has not approved an extension of time, a letter is sent called " Non-attendance warning letter"
- If the student still does not contact the Academy or still not attend, another letter is sent called "Intention to cancel enrolment "
- If after 2 weeks, there is still no communication or attendance, the enrolment is cancelled and student is emailed letter called "cancellation of enrolment letter"

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

COURSE PROGRESS

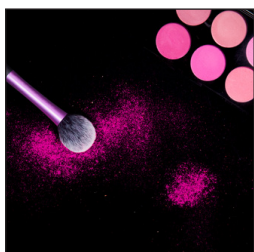
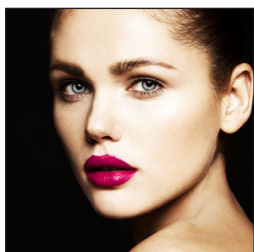
Extension of Time

This policy extends to all students

For the purposes of this policy, the term Extension of Time is used to describe a student who has already started course and needs extra time to complete due to compassionate grounds or medical reasons.

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

This policy extends to all students who have been offered enrolment at The Academy.



COURSE PROGRESS

Course Deferral

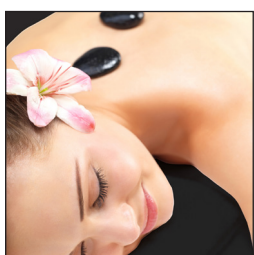
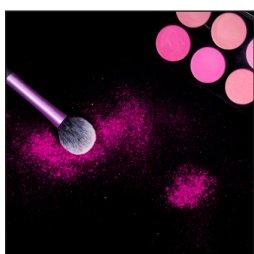
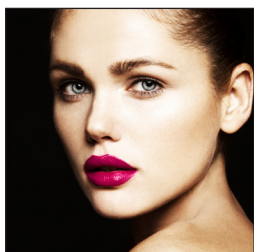
This policy extends to all students.

For the purposes of this policy, the term Deferral is used to describe a student who has been offered a place in the course that does not intend to take up the offer on the date specified. It also refers to students who have already started a course and wish to stop their course and are unable to engage in any way for a period of time. This may be due to compassionate grounds or medical reasons.

Procedure

1. All requests for a deferral are to be made in writing by completion and lodgement of a *deferral* form.
2. Students who have been offered a place in a course but who have not yet commenced are permitted to defer the commencement of their enrolment for a maximum of one year.
3. Students who have commenced their course and wish to defer their time on compassionate grounds may extend for up to one year.
4. Any request for a deferral beyond the period permitted will be at the discretion of the Director of Studies.
5. All requests for a deferral must be approved by the Director of Studies in writing.
6. Where a student has been granted a deferral, it is imperative that he/ she notify The Academy as to when they intend to take up the offer or return to their studies at least one (1) month prior to the scheduled commencement date. This notification must be in writing.
7. Only one deferral will be granted per course.
8. In the event that no communication is received from a student who has deferred their course commencement one (1) month prior to the next scheduled course commencement date for the course, an email will be sent to the student seeking instructions as to their intentions to continue with their course.
Failure to respond to this letter within one (1) month will result in the student's enrolment being cancelled and a discontinuation email will be sent to the student's last advised email address on file.
9. When a Deferral form is submitted to the director of studies a progression form will be activated and you must check "Deferred" on this form.
On your return to studies, another progression form will be activated, and you check "continuing"
10. In the event a student does not apply for a deferral, or course withdrawal and a census date has passed, the Applicable vet loan for that unit of study will be payable
11. Should a student wish to re-enrol after abandoning their course, full cost of course is payable.

This policy extends to all students who have been offered enrolment at The Academy.



COURSE PROGRESS

Withdrawal and Refund Policy for Approved Courses



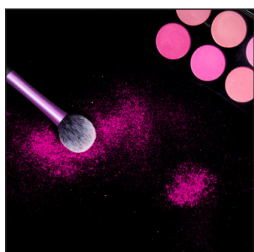
Definitions

Student: refers to an eligible student who uses a VET Student Loan to pay all or part of their tuition fees.

Course: refers to a course that has been approved for eligible students to use a VET Student Loan to pay for all or part of their tuition fees.

Tuition Fees: refers to fees paid for a Course.

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



1. Withdrawal from a Course

A withdrawal of a Student's enrolment in a part of a Course before the Census Day for that part of the Course must be in accordance with this policy.

A Student of Australian Academy of Beauty Dermal and Laser Pty Ltd (the Australian Academy of Beauty Dermal and Laser) who wishes to withdraw from a Course must do so by completing a Withdrawal Form available on our website: www.aabt.com.au and sending it by email to: susan@aabt.com.au



The Australian Academy of Beauty Dermal and Laser will not charge any fees for a Student to withdraw or impose any barriers on a student that seeks to withdraw from a course or part of a course.

Upon receipt of a withdrawal form, the Deputy Director of Studies, will contact the student by phone if possible, and by email to discuss possible alternatives to withdrawal. This may include, changing mode of delivery, extending the course etc. The Student will also be reminded of their VET Student Loan obligations.

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

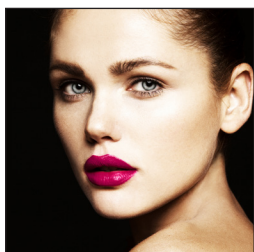
- date of Withdrawal Letter
- courses or part courses that the student is withdrawing from
- relevant census dates
- VSL Debt

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

Where a Student withdraws from a course, or a part of a course the Australian Academy of Beauty Dermal and Laser will not, after the withdrawal, enrol the Student in a Course or a part of a Course without the written permission of the Student (which must be given after the withdrawal).

COURSE PROGRESS

Withdrawal and Refund Policy for Approved Courses



2. Refunds

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

In the event of a Student withdrawing from a part of the Course after the Census Day for that part of the Course no refund is applicable and the Student will incur a VET Student Loan debt for that part of the Course.



3. Payment of Refunds

Refunds will be paid within 30 days of the Census Day of that part of the Course to which the withdrawal applies. Student is to nominate their bank account details and money will be paid by electronic transfer. The Academy is not responsible for incorrect details supplied.

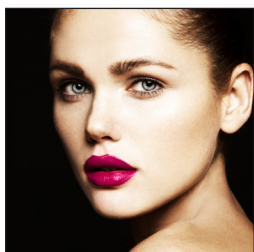
4. Publication March 28th, 2023

This Withdrawal and Refund Policy for Approved Courses is made available to Students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser on our website: <https://www.australianacademyofbeautytherapy.com/vet-student-loans/>



COURSE PROGRESS

Withdrawal and Refund Policy for Non VSL Approved Courses



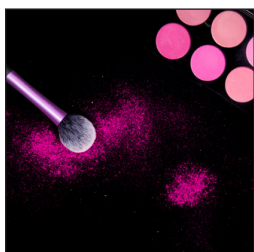
This withdrawal and refund policy is intended to be just and fair.

Definitions

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

Course: refers to a course that is not approved for eligible students to use a VET student loan

Tuition Fees: refers to fees paid for a course



1. Withdrawal from a course

A student of Australian Academy of Beauty Dermal and Laser Pty Ltd who wishes to withdraw from a course must do so by completing a withdrawal form available on the Student Portal (Moodle) and sending it by email to: susan@aabt.com.au. Withdrawal is effective from the date that the Withdrawal Form is emailed to the Director of Studies.

The Australian Academy of Beauty Dermal and Laser Pty Ltd will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a course or part of a course.

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

Where a student withdraws from a course, or part of a course, the Australian Academy of Beauty Dermal and Laser Pty Ltd will not, after the withdrawal, enrol the student in a course or part of a course without the written permission of the student (which must be given after the withdrawal).



2. Refunds

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

No refund is applicable to any time prior to the withdrawal letter being sent, whether the student has been in attendance or not.

Example: Student pays for SHB50121 Diploma of Beauty Therapy upfront \$24,838

Student withdraws after 23 weeks (course length 46 weeks)

Refund applicable \$12,419.

3. Payment of Refunds

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

COURSE PROGRESS

Withdrawal and Refund Policy for Non VSL Approved Courses

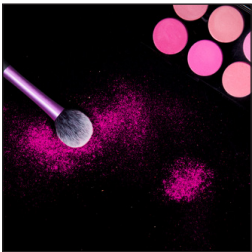


4. Cancellation by RTO

Should the Academy not proceed with a course, or cancel a course, or stop providing a course after it has started, all fees paid will be refunded for any part of the course not delivered.

Refunds are paid within 30 days of notification of course cancellation.

Student is to nominate their bank account details and money will be paid by electronic transfer. The Academy is not responsible for incorrect details supplied.



5. Cooling off period

Students have a minimum two (2) days cooling off period for payment of student contribution fees.

Students may access our complaints and appeals policy if they are unhappy with any part of the refund process.

6. No refund

As per NSW Fair Trading legislation pertinent to the provision of services, there is no refund of fees or any prepaid amount for:

1. Any poor and/or non-attendance
2. Poor behaviour
3. You provided false or misleading information
4. You failed to comply with the conditions of the Australian Academy of Beauty Dermal and Laser Pty Ltd



7. There is no cost to withdraw

COURSE PROGRESS

Abandoning Studies

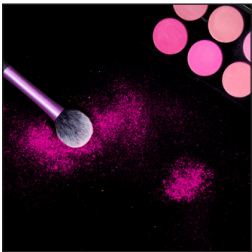


Abandoning Studies

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

If you do not come to class or do not complete your underpinning knowledge assessments it is not The Academy's role to find out why. You must contact us for a withdrawal or extension of time or you will still be eligible for your VET Student Loan debt.

The Withdrawal form is located on Moodle and the Academy website aabt.com.au.



DISCIPLINARY PROCEDURES

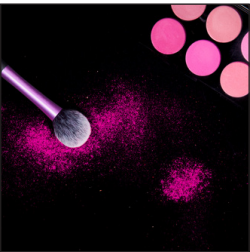
General Misconduct



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

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

If a student is unable to abide by The Academy's rules and regulations then they may be requested to not return to the college premises for a specified duration of time stated by the Director of Studies.



General Misconduct

Students who do not comply with the Academies Code of Conduct, rules and regulations and grooming and appearance standards or engage in general or academic misconduct will be notified of the breach via email and a meeting organised immediately with the Director of Studies.

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

Penalties imposed will take into account the nature and the extent of the misconduct.

General misconduct is that which:

- Contravenes any legislation or regulations
- Contravenes the policies and procedures in this handbook
- Acts dishonestly in relation to admissions to The Academy or fails to comply with conditions agreed to in the contract
- Obstructs any member of staff in the performance of their duties
- Alters any documents or records
- Harasses or intimidates another student, a member of staff, a visitor to The Academy or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason including through social media.
- Steals or destroys any property of The Academy's including product.



DISCIPLINARY PROCEDURES

General Misconduct

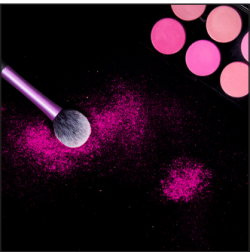


Academic Dishonesty

- All students are expected to maintain high standards of academic honesty and integrity.
- Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.

Students are considered guilty of cheating if they seek to gain advantage by unfair means or facilitate dishonesty such as:

- Cheating or intentionally using or attempting to use unauthorised materials, information or study aids.
- Fabrication or intentional falsification or invention of any information or citation
- Plagiarism i.e. intentionally or knowingly representing the words or ideas of another as one's own.
- Having another person complete your assignments



DISCIPLINARY PROCEDURES

Academic Integrity Policy



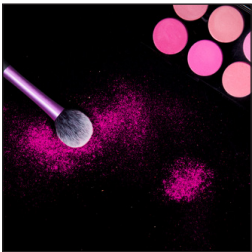
Context

A key objective of Australian Academy of Beauty Dermal and Laser Pty Ltd is to foster integrity in the pursuit of knowledge and to produce graduates with a strong sense of professional ethics. It is the shared responsibility of the whole academy community to create an intellectual environment where academic honesty, critical judgment, and independent scholarly learning are well understood and highly valued.

Students have an obligation to work independently and apply scholarly academic conventions in assessments and other forms of assessment tasks. Teaching staff have an obligation to educate their students in studying ethically and understanding the policies that govern academic integrity.

Any form of cheating, plagiarism or collusion, or other forms of dishonesty, devalues the quality of student learning and undermines the academic standards of the academy.

There are serious consequences for students who do not act honestly and with integrity during their studies.



Definitions

Academic integrity: the embodiment of the values of honesty, trust, fairness, respect and responsibility in scholarship.

Exclusion: the cancellation of a student's enrolment in their course and the termination of their rights and privileges as a student of the Academy including the right to re-enrol in their course or be admitted to another course, for a defined period (two years). An excluded student may apply for re-admission to any Australian Academy of Beauty Dermal and Laser Pty Ltd courses according to the enrolment policy at the expiration of the exclusion period.

Expulsion: the permanent exclusion of a student with no right to re-apply for admission.

Procedural fairness: a fair and proper procedure appropriate to the circumstances, where decisions are made without bias and are supported by evidence and communicated with reasons.

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

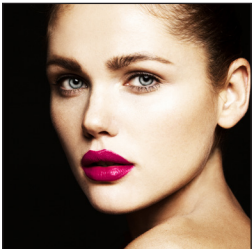
Scope

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



DISCIPLINARY PROCEDURES

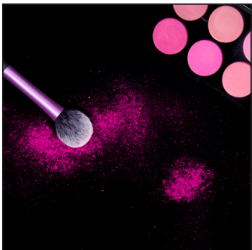
Academic Integrity Policy



Principles

This policy reflects the following principles:

1. Academic honesty and integrity in assessment practices are fundamental to the nature of learning and quality at all education levels;
2. All students and staff have an obligation to respect the rules and practice of academic honesty and integrity, and uphold the high academic standards of the Academy
3. Students will be provided with induction, and on-going guidance and support in understanding academic conventions and the requirement for independent learning;
4. The procedures for addressing academic misconduct will be applied fairly and consistently, exhibit procedural fairness and will take into account the extent and type of academic misconduct, student's stage in the course, and any history a student has in breaching this policy; and
5. Current best practice will inform the regular review of this policy and related procedures.



Academic misconduct

Academic misconduct takes place when students act dishonestly in an assessment task or assessment in order to gain an unfair advantage for themselves or other students. Acts of academic misconduct are considered to be misconduct as defined under our conduct policy.

Examples of academic misconduct include:

Plagiarism

Plagiarism occurs when a student submits work for assessment which includes the words or ideas of others without appropriate attribution or reference to the original author. Students must make themselves aware of acceptable referencing practices as plagiarism is considered a serious breach of academic integrity principles.

Some examples of plagiarism are:

- direct copying of sentences, paragraphs or other extracts from someone else's work without appropriate acknowledgement. Such work includes published or unpublished documents, designs, sounds, images, photographs and films, data and computer code;
- paraphrasing someone else's work without acknowledgement by way of reference to the original work; and
- using facts, information and ideas directly derived from an identifiable source without acknowledging the source.

DISCIPLINARY PROCEDURES

Academic Integrity Policy

Cheating in assessments

Cheating in an assessment includes any action or attempted action designed to gain an unfair or dishonest academic advantage. For example, cheating occurs when students:

- have access to unauthorised material during the assessment;
- sit an assessment on behalf of another student or permit another student to sit an assessment on their behalf;
- read, copy from or otherwise use another student's work, or knowingly allow another student to read, copy or otherwise use their work in an assessment;
- assist any other student in completing their assessment, either directly or indirectly;
- accept assistance from any person during an assessment other than authorised staff; and
- inappropriately obtain prior knowledge of an exam's contents and/or expected answers.
- The Academy's Assessment Procedures includes information about the conduct expected of students in assessments.

Collusion

Collusion occurs when there is unauthorised collaboration in the preparation and production of work for assessment which is presented as a student's own individual effort.

Collusion includes:

- inappropriately assisting other students in the production of an assessment task;
- accepting inappropriate assistance in the production of an assessment task;
- submitting work which is the same, or substantially the same, as another student's piece of work for the same assessment task;
- submitting files to assignment sharing websites; and
- assisting another student to plagiarise material or cheat in an assessment.

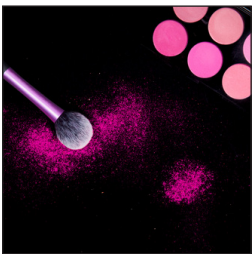
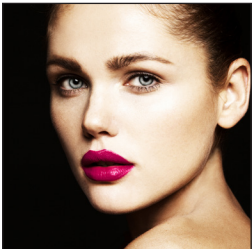
Ghost writing

Ghost writing occurs where a person other than the student has authored, either wholly or in part, a piece of assessment and the student presents the assessment piece as if they themselves have wholly authored the assessment. The student does not have to have remunerated the third-party for ghost writing to have occurred.

Other forms of academic misconduct

There are many ways in which a student might attempt to deliberately gain an unfair advantage by dishonest means. Some examples are:

- submitting fabricated or falsified data as if they were genuine;
- inventing references, quotes or sources;
- submitting the same, or substantially the same piece of work for assessment in one or more different subjects; and
- falsely indicating attendance at an activity when attendance is an assessment requirement.



DISCIPLINARY PROCEDURES

Academic Integrity Policy

Responsibilities of students and staff

In general, a student must maintain the highest standards of honesty in all aspects of their scholarly endeavours in order to preserve the value and quality of their learning. They must not submit another person's work as their own, or submit work created with the assistance of others unless collaborative work is expressly allowed. All students must learn and observe the accepted academic referencing and other academic requirements of their field/s of study.

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

Allegations and penalties for academic misconduct

All allegations of academic misconduct will be investigated by the Director of Studies or delegate, and if substantiated will result in the provision of academic counselling and may result in penalties appropriate to the case. In a case where the conduct of the student prejudices the interests of other students or the integrity of the assessment scheme itself, the conduct will be referred for action under our conduct policy.

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

- type of academic misconduct;
- extent of academic misconduct;
- experience of the student;
- prior offenses, if any (this will include prior offenses in other courses at the Academy);
and
- student's stage or level in the course.

An academic misconduct may be deemed minor or significant:

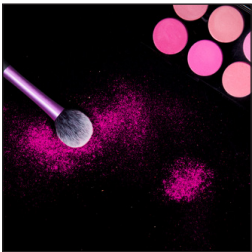
1. Significant - based on available evidence, an academic misconduct is deemed significant if it:
 - is or appears to be deliberately planned, and/or
 - is or appears to be substantial in scale or scope.
2. Minor – based on available evidence, any academic misconduct that is not deemed significant will be deemed minor.

Initial and minor academic misconduct

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

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

- a downgrade in the mark or an Unsatisfactory outcome for the relevant assessment item or task. The degree of academic misconduct should be considered when applying the penalty for initial breach of this policy. Any mark awarded will be based on the content of the submitted work that has not been part of the academic misconduct; or



DISCIPLINARY PROCEDURES

Academic Integrity Policy



- the student undertaking an alternative assessment task where the opportunity to plagiarise has been removed (e.g. an oral or invigilated individual assessment) In describing the outcome of a substantiated case of academic misconduct, the student will be provided with notification that a subsequent finding of academic misconduct, regardless of severity, may result in a Not Yet Competent result of the relevant subject, suspension or exclusion.

Initial and significant academic misconduct

A first-time substantiated breach of this policy that is assessed as significant will be recorded on the student's file and will result in the provision of academic counselling to ensure the process is an educative one for the student.

Given the significant nature of the breach, a penalty will also apply. One or more of the following penalties may be imposed:

- student to undertake an alternative assessment task where the opportunity to plagiarise has been removed (e.g. an oral or invigilated individual assessment);
- a downgrade on the mark or an Unsatisfactory outcome for the relevant assessment item or for the assessment task;
- a zero mark or Unsatisfactory outcome for the assessment task, but may be a more significant penalty with regard to the factors listed in this section; or
- a downgrade on the final grade in the subject.

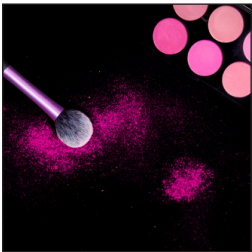
In describing the outcome of a substantiated case of academic misconduct, the student will be provided with notification that a subsequent finding of academic misconduct, regardless of severity, may result in a Not Yet Competent result of the relevant subject, suspension or exclusion.

Second and minor academic misconduct

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

Given the repeated nature of the breach, a penalty will also apply. One or more of the following penalties may apply:

- student to undertake an alternative assessment task where the opportunity to plagiarise has been removed (e.g. an oral or invigilated individual assessment);
- a downgrade on the mark or an Unsatisfactory outcome for the relevant assessment item or for the assessment task;
- a zero mark or Unsatisfactory outcome for the assessment task, but having regard to the factors listed in this section may also be a more significant penalty; or
- a downgrade on the final grade in the subject.



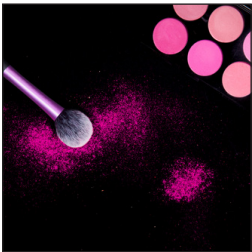
DISCIPLINARY PROCEDURES

Academic Integrity Policy



In describing the outcome of a substantiated case of academic misconduct, the student will be provided with notification that a subsequent finding of academic misconduct, regardless of severity, may result in a Not Yet Competent result of the relevant subject, suspension or exclusion.

Note: a third instance of minor academic misconduct will be processed according to Second and significant academic misconduct, or subsequent breaches (see next section), regardless of the severity of the breach.



Second and significant academic misconduct, or subsequent breaches

A second and significant substantiated breach of this policy or a breach of any kind for the third or more time will be recorded on the student's file and will result in one or more penalties.

Given the repeated and/or significant nature of the breach, the penalty will be a Not Yet Competent outcome for the subject, but having regard to the factors may also be a more significant penalty, including but not limited to:

- a probationary period of up to two years, during which time any further breaches result in automatic exclusion;
- referral to the conduct policy with a recommendation of suspension for one or more study periods; or
- referral to the conduct policy with a recommendation of exclusion from the course.



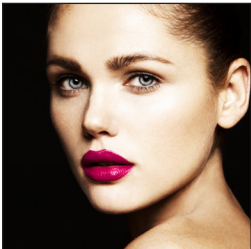
Complaints and Appeals

Students dissatisfied with outcomes and penalties applied under this policy have access to the appeals process outlined in the Student Complaints Policy.

DISCIPLINARY PROCEDURES

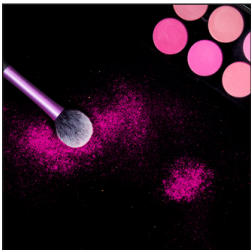
Bullying and Harassment Policy

Racial Discrimination



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

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



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

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



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

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

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

Disability Policy

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

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

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

Limitations of Disability Policies

However, Workplace Health and Safety is of paramount importance to those working in the beauty industry. As such, the welfare of self and others is at stake, which demands complete gross and fine motor skills, full mobility and full use of all the senses as a base requirement. Some medications or conditions may require a medical release form to ensure safety for treatment recipient.

DISCIPLINARY PROCEDURES

Bullying and Harassment Policy

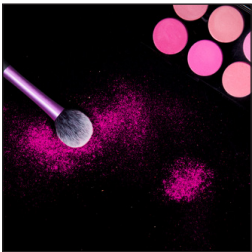


Bullying and Harassment

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

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

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



What is Bullying and harassment?

Bullying is any behaviour towards another that is offensive, abusive, belittling, intimidating or threatening - regardless of whether this is face-to-face, indirectly, or via social media.

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

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

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

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

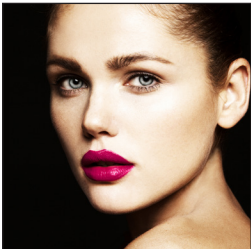
By implementing this policy, we strive to achieve the following objectives:

- Facilitate equitable access to participation in training and assessment for both learners and staff including through supporting an inclusive learning environment where student and staff diversity is valued and accommodated.
- This includes a particular focus on ensuring all training and assessment is culturally safe for First nations peoples and that Aboriginal and Torres Strait Islander students are supported to engage with VET and achieve positive outcomes.
- Create a working environment which is free from discrimination, harassment and bullying and where all learners, employees, contractors and clients are treated with dignity, courtesy and respect.
- Implement continual professional development training be able to support learners and staff particularly with mental health needs, and allegations of bullying or harassment.
- Provide an effective procedure for complaints regarding harassment, bullying or any sort of discrimination based on the principles of natural justice.



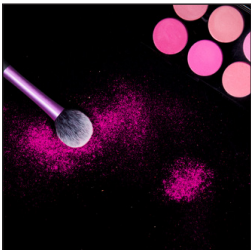
DISCIPLINARY PROCEDURES

Bullying and Harassment Policy



- Treat all complaints in a sensitive, fair, timely and confidential manner
- Guarantee protection from any victimisation or reprisals
- Encourage the reporting of behaviour which breaches this Discrimination and Harassment Policy
- Always ensure the safety of minors.
- Support staff and student's wellbeing, mental health and safety always

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



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

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



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

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

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

Social Media Bullying

Bullying is any behaviour towards another that is offensive, abusive, belittling, intimidating or threatening - regardless of whether this is face to face, indirectly, or via social media. Cyber bullying is a form of harassment carried out through an internet service such as an email, a public or private chat group, instant messaging and public posts through web pages like Facebook and multimedia apps such as Instagram and Snapchat.

The Academy believes every person within its community has the right to participate in an environment that is safe and healthy, and to be treated with respect, dignity and fairness. The Academy expects those who are part of its community, when using social media, show courtesy and respect to others. It should not be used to abuse others, expose them to offensive or inappropriate content or to disrespect the Academy or members of its community.

To this end, the Academy has developed the following policy to provide direction for employees and students when participating in social media activities.

DISCIPLINARY PROCEDURES

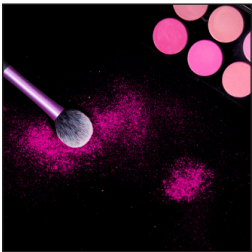
Bullying and Harassment Policy



Social Media Use

When using social media, students are expected to:

- Demonstrate appropriate personal and professional behaviour
- Consider whether what is posted reflects on your professional and personal character, and how it could affect the welfare of others
- Ensure your online behaviour reflects the same standards of honesty, respect and consideration that a person uses when communicating face-to-face
- Respect the rights, privacy and confidentiality of others
- Ensure all content published online is accurate and not misleading
- Not post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, violent, racist, sexist, homophobic, pornographic, infringes copyright or is otherwise unlawful, or may cause damage to the Academy's reputation or bring it into disrepute
- The possession or publishing of inappropriate photos containing underaged students carries a criminal charge as outlined by federal law.



Even with privacy settings, what a person says online should be in keeping with the expectations outlined above. A private conversation may still end up being shared into a more public domain. As such, a person is always responsible for what they post as students of the Academy regardless of circumstances of intention.



Any breach of this policy will be considered as serious. All reports of cyberbullying and other technology misuses will be investigated and may result in a notification to Police depending on the severity of the incident.

Sexual Harassment

It is the policy of the Australian Academy of Beauty Dermal and Laser that all staff and students should enjoy a working environment free of all forms of discrimination, including sexual harassment. No employee or student, either male or female, should be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

If a student or staff member experiences such conduct, confidential advice and assistance about procedures is available from the Director of Studies.

Complaints of sexual harassment will be dealt with promptly, strictly confidentially, sympathetically and impartially by the Director of Studies with due regard for the sensitivity of the issue and the privacy and rights of the individual concerned. Sexual discrimination is not tolerated. The Academy adheres to all legislation regarding sexual discrimination. Procedures are similar to those of racial discrimination. The Director of Studies is responsible for the implementation of the policy.

DISCIPLINARY PROCEDURES

Misconduct Notification



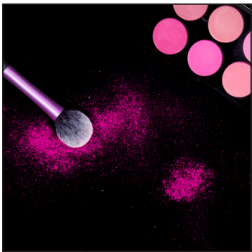
Misconduct notification

A student will be issued with a misconduct email if they are found with the following:

- Failed to comply with college rules and regulations
- Breached grooming and appearance standards

If the misconduct continues, a further meeting will be scheduled with the Director of Studies, which may result in being asked to leave the academy. Students can be suspended from class for:

- Non-payment of fees by the due date
- Non-attendance without substantial reason and supporting documentation
- Disruptive behaviour
- Attending classes under the influence of drugs or alcohol
- Not abiding by the Code of Practice
- Theft from The Academy or another student
- Bullying, racist behaviour or comments or harassment of any student
- Plagiarism



Misconduct form

1. A student will be issued with a misconduct form if they are found with the following:

- failed to comply with College Rules and Regulations
- breached Grooming and Appearance Standards

The Trainer will discuss the reason with the student.

Both parties will then sign the form and details filed and recorded in our student management system.

1. If a second cause for concern form is issued, a meeting will be scheduled with the Trainer, Director of Studies and student. This may be conducted via telephone. The student will be asked to sign a record of the meeting and the concluded outcome. The signature acknowledges that the record of the discussion is accurate.
2. If the student continues with their behaviour a third and final meeting will be scheduled with the CEO. The student will be asked by The Academy why their enrolment should be continued. Details are documented in the student file and recorded in the student management system. No refund will be given if suspension is the final outcome.
3. The student has the right to appeal. If the student is unhappy with the result they can use The Academy's Grievance, Complaints and Appeals procedures.

STUDENT GRIEVANCE

Grievance Policy and Procedures

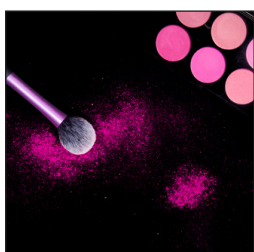


Definitions

For the purposes of this policy:

Student/s refers to all persons enrolled with Australian Academy of Beauty Dermal and Laser Pty Ltd including persons enrolled in an approved course under the VET Student Loans Act 2016. For the purposes of non-academic grievances, the term Student also refers to a person seeking to enrol with Australian Academy of Beauty Dermal and Laser Pty Ltd.

Complainant A person enrolled or seeking to enrol with Australian Academy of Beauty Dermal and Laser Pty Ltd, including persons enrolled in an approved course under the VET Student Loans Act 2016, or who is a parent or legal guardian of a person enrolled or seeking to enrol and such person is under 18 years of age who have lodged a grievance with Australian Academy of Beauty Dermal and Laser Pty Ltd.



1. Overview

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

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

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

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study. Grievance procedures are publically and readily available on our website and in the Student Handbook and Prospectus.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

If a Student chooses to access this grievance handling procedure, Australian Academy of Beauty Dermal and Laser Pty Ltd will maintain the Student's enrolment while the grievance and appeals process is ongoing.



STUDENT GRIEVANCE

Grievance Policy and Procedures



2. Responsibility

The CEO is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation during staff induction and Students and Complainants are made aware of its availability through student orientation and our website.

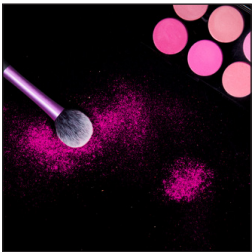
3. General principles

These principles, which will be adhered to by the Australian Academy of Beauty Dermal and Laser Pty Ltd, apply to all stages of this grievance procedure:

- Learners are supported to provide feedback and make a complaint when required
- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance and appeals process.
- The Complainant and any respondent will have the opportunity to present their case at each stage of the grievance and appeals procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) at their own cost if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of at least five years. These records will be kept strictly confidential and stored electronically. Access to these records may be requested by parties who have used this procedure by writing to the CEO sue@aabt.com.au.
- A Complainant shall have access to these grievance procedures at no cost.
- Australian Academy of Beauty Dermal and Laser Pty Ltd will analyse all grievances and appeals to determine any underlying causes and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that all decisions arising from the grievance procedure are fully implemented.

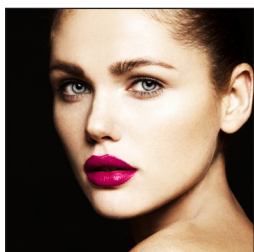
4. What is a grievance?

A grievance is generally negative feedback about services or people which has not been resolved locally.



STUDENT GRIEVANCE

Grievance Policy and Procedures



5. Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- Australian Academy of Beauty Dermal and Laser Pty Ltd as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of Australian Academy of Beauty Dermal and Laser Pty Ltd, its trainers, assessors or other staff or visiting industry experts; or
- a student of Australian Academy of Beauty Dermal and Laser Pty Ltd.



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

6. Relationship to continuous improvement

Frequently, the grievance handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement.

This outcome of grievances handling is very positive and should be actively applied by all persons involved. It is for this reason that grievances received from stakeholders should be seen in a positive light and as opportunities for improvement.



7. Informal Grievance Procedures

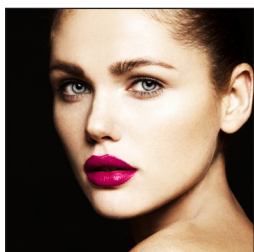
An informal grievance is a matter which has a minor impact on the services provided by the Australian Academy of Beauty Dermal and Laser Pty Ltd, for which the complainant does not feel will require significant action to resolve i.e. the air conditioning is too cold or not working.

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that grievances can be avoided by proper communication and respect between persons involved.

All Complainants are encouraged to discuss grievances at any time by talking directly with the person concerned and or with the Director of Studies.

STUDENT GRIEVANCE

Grievance Policy and Procedures



8. Formal Grievance Procedure

8.1 Stage 1

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

To make a formal grievance, the Complainant is required to complete the Australian Academy of Beauty Dermal and Laser Pty Ltd - Grievance Form. This form is available on the website and student portal. It can also be obtained from the Australian Academy of Beauty Dermal and Laser Pty Ltd office by contacting the Deputy CEO.

The completed Grievance Form can be submitted to the Deputy CEO, Olivia Figliuzzi via email to olivia@aabt.com.au

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

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

A person who makes a grievance will be provided a written acknowledgement of receipt as soon as possible and not later than 24 hours from the time the grievance is received. This acknowledgement is intended to provide the Complainant assurance that Australian Academy of Beauty Dermal and Laser Pty Ltd has received the grievance and will review the relevant issues and provide a response. The acknowledgement will inform the Complainant that they will receive a written response including reasons for the decision within 15 working days.

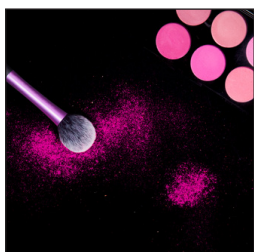
Where a grievance is made about or involves allegations about another person, Australian Academy of Beauty Dermal and Laser Pty Ltd is obliged to inform this person about this grievance or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via electronic means.

The Australian Academy of Beauty Dermal and Laser Pty Ltd will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or grievance will be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.



STUDENT GRIEVANCE

Grievance Policy and Procedures

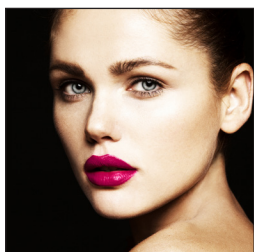


Where a grievance is received by Australian Academy of Beauty Dermal and Laser Pty Ltd which involves allegations about alleged criminal conduct, Australian Academy of Beauty Dermal and Laser Pty Ltd will recommend the Complainant refer the matter to the relevant State or Territory Police Service.

- The handling of a grievance will commence within five (5) working days of receipt and all reasonable measures are taken to finalise the process as soon as practicable.
- The Complainant is to be provided a written response to the grievance, including details of the reasons for the outcome. A written response must be provided to the Complainant within fifteen (15) working days of the lodgement of the grievance.
- The Complainant will be advised of their right to access Stage 2 of this procedure (Appeals) if they are not satisfied with the outcome of Stage 1.
- Australian Academy of Beauty Dermal and Laser Pty Ltd shall maintain the enrolment of the Complainant during the grievance handling process.
- Decisions or outcomes of the grievance handling process that find in the favour of the Complainant shall be implemented immediately.
- Grievances are to be handled in the strictest of confidence. No Australian Academy of Beauty Dermal and Laser Pty Ltd representative is to disclose information to any person without the permission of the CEO. A decision to release information to third parties can only be made after the Complainant has given permission for this to occur. This permission should be given using the Information Release Form which is available on Moodle Learner platform.
- Grievances are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the grievance handling process. This means that the Complainant is entitled to be heard with access to all relevant information and with the right of reply. The Complainant is entitled to have their grievance heard by a person that is without bias and may not be affected by the decision.
- Any decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed in the Student Handbook.
- Grievance handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

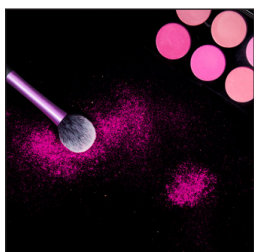
STUDENT GRIEVANCE

Grievance Policy and Procedures



Informing Persons and Responding to Allegations

Where a grievance involves one person making allegations about another person, it is a requirement for Australian Academy of Beauty Dermal and Laser Pty Ltd to hear both sides of the matter before making any judgements about how the grievance should be settled. A person who will be affected by a decision made by Australian Academy of Beauty Dermal and Laser Pty Ltd as a result of a grievance has the right to be fully informed of any allegations and will be provided adequate opportunity to be heard and respond.



The person has the right to:

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



Australian Academy of Beauty Dermal and Laser Pty Ltd also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the Complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to appeal or seek a third-party review of decisions made by Australian Academy of Beauty Dermal and Laser Pty Ltd.

8.2 Stage 2 (Appeals)

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the CEO of Australian Academy of Beauty Dermal and Laser Pty Ltd. This should be in writing and sent by email to sue@aabt.com.au. The CEO will notify the Complainant of receipt of the appeal within 5 working days.

The Complainant's appeal will be determined by the CEO who will conduct all necessary consultations with the Complainant and other relevant persons and 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 20 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved. Each part to the review may be accompanied or assisted by another party, at that parties cost.

STUDENT GRIEVANCE

Grievance Policy and Procedures



8.3 Stage 3. External Review

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

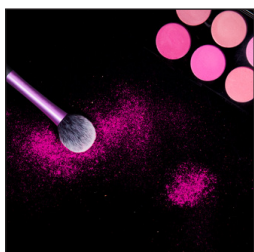
Level 1, 13- 15 Bridge Street, Sydney NSW 2000

Phone: 02 9251 3366

Free call: 1800 651 650

Fax: 02 9251 3733

Email: infoaus@resolution.institute



The Complainant and any other party to the grievance will be advised in writing of the outcome of the external review, including the reasons for the decision within 20 working days. The Australian Academy of Beauty Dermal and Laser Pty Ltd will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt. Each party to the review may be accompanied or assisted by another party, at that party's cost.



Timeframes for Resolution of Grievances

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

Record Management of Grievance Records

Records relating to grievances may present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and there may be hard copy records which are submitted by the Complainant or generated by Australian Academy of Beauty Dermal and Laser Pty Ltd. There is also a record of the grievance maintained within the Australian Academy of Beauty Dermal and Laser Pty Ltd Wisenet student management system and also in the Student Portal (Moodle).

This includes the details about the grievance and a diary log which records the progress of the grievance handling and closure. This record also records identified opportunities for improvement that result from grievances handling. Results of grievances are also discussed at Management and Staff Meetings. Relevant improvements to policies and procedures are discussed, implemented and recorded in the Continual Improvement Register.

All records regardless of their format will be saved in a digital format into a secure folder located on the Australian Academy of Beauty Dermal and Laser Pty Ltd file storage.

STUDENT GRIEVANCE

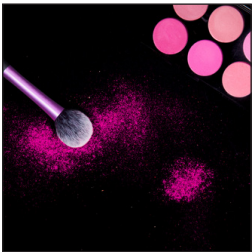
Grievance Policy and Procedures



Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the CEO. Records stored on Google Drive are to be accessible only to RTO data administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of Complainants.
- Records must be kept avoiding damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.



Period of retention of Grievances Records

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

Destruction of Grievances Records

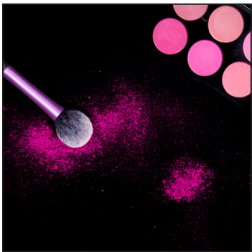
Australian Academy of Beauty Dermal and Laser Pty Ltd CEO is the only person who can authorise (in writing) the destruction of grievance handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before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



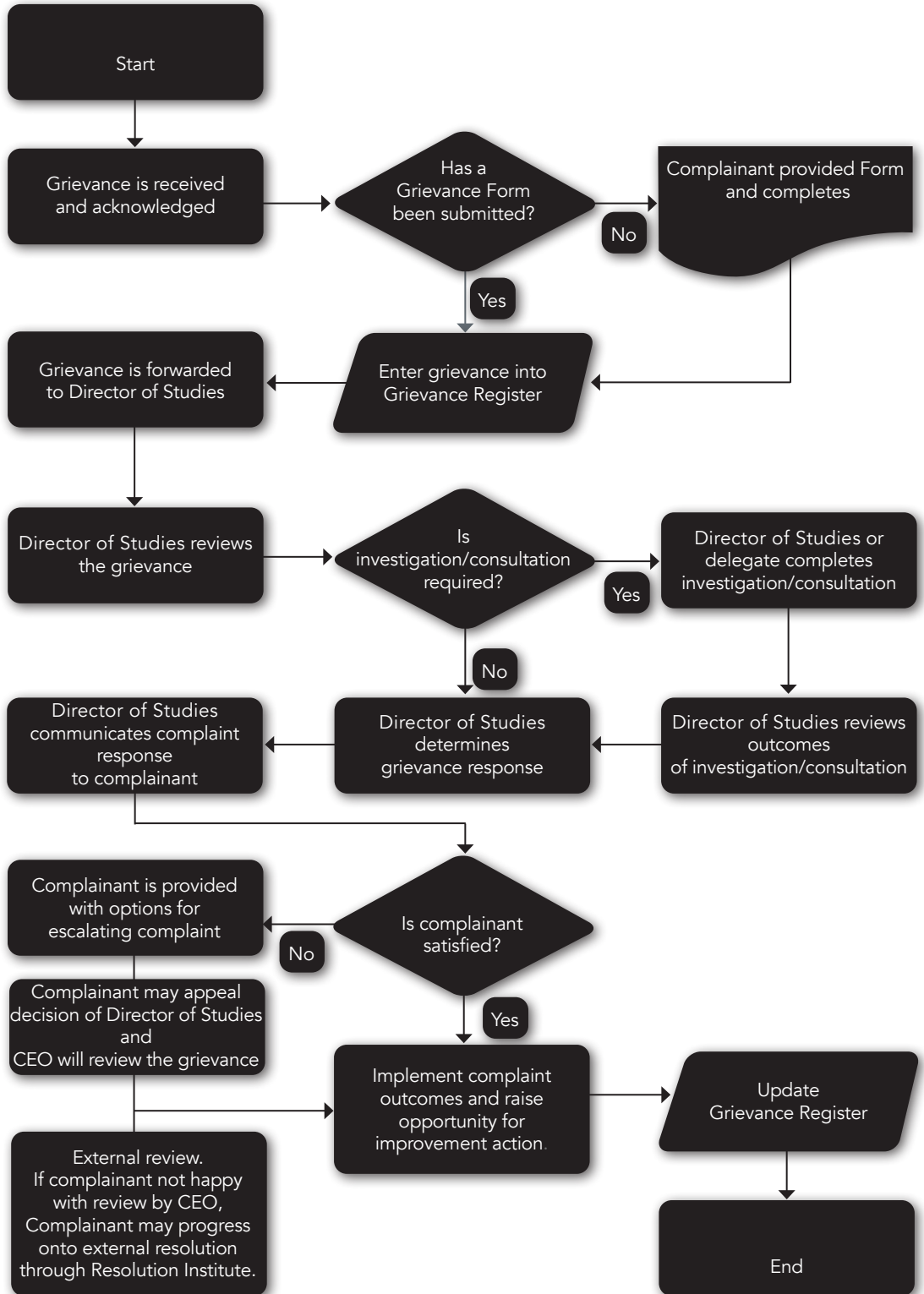
Publication March 1st, 2021

STUDENT GRIEVANCE

Policy and Procedures



Complaints Handling Process



STUDENT APPEALS

Appeals Against Academic Decisions

Appeals Handling

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

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with Australian Academy of Beauty Dermal and Laser Pty Ltd. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty-eight (28) working days of the decision or finding is informed to the learner.

It is important to note that a learner may appeal any decision made by Australian Academy of Beauty Dermal and Laser Pty Ltd or a third party providing services on Australian Academy of Beauty Dermal and Laser Pty Ltd behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Australian Academy of Beauty Dermal and Laser Pty Ltd may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early resolution of appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made.

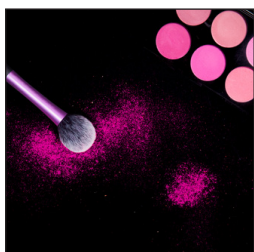
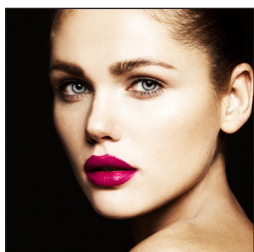
Relationship to continuous improvement

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making an appeal

An appeal must be received by Australian Academy of Beauty Dermal and Laser Pty Ltd in writing using the specified form within twenty eight (28) working days of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the Australian Academy of Beauty Dermal and Laser Pty Ltd - Request for Appeal of a Decision. This form is available via our website. The completed Request for Appeal form is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:



STUDENT APPEALS

Appeals Against Academic Decisions



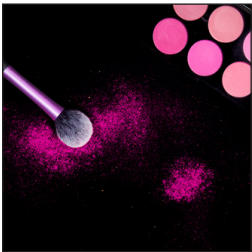
Unit H140 Lower level
28-32 Lexington Drive
Bella Vista. NSW. 2153
Or
susan@aabt.com.au

If a person seeking an appeal has any difficulty accessing the required form or submitting the appeal to Australian Academy of Beauty Dermal and Laser Pty Ltd, they are advised to contact Australian Academy of Beauty Dermal and Laser Pty Ltd immediately at the following phone number: 0413 593 177

Appeal handling procedure

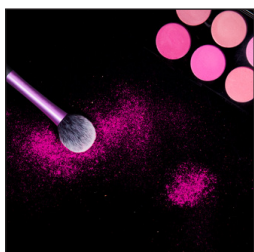
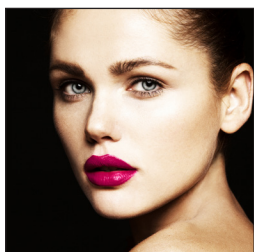
Australian Academy of Beauty Dermal and Laser Pty Ltd will apply the following procedure to its appeals handling:

- Appeals must be lodged within **twenty eight (28) working days** of the decision or finding being informed to the person. An appeal must be submitted using the Australian Academy of Beauty Dermal and Laser Pty Ltd - Request for Appeal of a Decision.
- A person who submits an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the appeal is received. This acknowledgement is intended to provide the person making an appeal assurance that Australian Academy of Beauty Dermal and Laser Pty Ltd had received the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person making an appeal that they will receive a written response within 14 days.
- A written record of all appeals is to be kept by Australian Academy of Beauty Dermal and Laser Pty Ltd including all details of lodgement, response and resolution. The appeals register within Google Drive is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel.
- An appellant is to be provided an opportunity to formally present his or her case at no cost.
- Each appellant may be accompanied and/or assisted by a support person at any relevant meeting at own expense.
- The Appeals Policy must be publicly available. This means that the appeals policy and procedure must be published on the Australian Academy of Beauty Dermal and Laser Pty Ltd website.
- The handling of an appeal is to commence within **seven (7) working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.



STUDENT APPEALS

Appeals Against Academic Decisions



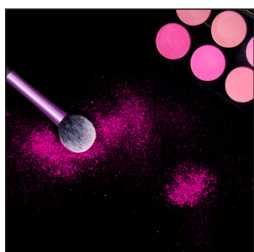
- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within **fourteen (14) working days** of the lodgement of the appeal.
- Appeals must be resolved to a final outcome within **sixty (60) calendar days** of the appeal being initially received. Where Australian Academy of Beauty Dermal and Laser Pty Ltd CEO considers that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Australian Academy of Beauty Dermal and Laser Pty Ltd should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) calendar days is considered acceptable and in the best interest of Australian Academy of Beauty Dermal and Laser Pty Ltd and the appellant. An appellant should also be provided with regular updates to inform them of the progress of the appeal handling. Updates should be provided to the appellant at a minimum of **two (2) weekly intervals**.
- Australian Academy of Beauty Dermal and Laser Pty Ltd shall maintain the enrolment of the appellant during the appeal handling process.
- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.
- Appeals are to be handled in the strictest of confidence. No Australian Academy of Beauty Dermal and Laser Pty Ltd representative is to disclose information to any person without the permission of Australian Academy of Beauty Dermal and Laser Pty Ltd Chief Executive Officer. A decision to release information to third parties can only to be made after the appellant has given permission for this release to occur. This permission should be given using the Information Release Form.
- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Third Party Review

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

STUDENT APPEALS

Appeals Against Academic Decisions



an independent person. To request a review by an independent person, the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Australian Academy of Beauty Dermal and Laser Pty Ltd Chief Executive Officer will advise of an appropriate party independent of Australian Academy of Beauty Dermal and Laser Pty Ltd to review the appeal outcome (and its subsequent handling) and provide advice to Australian Academy of Beauty Dermal and Laser Pty Ltd in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations **within fourteen (14) working days** of their review being requested. This advice is to be accepted by Australian Academy of Beauty Dermal and Laser Pty Ltd as final, advised to the appellant in writing and implemented without prejudice.

Where the Australian Academy of Beauty Dermal and Laser Pty Ltd appoints or engages an appropriate independent person to review an appeal, the Australian Academy of Beauty Dermal and Laser Pty Ltd will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Australian Academy of Beauty Dermal and Laser Pty Ltd may seek the person seeking an appeal to contribute to the cost of engaging this person to undertake the review. This is advised to the person seeking an appeal within the Student Handbook.

Where an appeal is received by Australian Academy of Beauty Dermal and Laser Pty Ltd and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the appeal is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Appeals

Where the appellant remains not satisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

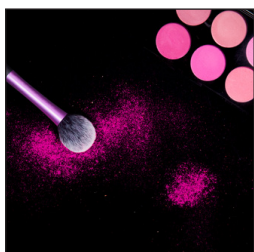
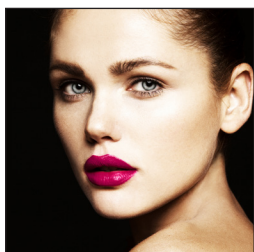
- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

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

The Australian Academy of Beauty Dermal and Laser Pty Ltd is to cooperate fully with agencies such as the National Training Complaints Service or ASQA that may investigate the handling of an appeal. Australian Academy of Beauty Dermal and Laser Pty Ltd considers that it would be extremely unlikely that appeals are not able to be resolved quickly within Australian Academy of Beauty Dermal and Laser Pty Ltd internal arrangements.

STUDENT APPEALS

Appeals Against Academic Decisions



Record Management of Appeals Records

Records relating to appeals will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the appellant or generated by Australian Academy of Beauty Dermal and Laser Pty Ltd. There is also a record of the appeal maintained within the Australian Academy of Beauty Dermal and Laser Pty Ltd student management system Wisenet. This includes the details about the appeal and a diary log which records the progress of the appeal handling and closure. Outcomes are discussed at management meetings and recorded in the Continual Improvement Register. This record also records identified opportunities for improvement that result from appeals handling.

All records regardless of their format will be saved in a digital format into a secure folder located on the Australian Academy of Beauty Dermal and Laser Pty Ltd file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on Google Drive are to be accessible only to Google Drive administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of the appellant.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

Period of retention of Appeals Records

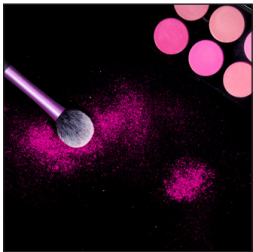
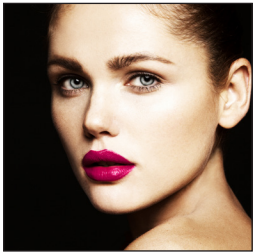
Australian Academy of Beauty Dermal and Laser Pty Ltd is to retain records relating to appeals handling for a minimum of five (5) years.

Destruction of Appeals Records

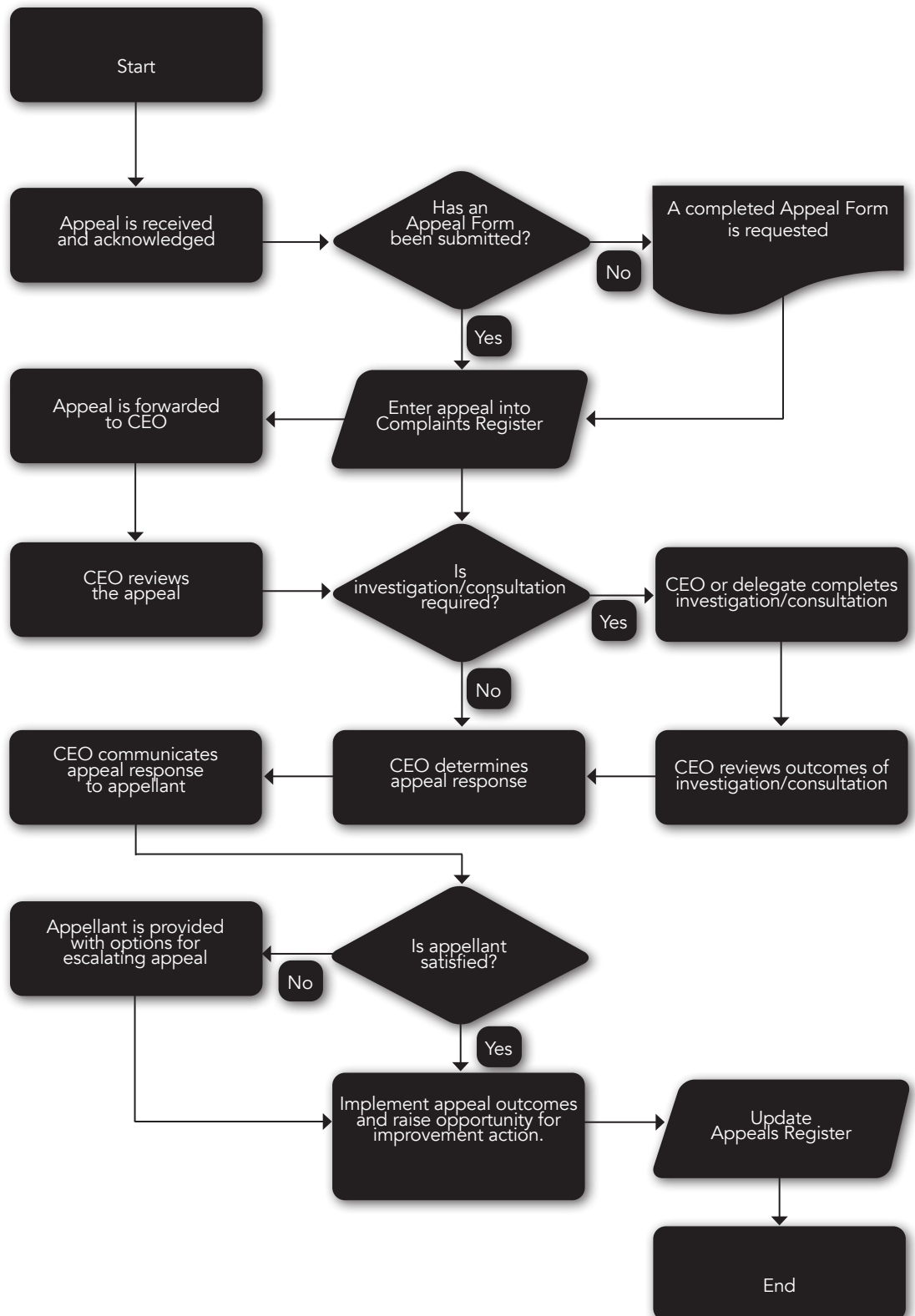
Australian Academy of Beauty Dermal and Laser Pty Ltd CEO is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before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

STUDENT APPEALS

Appeals Against Academic Decisions

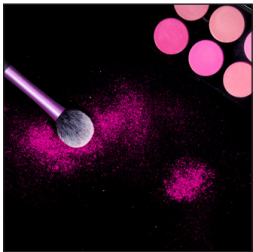
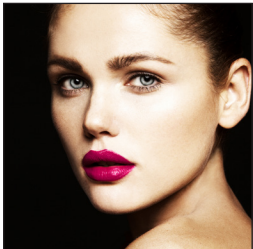


Administrative Appeals Handling Process

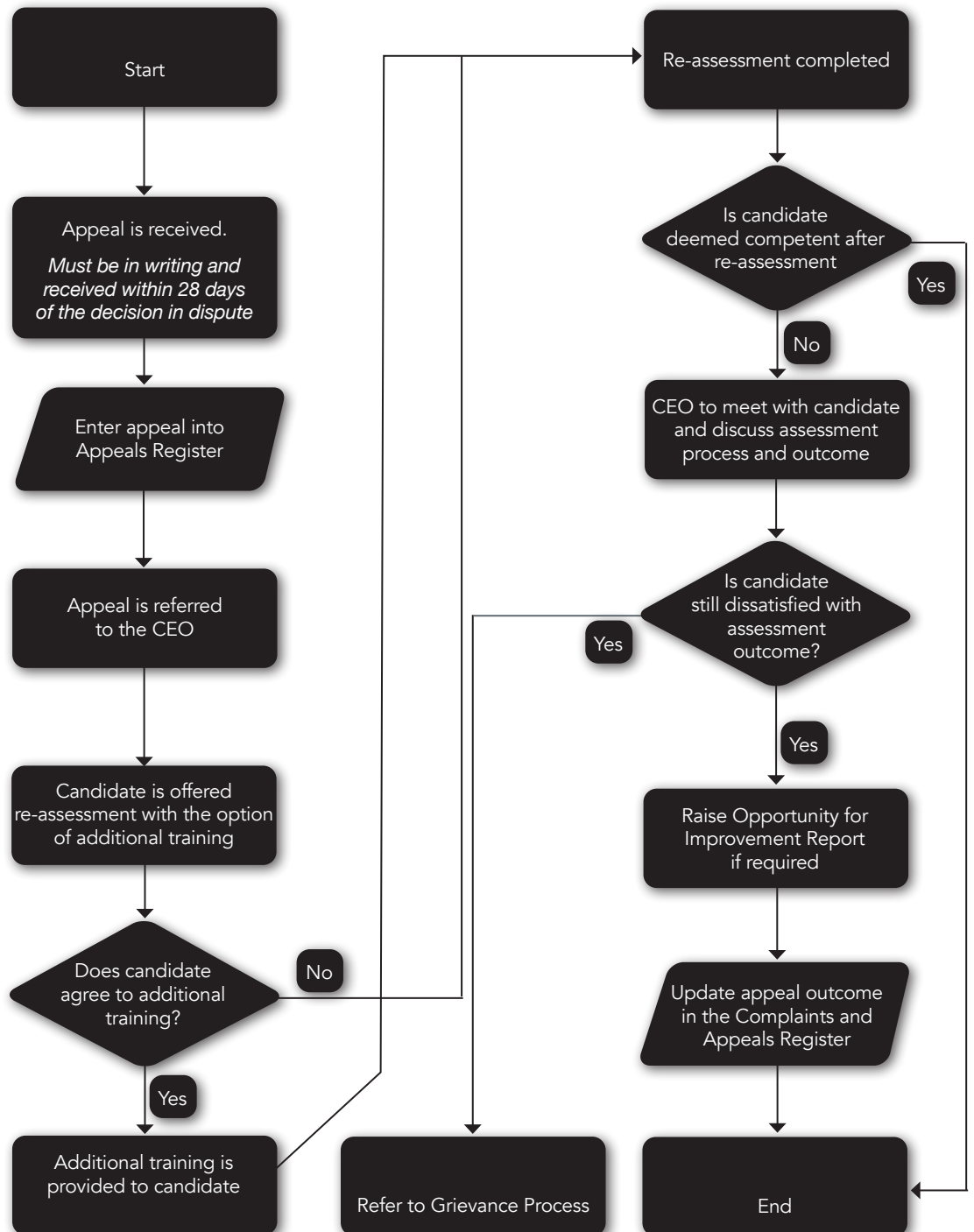


STUDENT APPEALS

Appeals Against Academic Decisions



Assessment Appeals Handling Process



VET STUDENT LOANS

VET Student Loans



What is VET Student Loans?

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

This loan can be used to pay for all or part of a student's tuition fees for an approved VET course of study in which the student is enrolled unless the student cancels their request for a VET Student Loan with their VET provider on or before the census day for the units of study that make up the course.

The loan will remain a student's personal debt obligation until it is repaid to the Commonwealth Government.

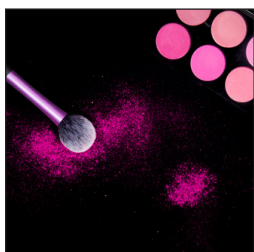
The signed Request for Commonwealth Assistance form applies to a loan for the entire VET course of study and is charged on a unit of study basis unless the student pays some of the tuition fees.

A VET Student Loan is spread across the course with 4 census days one in each fee period. This scheme is an extension of the HELP scheme (currently applicable to higher education students) and extends to students studying one or more of the following courses:

- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma

The Australian Academy of Beauty Dermal and Laser Pty Ltd offers VET Student Loan applications for:

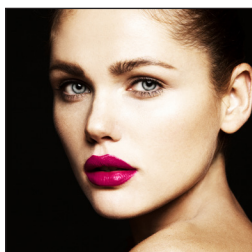
- SHB50121 Diploma of Beauty Therapy
- SHB50116 Diploma of Salon Management



VET STUDENT LOANS

VET Student Loans

How do I access a VET Student Loan?



After you submit an enrolment application and satisfy the student entry requirements, the Australian Academy of Beauty Dermal and Laser Pty Ltd (the Academy) will advise the Commonwealth Department of Education that you wish to apply for a VET Student Loan.

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

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

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

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

The day after the census day, you will incur a VET Student Loan debt for the units of study contained in the invoice notice if you have not withdrawn from the VET unit of study on or prior to the census day indicated on the invoice notice or has paid upfront some or all the amounts due for the VET unit of study.

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

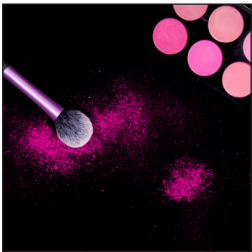
To be eligible for VET Student Loans assistance, a student must:

- Satisfy the Academy's entry criteria including academic suitability requirements;
- Have not been offered an inducement to undertake the qualification of study;
- Be a full fee-paying student;
- Be an Australian Citizen or a holder of a Permanent Humanitarian sub-class visa usually resident in Australia;



VET STUDENT LOANS

VET Student Loans



- Be a New Zealand citizen who:
 - Holds a special category visa
 - has usually been resident in Australia for at least 10 years and
 - First entered Australia as a minor under 18 years of age and
 - Has lived in Australia for 8 of the last 10 years and
 - Has lived in Australia for at least 18 months in the past 2 years.
- Have a HELP balance greater than zero – that is, they have not exceeded their loan limit;
- Be enrolled in a unit of study that meets the course requirements;
- Provided the Academy with all information and documents including USI number, Proof of citizenship, Academic suitability etc
- Be undertaking the course primarily at a campus in Australia.
- Be enrolled in the unit of study on or before the census day for the unit and remain enrolled at the end of the census day;
- Meet the Tax File Number (TFN) requirements;
- Have completed, a Request for a *VET Student Loan Electronic Commonwealth Assistance Form (eCAF)*. This must be at least 2 days after enrolment in a unit or units of study and before the first scheduled census day.
- You will also be required to advise the Secretary of Department of Education if you wish to continue to use the VET Student Loan scheme throughout the course. This is done by completing a *Progression Form* every four months. You have 14 days to complete this form.

What is the census day?

The census day is the date by which an enrolment can be cancelled without incurring tuition fees for the course or part of the course. The census day of a unit of study is also the last day a student can submit their Request for *VET Student Loan Electronic Commonwealth Assistance Form (eCAF)* to defer their tuition fees through the VET Student Loans scheme. It is a date the VET Provider sets which is no earlier than 20% of the way through the period in which the unit of study is undertaken. Census days will apply to each of the VET units of study in which a person enrolls, with the student taking out a loan for any tuition fees that remain unpaid at the end of each census day.

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

VET STUDENT LOANS

VET Student Loans

A student may cancel their enrolment by withdrawing from each VET unit of study on or before the census day in accordance with the Academy's *Student Withdrawal Procedures and Refund Policy for Approved Courses*

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

1. not incurring a VET Student Loan debt and/or
2. receiving a refund for any upfront tuition fee payments made on or before the census day

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

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

How does VET Student Loans work?

Following the successful lodgement and assessment of a Request for VET Student Loan form, the Australian Government will pay directly to the VET Provider, some or all of the tuition fees associated with a student's course. This loan is then repaid by the student via the tax system in compulsory and/or voluntary contributions. The loan may affect (by reducing) the person's take home (after tax) wage or salary until the debt is repaid, and may affect borrowing capacity of the person until the debt is repaid to the Commonwealth Government.

What is the entitlement under the VET Student Loans scheme?

Over their lifetime, a student will be able to borrow up to the amount of their HELP limit which is indexed annually by the Australian Government. **Repayments do not reset the maximum that can be borrowed.**

The HELP limit for 2025 is \$126,839 for most students.

What does VET Student Loans cover?

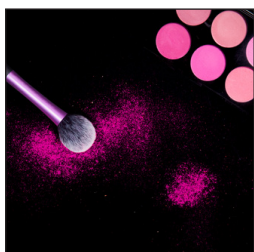
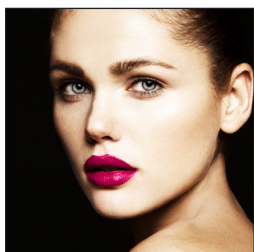
VET Student Loans extends **only** to tuition fees. It **does not** cover accommodation and general living expenses. It is important to note that a loan fee of 20% applies to VET Student Loans. This fee is payable to the Australian Government and added to your loan. It is also not included in the HELP limit.

For the SHB50121 Diploma of Beauty Therapy, if the full VET Student Loan amount of \$18,838 is used, then total debt to the Australian Government would be \$22,605.60.

For the SHB50216 Diploma of Salon Management, if a full VET Student Loan of \$12,557 is used, then total debt to the Australian Government would be \$15,068.40.

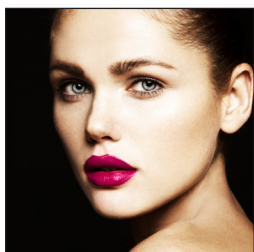
In addition to the loan fee, your loan is also indexed each year. It increases annually on June 1st to maintain its real value, adjusting in line with changes in the cost of living (as measured by the Consumer price Index figures released in March each year). Debts are not indexed until they are 11 months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

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



VET STUDENT LOANS

VET Student Loans



When do the first repayments start?

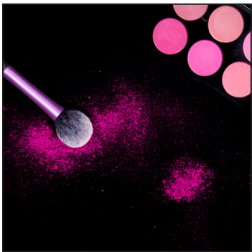
A student's first loan repayment starts when their employment income exceeds the minimum threshold permitted for the specific financial year. For the year 2024 - 2025, the VET Student Loans threshold level is \$54,535.00.

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

- A VET Student Loan can be used to help a student undertake an approved VET course and can be applied to a student's VET tuition fees - provided their total HELP loan limit has not been exceeded.
- Eligibility for VET Student Loans is not affected by previous qualifications or your study results.
- Any debts to the Commonwealth arising from a VET Student Loan remains with the student until they have been repaid by the student and it is the student's responsibility to ensure they have sufficient HELP balance to cover the VET Student Loan assistance amounts indicated in the invoice notice.
- Throughout the course you may be required to communicate your agreement to the Department of Education Secretary to continue using VET Student Loans to pay your tuition fees for your course. This will be facilitated electronically and the Academy will advise you when this is required to be done. This is normally in March, June and October each year.
- All policies and procedures relating to VET Student Loans, Withdrawal policies, Census days and the latest VET Student Loan booklet are available on the Academy's website under the heading VET Student Loans on the right hand side.
- Tuition Fees and payment options are on the website under Courses – fees and charges.
- It is important for an enrolled student to notify the Academy of any change of address, phone number or email address immediately an event occurs by email to the Director olivia@aabt.com.au.
- The Department of Education will contact students to verify enrolment in courses.
- A student may wish to seek independent financial advice prior to applying for a VET Student Loan.
- Please Note: VET Student Loans will not be approved for students who do not meet eligibility requirements. A VET Student Loan gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.
- Variation of tuition fees and variation of census days. Once set, our fees and census days are current for the 12 month period January to December. In the very unlikely event that there is a variation of tuition fees or variation of census days, Students will be advised immediately by email and variations will be published immediately on this website.

VET STUDENT LOANS

VET Student Loans



Keeping Track of your VET Student Loan

- Once your enrolment is finalised and prior to the first census day, you will receive a VET Student Loans Statement of Covered Fees which will provide details of the total cost of the course and what will be covered by the loan amount.
- In addition to the Statement of Covered Fees you will receive a VET Student Loan Fee Notice at least 14 days before a census day, which shows the fees that are covered and not covered for that particular fee period. Within 28 days after the census day, you will be emailed a Commonwealth Assistance Notice (CAN) that provides further information about your debt. If you believe your CAN is incorrect, please contact the Academy immediately.
- All policies and procedures relating to VET Student Loans, Withdrawal Policies, Census dates, fees and charges and the VET Student Loans booklet are on our website aabt.com.au under the heading VET Student Loans on the right hand side.
- It is important for an enrolled student to notify the Academy of any change of address, phone number or email address.
- For more information on VET Student Loans, you may refer to the VET Student Loans information booklet on our website.

VET STUDENT LOANS

Statement of Tuition Protection



1. Overview

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

2. Tuition Protection Service (TPS)

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

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

3. TPS process

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

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

For more details visit: <https://www.education.gov.au/tps>

4. Publication

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



VET STUDENT LOANS

Tuition Assurance Procedures

Definitions

Approved Course: refers to a course that has been approved for eligible students to use a VET Student Loan to pay for all or part of their Tuition Fees.

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

1. When the Australian Academy of Beauty Dermal and Laser Pty Ltd ceases to provide an Approved Course

If for any reason the Australian Academy of Beauty Dermal and Laser Pty Ltd ceases to provide an Approved Course after it starts but before it is completed then the Australian Academy of Beauty Dermal and Laser Pty Ltd will:

- a. within 2 days of ceasing to provide the Approved Course, notify students enrolled in the Approved Course, in writing, that the Approved Course is no longer being provided;
- b. within 7 business days after notifying the students, hold a meeting with the students and the tuition assurance scheme operator for the Approved Course at the location where the Approved Course was primarily delivered;
- c. as soon as practicable, update the Australian Academy of Beauty Dermal and Laser Pty Ltd's website to reflect that the Approved Course is no longer being provided and to give tuition assurance information;
- d. give the tuition assurance scheme operator notice of events as required under sections 52 (information about events that affect provider) and 53 (notice and information when course ceases) of the Rules;
- e. as soon as practicable after receiving notice from the operator required under subsection 73(2) (notice that a student's HELP balance must be re-credited) re-credit the student's HELP balance.

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

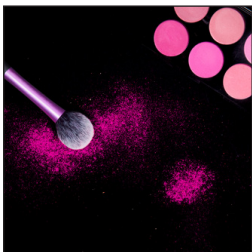
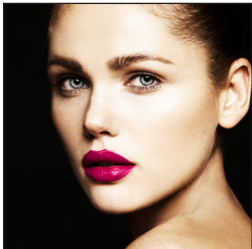
When the Australian Academy of Beauty Dermal and Laser Pty Ltd provides a replacement course under a tuition assurance arrangement the Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that each student enrolled in the replacement course:

- a. is granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualification Framework; and
- b. is not charged tuition fees for a replacement component of the replacement course.

3. Publication March 1st 2021

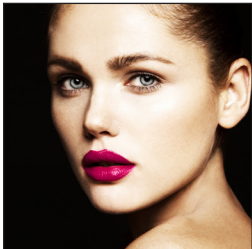
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aabt.com.au



VET STUDENT LOANS

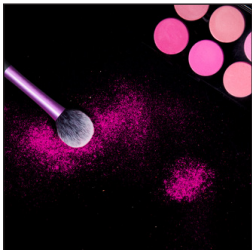
Student Review Procedures for Re-crediting a HELP Balance



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

Overview

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



Definitions

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

Student: Refers to students who have requested a VET Student Loan to pay tuition fees for their course, or part of their course in which they are enrolled.

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

Tuition Fees: Fees paid for an approved course through a VET Student Loan.

The Department: The Commonwealth of Australia represented by the department which has the responsibility for administering the Act.

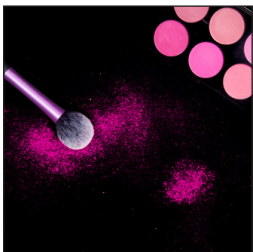
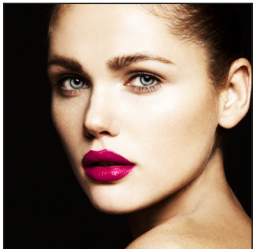


1.0 General Principles

- 1.1 A Student who withdraws from a course before the Census Day will not incur a VET Student Loan debt for that part of the course that the Census Day relates to.
- 1.2 Students who remain enrolled on or after the published Census Day will incur a VET Student Loan debt for that part of the course that the Census Day relates to.
- 1.3 Under Part 6 of the Act a Student may apply to have their HELP balance re-credited under certain circumstances.
- 1.4 There is no charge for consideration of an application or review of the initial decision. There may be a charge for a review by the Administrative Appeals Tribunal.
- 1.5 The Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that a Student is not victimised or discriminated against for making an application for re-crediting the Student's HELP balance under Part 6 of the Act or seeking a review of the initial decision.

VET STUDENT LOANS

Student Review Procedures for Re-crediting a HELP Balance

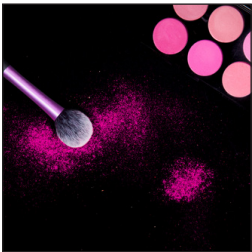


2.0 Re-crediting a HELP Balance due to special circumstances

- 2.1 Under section 68 of Part 6 of the Act, Students who withdraw from a course on or after a published Census Day may apply to have their HELP balance re-credited with respect to that part of the course that the Census Day relates to if they believe special circumstances apply.
- 2.2 The Australian Academy of Beauty Dermal and Laser Pty Ltd will re-credit the Student's HELP balance if it is satisfied that special circumstances apply where:
- these circumstances were beyond the Student's control; and
 - these circumstances did not make their full impact on the Student until on or after the Census Day for the course or part of the course; and
 - these circumstances were such that it was impracticable for the Student to complete the requirements for the course, or part of the course during the Student's enrolment in the course, or part of the course.
- 2.3 For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
- 2.4 Special circumstances do not include:
- lack of knowledge or understanding of requirements for VET Student Loans; or
 - a Student's incapacity to repay a VET Student Loan (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).
- 2.5 Each application for re-credit of a Student's HELP balance based on special circumstances will be considered on its merits together with all supporting documentation substantiating the claim.
- 2.6 The Deputy CEO is the designated officer responsible for the assessment of a Student's request for a re-credit of their HELP balance due to special circumstances and for the initial decision regarding the request.
- 2.7 A Student must apply in writing to the Deputy CEO at the Australian Academy of Beauty Dermal and Laser Pty Ltd, olivia@aabt.com.au, within 12 months after the Census Day for the course, or the part of the course. The Australian Academy of Beauty Dermal and Laser Pty Ltd has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

VET STUDENT LOANS

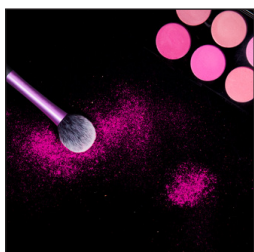
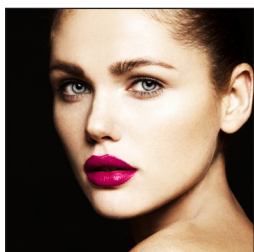
Student Review Procedures for Re-crediting a HELP Balance



- 2.8 The application for re-crediting a HELP balance must include details of:
- those parts of the course for which a Student is seeking to have a HELP balance re-credited; and
 - the special circumstances as referred to above, including supporting documentation.
- 2.9 The Australian Academy of Beauty Dermal and Laser Pty Ltd will consider each application as soon as practical but no later than 28 days of receipt of the application. If the Australian Academy of Beauty Dermal and Laser Pty Ltd is satisfied that special circumstances prevented, or will prevent, the Student from completing the requirements of the course, or part of the course the Student's HELP balance will be re-credited equal to the amount of the VET Student Loan for the affected parts of the course. Applicants will be notified in writing of the decision within 28 days, including reasons for the decision.
- 2.10 The Secretary of the Department may re-credit a Student's HELP balance in relation to special circumstances if the Australian Academy of Beauty Dermal and Laser Pty Ltd is unable to act or is being wound up or has been dissolved or has failed to act and the Secretary of the Department is satisfied that the failure is unreasonable.
- 3.0 Review of a decision to re-credit a HELP Balance due to special circumstances
- 3.1 Where the Australian Academy of Beauty Dermal and Laser Pty Ltd makes a decision NOT to re-credit a Student's HELP balance that decision may be subject to review.
- 3.2 If a Student is not satisfied with the decision made by the Australian Academy of Beauty Dermal and Laser Pty Ltd, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
- be made within 28 days of receipt of the original decision;
 - include the date of the original decision;
 - state fully the reasons for applying for the review;
 - include any additional relevant evidence.
- 3.3 Applications should be made in writing to the CEO at the Australian Academy of Beauty Dermal and Laser Pty Ltd, sue@aabt.com.au, as the designated Review Officer of any decisions relating to a request for re-crediting of a HELP balance. The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed.

VET STUDENT LOANS

Student Review Procedures for Re-crediting a HELP Balance



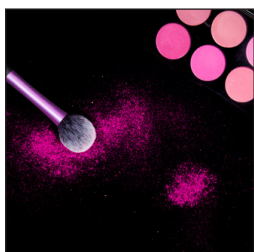
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- be made within 28 days of receipt of the original decision;
 - include the date of the original decision;
 - state fully the reasons for applying for the review;
 - include any additional relevant evidence.
- 3.3 Applications should be made in writing to the CEO at the Australian Academy of Beauty Dermal and Laser Pty Ltd, sue@aabt.com.au, as the designated Review Officer of any decisions relating to a request for re-crediting of a HELP balance. The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed.

VET STUDENT LOANS

Student Review Procedures for Re-crediting a HELP Balance



- 3.4 The Review Officer will:
- acknowledge receipt of the application for review of a decision in writing within 10 working days; and
 - inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.



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

- 4.0 Reconsideration by the Administrative Appeals Tribunal (Administrative Review Tribunal from October 2024)



- 4.1 At the time of the original decision, and at the time of the subsequent review decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT. (ART from October 2024).

- 4.2 Full details of the application process and fees payable are available on the AAT's website: aat.gov.au. An application fee may have to be paid in the amount of \$1121 and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details. Details of the closest AAT office can also be found on the AAT website: aat.gov.au/contactus and are shown in Appendix 1 of this document.

- 4.3 The Secretary of the Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of a notification from the AAT, the Department will notify the Australian Academy of Beauty Dermal and Laser Pty Ltd that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents that are relevant to the appeal within five business days.

VET STUDENT LOANS

Student Review Procedures for Re-crediting a HELP Balance

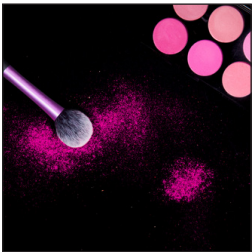


5.0 Re-crediting a HELP Balance due to provider behaviour

5.1 Under section 71 of part 6 of the Act a Student may apply to the Secretary of the Department if:

- the Australian Academy of Beauty Dermal and Laser Pty Ltd, or a person acting on the Australian Academy of Beauty Dermal and Laser Pty Ltd's behalf, engaged in unacceptable conduct in relation to the Student's application for the VET Student Loan; or
- the Australian Academy of Beauty Dermal and Laser Pty Ltd has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the Student.

5.2 A Student must apply in writing to the Secretary of the Department within 5 years after the Census Day for the course, or the part of the course, concerned, or within that period as extended by the Secretary of the Department.



6.0 Application to re-credit a HELP Balance form

6.1 If you wish to apply to have a Re-credit of a HELP Balance due to special circumstances, please use the "Application to re-credit a HELP Balance form" available on our website. NOTE: Special Circumstances must be applied for, within 12 months of the last census date, relevant to your course.

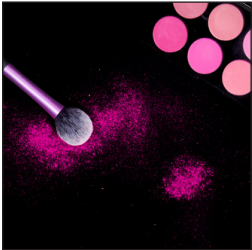
6.2 These procedures are published on the Australian Academy of Beauty Dermal and Laser Pty Ltd website: aabt.com.au to ensure Students have up to date and accurate information publicly available to them.

6.3 Publication July 15th 2024



APPENDIX I

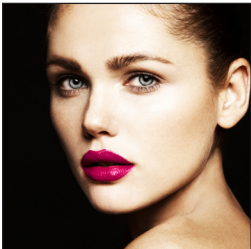
Location of AAT Offices



STATE OR TERRITORY	PHYSICAL LOCATION	POSTAL DETAILS	FAX NUMBER
New South Wales	Level 6 83 Clarence St Sydney NSW 2000	GPO Box 9955 Sydney NSW 2001	02 9276 5599
Queensland	Level 6 295 Ann St Brisbane QLD 4000	GPO Box 9955 Brisbane QLD 4001	07 3052 3001
South Australia	Level 2 1 King William St Adelaide SA 5000	GPO Box 9955 Adelaide SA 5001	08 8128 8099
Tasmania	Edward Braddon Building Commonwealth Law Courts 39-41 Davey St Hobart TAS 7000	GPO Box 9955 Hobart TAS 7001	03 9276 5597
Victoria	Level 4 15 William St Melbourne VIC 3000	GPO Box 9955 Melbourne VIC 3001	03 9454 6998
Western Australia	Level 13 111 St Georges Terrace Perth WA 6000	GPO Box 9955 Perth WA 6001	08 6222 7299

VET STUDENT LOANS

Student Admission Procedures for Approved Courses



Overview

The Australian Academy of Beauty Dermal and Laser Pty Ltd (the Australian Academy of Beauty Dermal and Laser Pty Ltd) supports the concept of equal opportunity and is committed to providing all applicants equity of access to its courses. This policy is designed to clearly set out the selection and admission requirements for approved courses offered by the Australian Academy of Beauty Dermal and Laser Pty Ltd.

Definitions

For the purposes of this document the following applies:

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

Student: refers to an eligible student who uses a VET Student Loan to pay all or part of their tuition fees.

Approved Course: refers to a course that has been approved for eligible students to use a VET Student Loan to pay for all or part of their tuition fees.

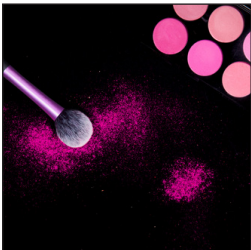
Tuition Fees: refers to fees paid for an approved course.

Potential Student: refers to all persons seeking to enrol in an approved course.

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

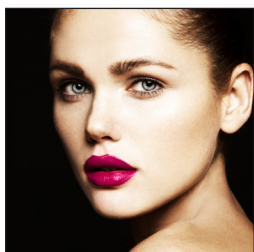
1.0 Fair Treatment and Equal Benefits and Opportunity

- 1.1 The Australian Academy of Beauty Dermal and Laser Pty Ltd will treat fairly all students and potential students.
- 1.2 The Australian Academy of Beauty Dermal and Laser Pty Ltd has open, fair and transparent procedures, based on merit for making decisions about:
 - a) the selection, from among potential students; and
 - b) the treatment of students.
- 1.3 Potential students seeking to enrol in an approved course with the Australian Academy of Beauty Dermal and Laser Pty Ltd, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same process.
- 1.4 The above undertakings do not prevent the Australian Academy of Beauty Dermal and Laser Pty Ltd taking into account that students may be enrolled in an approved course through an arrangement that was entered into between the Australian Academy of Beauty Dermal and Laser Pty Ltd and an employer or industry body and limits or restricts enrolments in some or all of the places in the approved course.



VET STUDENT LOANS

Student Admission Procedures for Approved Courses



2.0 Student Selection

2.1 Entry requirements for approved courses

To be eligible for entry into the SHB50121 Diploma of Beauty Therapy and SHB50216 Diploma of Salon Management a potential student must attend an information evening.

This is to ensure a potential student displays a real interest in the course and understands the commitments of the course.

It is also important the Academy believes a potential student is academically suited to the course.

2.2 Academic suitability requirements

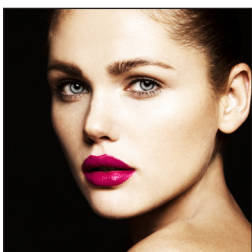
To undertake an Approved Course a Student must be academically suited.

A potential student is academically suited when:

- The Student has met the Australian Academy of Beauty Dermal and Laser Pty Ltd's entry requirements for the Approved Course and
- The Student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy using an approved assessment tool, and the Australian Academy of Beauty Dermal and Laser Pty Ltd reasonably believes that the Student displays that competence; or
- The Australian Academy of Beauty Dermal and Laser Pty Ltd obtains a copy of a certificate that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the Student, and the course for the qualification was delivered in English.
- If a Student does not have a Senior Secondary Certificate of Education or certificate of a qualification at level 4 or above (delivered in English) then the Australian Academy of Beauty Dermal and Laser Pty Ltd will assess the Student's competence at or above Exit Level 3 in the ACSF reading and numeracy using the Learning Resources Group LLN Robot.
- If Student is required to be assessed using the LLN tool, they will be emailed the procedure prior to enrolment confirmation. This will also include the name of a support person for any clarification needed.
- The student will be required to attend the college on a certain nominated day of the week to undertake this testing under the supervision of a Qualified Trainer and Assessor.
- If for some reason this is not possible, the test will be conducted via Google Meets under the supervision of a Trainer and Assessor.
- A log is kept of the time of the Google Supervised Meeting including the time the assessment was submitted.

VET STUDENT LOANS

Student Admission Procedures for Approved Courses



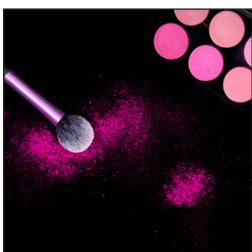
This test is to be conducted with honesty and integrity and students have to make a declaration they have conducted the test themselves. Results of the testing will be emailed to potential student as soon as practicable after the assessment.

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

The test has two parts:

Reading task

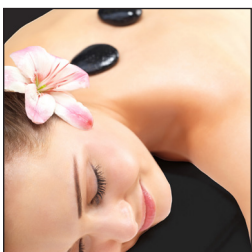
- Reading tasks are based on a broad range of texts designed or chosen for their authenticity and relevance to the lives of adult students.
- Reading questions are presented to students in a simulated online reading environment. A split screen is used to allow a dedicated area for each text, with questions located in a separate screen opposite.



Numeracy

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

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



LLN Testing for Non VSL students.

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

2.3 Other requirements

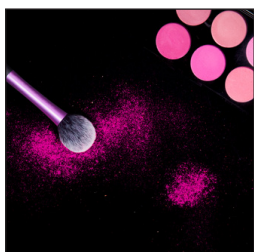
All Potential Students are to have a one on one interview with the Director of Enrolments. This is to ascertain the appropriateness of the proposed course and the Potential Student's ability to undertake required studies.

It is also to ensure that the student understands the commitments of the course.

A high standard of grooming and a caring nurturing personality are other requirements to being a successful beauty therapist.

VET STUDENT LOANS

Student Admission Procedures for Approved Courses



Students to supply

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

3.0 Communicating to Potential Students Prior to Enrolment

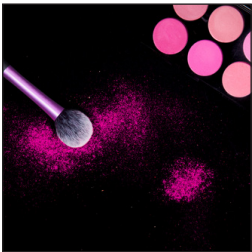
3.1 The Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that potential students are fully informed of the tuition fees and any other fees that apply to the Approved Course; and are clear about their responsibilities, obligations and rights if they enrol in an Approved Course; and are clear about their responsibilities, obligations and rights if they apply for a VET Student Loan.

3.2 Before enrolling a potential student in an Approved Course, the Australian Academy of Beauty Dermal and Laser Pty Ltd will provide each applicant the following information: all information required to be provided under the Standards for Registered Training Organisations 2015 that relates to ensuring that each Student is properly informed and protected;

- the tuition fees for the Approved Course;
- any fees other than tuition fees that are payable for the Approved Course;
- the student's options for paying tuition fees, including payment by the student as fees become due; and/or a VET Student Loan;
- information about VET Student Loans, including that it is a loan from the Commonwealth Government; and that the loan will remain a personal debt until it is repaid to the Commonwealth Government; and that the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity; and that a student may wish to seek independent financial advice before applying for a loan.
- the criteria for being an eligible student for a VET Student Loan and the application process for a VET Student Loan.
- an explanation that the Student will be required during the Approved Course to communicate their agreement to the department secretary to continue to use the VET Student Loan to pay tuition fees for the Approved Course.
- the maximum amount of a VET Student Loan that may be available for the Approved Course and an explanation that the amount of the loan cannot be greater than the student's remaining HELP balance;

VET STUDENT LOANS

Student Admission Procedures for Approved Courses



- the amount of HELP debt the student would accrue if the student received the maximum amount of VET Student Loan for the Approved Course and that the debt could be up to 120% of the loan;
- an explanation that the tuition fees will be reasonably apportioned across a specified number of sequential fee periods and that each fee period will contain at least one census day;
- information about census days, including the meaning of a census day; and that a student may cancel their enrolment in the Approved Course or part of the Course using the Australian Academy of Beauty Dermal and Laser Pty Ltd's procedure for withdrawal; and if a student withdraws on or before the census day for an Approved Course or part of a Course, the student will not incur a VET Student Loan debt for the Approved Course or part of the course and will receive a refund for any tuition fees already paid for the Approved Course or part of the course;
- How to access on the Australian Academy of Beauty Dermal and Laser Pty Ltd's website; the tuition fees for the Approved Course; the census days for the Approved Course; the Australian Academy of Beauty Dermal and Laser Pty Ltd's procedures for Withdrawal from the Approved Course and cancellation of enrolment; and other procedures relevant to the student.
- Advice that it is important for an enrolled student to notify on the Australian Academy of Beauty Dermal and Laser Pty Ltd of any change of contact details.

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

4.0 **Application and enrolment process**

4.1 A potential student is encouraged to read all course information provided on the Australian Academy of Beauty Dermal and Laser's website, in the Prospectus and Student Handbook.

4.2 The potential student is invited to attend an information evening to ensure they understand the course and policies and procedures. The Director of Enrolments or senior management personally discusses all aspects of the course with potential students.

VET STUDENT LOANS

Student Admission Procedures for Approved Courses



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

The Director of Enrolments or senior management, assesses the application against the course entry requirements and academic suitability requirements. Where the application is not complete or if further information is required to make an assessment of whether the potential student has met the course entry requirements and academic suitability requirements, the applicant will be given the opportunity to provide further information.



- 4.4 Potential students who do not meet the course entry requirements and academic suitability requirements will be notified in writing of the reasons for non-acceptance. Unsuccessful applicants will be advised of their right to appeal the decision and how to access the appeals process.

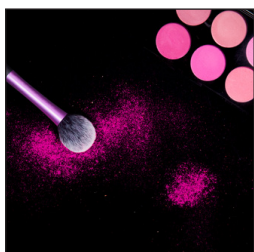
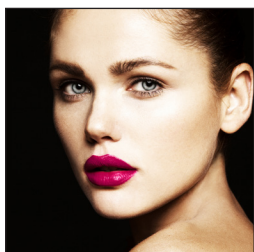
- 4.5 Potential students who meet the course entry requirements and academic suitability requirements will be sent a Letter of Offer confirming their place in the Approved Course subject to a one on one interview with The Director of Enrolments or senior management of the Australian Academy of Beauty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



- 4.6 Where the application is not complete or if further information is required to make an assessment of whether the potential student has met the course entry requirements and academic suitability requirements, the applicant will be given the opportunity to provide further information.
- 4.7 A record of the student's enrolment, including the date of enrolment in the Approved Course will be maintained for a period of at least 7 years.

VET STUDENT LOANS

Student Admission Procedures for Approved Courses



5.0 Application for VET Student Loan

5.1 An application for a VET Student Loan must not be made until at least 2 business days after a student enrolls in an Approved Course and can be made up until the census day for the Approved Course or part of the Course. Applications must be signed by the Student. Where the student is under 18 years of age the application must be co-signed by a parent or responsible guardian (if the student has a responsible parent and the student has not received youth allowance (within the meaning of the *Social Security Act 1991*) on the basis that the student is independent.

5.2 If a Student applies for a VET Student Loan the Australian Academy of Beauty Dermal and Laser Pty Ltd will collect and verify the following information from applicants:

- information about the student's identity and date of birth;
- if the student is under 18, information that one of the signatories on the application is a responsible parent of the student or the student has received youth allowance (within the meaning of the *Social Security Act 1991*) on the basis that the student is independent;
- information and documents to establish that the student meets the requirements of section 11 of the Act including:
 - details of citizenship and residency
 - details of academic suitability (as per this procedure);
 - if the student has applied for, but not been issued with, a tax file number, a certificate from the Commissioner that the student has applied for a tax file number.

5.3 Information and documents collected for the purposes of, or in relation to, an application by a Student for a VET Student Loan (including the date and time the application is received) will be kept for a period of at least 7 years.

6.0 Re-admission after withdrawal from an Approved Course

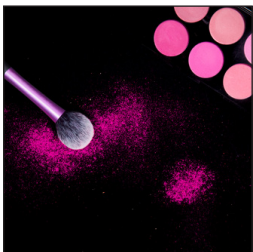
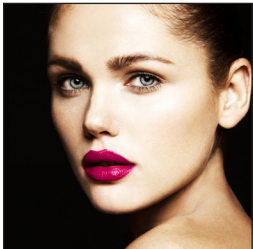
A Student who has earlier withdrawn from part of an Approved Course with Australian Academy of Beauty Dermal and Laser and wishes to re-enrol in a further part of the Approved Course, may apply for re-admission to the Approved Course by writing to the CEO stating their reasons for wanting to be re-admitted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

7.0 Publication 28 of March 2022

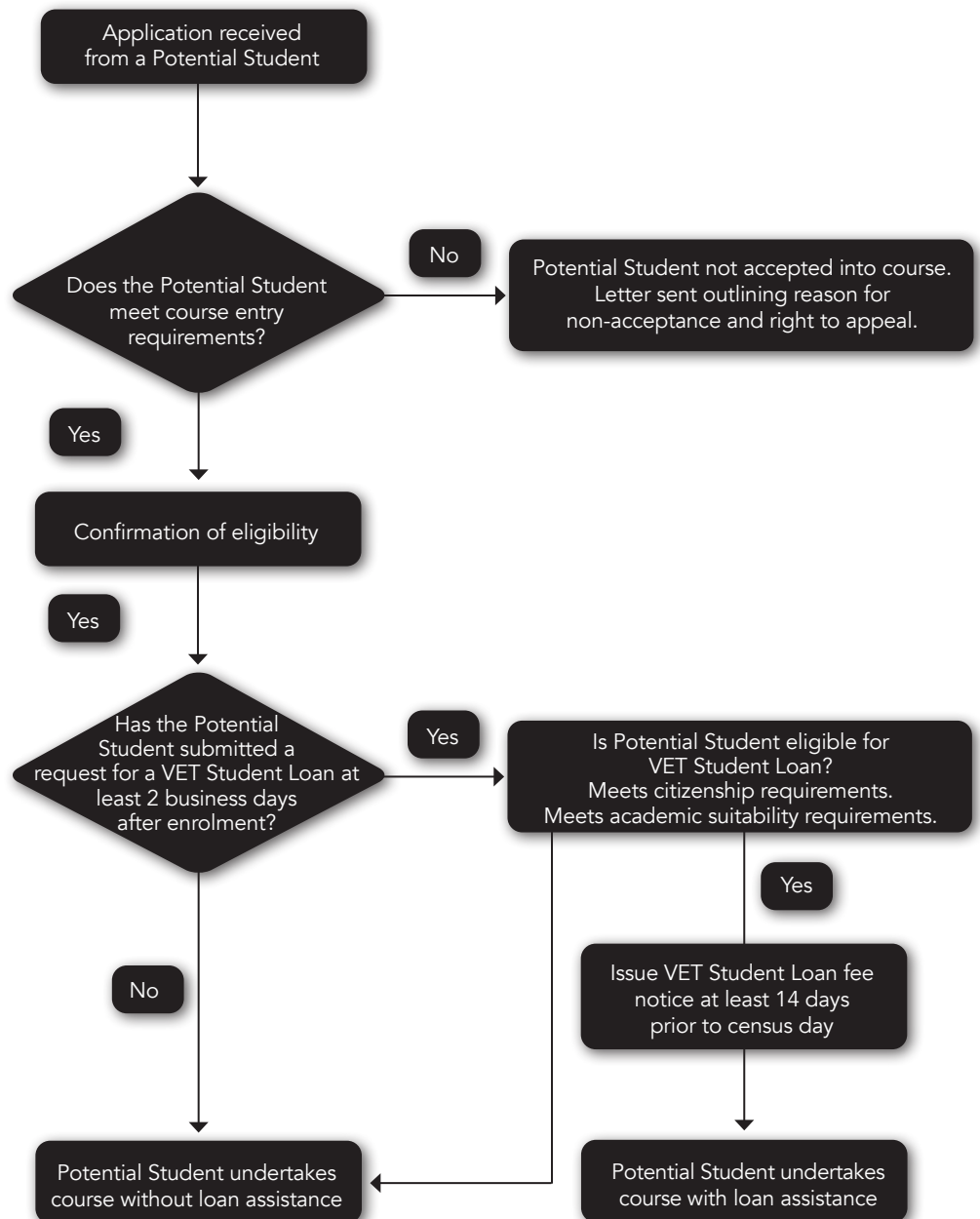
7.1 These *Student Admission Procedures for Approved Courses* will be made available to students and potential students through publication on the website: aabt.com.au

VET STUDENT LOANS

Student Admission Procedures for Approved Courses

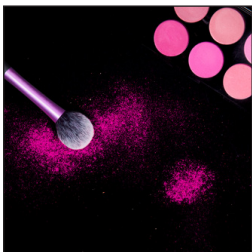
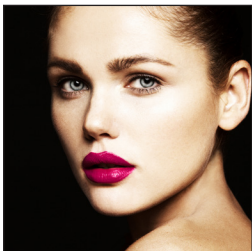


7.0 Enrolment Process Flow



VET STUDENT LOANS

Marketing of VET Student Loan Approved Courses



Overview

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

Definitions

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

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

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

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

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

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

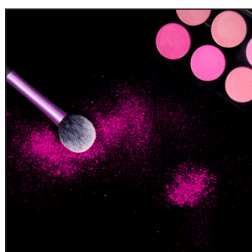
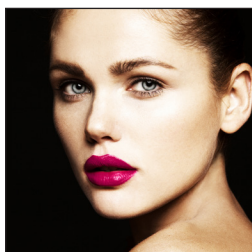
The Act: VET Student Loans Act 2016.

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

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

VET STUDENT LOANS

Marketing of VET Student Loan Approved Courses



Procedures

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

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

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

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

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

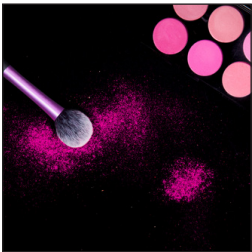
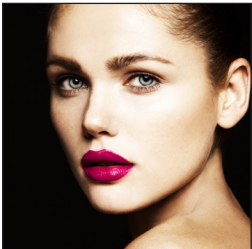
Pre-enrolment information

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

- all information required to be provided under Standard 5 of the Standards for Registered Training Organisations (RTOs) 2015;
- the person’s options for paying their Tuition Fees including up-front payment; or a Government loan through the VET Student Loan scheme (including eligibility criteria); or a combination of these two options;
- the Tuition Fees that are covered by a VET Student Loan, including whether a loan fee will apply and if so the amount, and any other fees that may be incurred that will not be covered by a VET Student Loan;
- the location of the published Tuition Fees, published Census Days, and published withdrawal policy and procedures;
- information on the VET Student Loan scheme including that:
 - VET Student Loan assistance is a loan from the Commonwealth Government;
 - a VET Student Loan will remain as a personal debt obligation until it is repaid to the Commonwealth Government;
 - a VET Student Loan may reduce the person’s take-home (after-tax) wage or salary until the debt is repaid and may affect the borrowing capacity of the person until the debt is repaid to the Commonwealth Government;

VET STUDENT LOANS

Marketing of VET Student Loan Approved Courses



- a VET Student Loan Electronic Commonwealth Assistance Form (eCAF) completed by the student applies to a loan for the entire VET Course of Study, charged on a unit by unit basis, unless the student pays some of the Tuition Fees up-front;
- A Census Day will apply to each of the VET Units of Study in which the person enrolls, with the student taking out a loan for any Tuition Fees that remain unpaid at the end of each Census Day;
- a student may cancel their enrolment by withdrawing from each VET Unit of Study on or before the Census Day in accordance with The Academy's *Withdrawal and Refund Policy for Approved Courses*;
- withdrawal on or before the Census Day will result in the student not incurring a VET Student Loan debt; and/or receiving a refund for any up-front Tuition Fee payments made on or before the Census Day;
- a student may wish to seek independent financial advice prior to applying for a VET Student Loan.

The Academy will document, maintain and retain accurate records of enrolments and applications for VET Courses of Study for at least 5 years including:

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

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

Request for VET Student Loan assistance

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

Agents

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

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

VET STUDENT LOANS

Provider Cancellation of Enrolment Procedures for Approved Courses



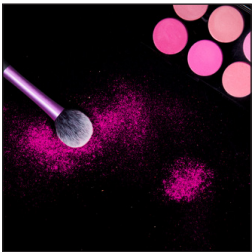
Definitions

Student: refers to an eligible student who uses a VET Student Loan to pay all or part of their tuition fees.

Course: refers to a course that has been approved for eligible Students to use a VET Student Loan to pay for all or part of their tuition fees.

Tuition Fees: refers to fees paid for a Course.

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



1. Provider Cancellation of Enrolment

Australian Academy of Beauty Dermal and Laser Pty Ltd (Australian Academy of Beauty Dermal and Laser Pty Ltd) may decide in certain circumstances to cancel a Student's enrolment in a Course or part of a Course after the Census Day for the Course or part of the Course.

The circumstances that may lead to a student's cancellation from a Course or part of a Course are:

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



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

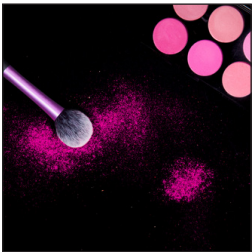
- inform the Student of the proposed cancellation; and
- provide the Student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- provide for the cancellation to take final effect only after any grievance procedures initiated by the Student have been completed; and
- set out the circumstances in which fees for the Course, or the part of the course, concerned will, or will not be, refunded.

2. Publication October 31st 2019

This *Provider Cancellation of Enrolment Procedures for Approved Courses* is made available to Students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser Pty Ltd by publication on the website: aabt.com.au

OTHER POLICIES

Grooming Policy



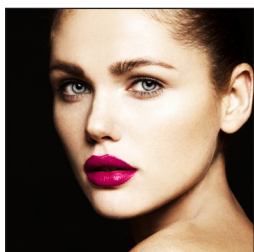
All students are expected to maintain the highest grooming standards when attending lessons, and during clinic. Students are constantly assessed on their grooming, which can affect final marks.

1. Student uniform to be worn at all times including theory lessons. This must be full uniform and worn as a complete outfit. The uniform is not to be mixed with other pants and tops.
2. Flat, soft, rubber soled, navy or black court shoes to be worn with uniform at all times, no high heels or open shoes. Shoes must be plain and kept polished at all times.
3. A navy blazer or navy cardigan can be purchased economically from Millers Fashions which can be worn in winter
4. Odd jumpers, cardigans slacks etc are definitely not allowed
5. Hair longer than chin length must be tied back at all times with a navy scrunchie or ribbon. Hair must be very classically groomed, no loose hair around face, or sticking out of scrunchie. Ribbons, scrunchies should be navy.
6. Makeup must be applied and worn to all lessons and clinic
7. Nails must be short and well manicured at all times
8. Jewellery must be discreet, two small earrings as a maximum in ears. No large rings, bangles etc.
9. All tattoos must be covered
10. Smokers ensure teeth are brushed and breath freshener is used after lunch break before treating other students or clients
11. Students are NOT permitted to smoke or vape in uniform
12. Personal Hygiene
Please shower every day, use deodorant, ensure hair is always clean, wash uniform and underwear every night. Be aware of unpleasant odours as you are working in very close proximity with people.



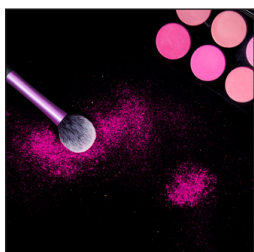
OTHER POLICIES

Other Policies Regarding Student Expectations



Behaviour Standards for Industry Experience Program

Students undertaking industry experience with a host salon, spa or medical/skin practice are in a position of trust and are required to behave accordingly. The student is to respect the nature of the relationship and behave as a model staff member throughout the activity. This means confining themselves to the area of and duties for which they are assigned, unless otherwise directed by the host employer. The student is not to enter into any different arrangements with the host employer during the course of industry experience without the specific approval of The Academy.



Chewing Gum

Chewing of gum while at college is not permitted.

Smoking or Vaping

Smoking or vaping is not permitted at any campus. The Academy reminds students that the smell of smoke can detract from the quality of an experience for the client. Smoking or vaping is also not permitted whilst a student is wearing uniform or can be easily identified as a student of the Academy.



For students who find it necessary to smoke, they should use a legally designated smoking area. Smokers are to ensure that all butts or other debris are placed in the receptacles provided and that the utmost care is taken to maintain personal hygiene including washing your hands, brushing your teeth and being aware of how you smell after smoking.

Food

No food is permitted in the classrooms without special approval.

Mobile phones

During class times mobile phones **MUST** remain in student bags in the locker area. Mobile phones must be switched off or set to silent (no vibration) to avoid disturbance of staff and other students.

Phone calls, text messages and other forms of mobile communication are not to be answered during class. Urgent phone calls can be taking at the reception and message will be relayed.

Change of Address

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

Facebook

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

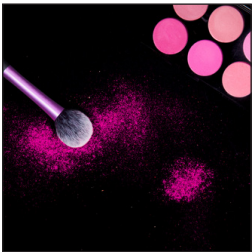
OTHER POLICIES

Privacy Statement and VET Data Use Statement



1. Overview

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



In collecting personal information the Australian Academy of Beauty Dermal and Laser Pty Ltd will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

2. Collection and use of personal information

The Australian Academy of Beauty Dermal and Laser Pty Ltd will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the Australian Academy of Beauty Dermal and Laser Pty Ltd. The Australian Academy of Beauty Dermal and Laser Pty Ltd will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of the Australian Academy of Beauty Dermal and Laser Pty Ltd.



The information requested from individuals by the Australian Academy of Beauty Dermal and Laser Pty Ltd will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual's entitlement to Commonwealth assistance, to allocate a Commonwealth Higher Education Student Support Number (CHESSN) and to report to government agencies as required by law. If an individual chooses not to give the Australian Academy of Beauty Dermal and Laser Pty Ltd certain information then the Australian Academy of Beauty Dermal and Laser Pty Ltd may be unable to enrol that person in a course or supply them with appropriate information.

3. Privacy Statement and VET Data Use Statement

Under the Data Provision Requirements 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Australian Academy of Beauty Dermal and Laser Pty Ltd is required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training.

This information may be collected from you, your parent or guardian, such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including your ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER). Your Personal Information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by the Australian Academy of Beauty Dermal and Laser Pty Ltd for statistical, regulatory and research purposes.

OTHER POLICIES

Privacy Statement and VET Data Use Statement

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles 2014, the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at ncver.edu.au).

4. Disclosure of personal information

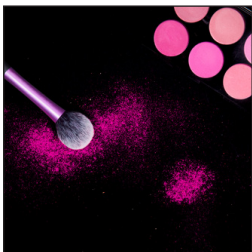
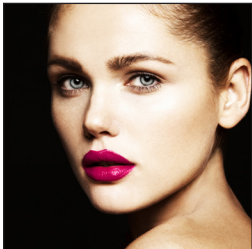
Personal information about students studying with the Australian Academy of Beauty Dermal and Laser Pty Ltd may be shared with the Australian Government and designated authorities including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering the *VET Student Loans Act 2016*, the domestic tuition assurance scheme operator, and organisations that run courses in conjunction with the Australian Academy of Beauty Dermal and Laser Pty Ltd. This information includes personal and contact details, course and unit enrolment details and changes.

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

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory Government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- Issuing a VET statement of attainment or VET qualification and populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.
- Determine eligibility to receive subsidised training, fee exemptions or concessions



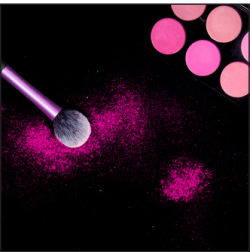
OTHER POLICIES

Privacy Statement and VET Data Use Statement



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

- a. the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b. the individual concerned has given written consent to the disclosure;
- c. the Australian Academy of Beauty Dermal and Laser Pty Ltd believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d. the disclosure is required or authorised by or under law; or
- e. the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.



Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the Australian Academy of Beauty Dermal and Laser Pty Ltd shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of the Australian Academy of Beauty Dermal and Laser Pty Ltd or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

5. Security and integrity of personal information

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

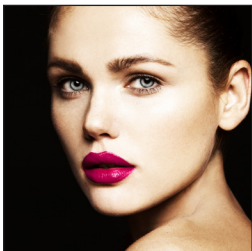
The Australian Academy of Beauty Dermal and Laser Pty Ltd will store securely all records containing personal information including enrolment records and USI number and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where the Australian Academy of Beauty Dermal and Laser Pty Ltd has no further use for personal information for any purpose disclosed by the Australian Academy of Beauty Dermal and Laser Pty Ltd, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.



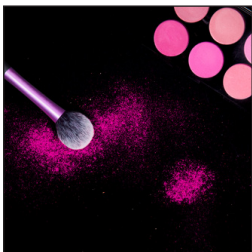
OTHER POLICIES

Privacy Statement and VET Data Use Statement



6. Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that the Australian Academy of Beauty Dermal and Laser Pty Ltd holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that the Australian Academy of Beauty Dermal and Laser Pty Ltd holds about them; however the Australian Academy of Beauty Dermal and Laser Pty Ltd may charge a fee to make a copy. Individuals will be



advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

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

Enrolments Officer

The Australian Academy of Beauty Dermal and Laser Pty Ltd

kirti@aabt.com.au



7. Complaints about an alleged breach of the APPs

Where an individual believes that the Australian Academy of Beauty Dermal and Laser Pty Ltd has breached a Privacy Principle in relation to that individual they may lodge a complaint using the Australian Academy of Beauty Dermal and Laser Pty Ltd's grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

8. Publication 16th December 2020

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser Pty Ltd by publication on the Australian Academy of Beauty Dermal and Laser Pty Ltd's website: aabt.com.au. Alternatively, a copy of this policy may be requested by contacting the Australian Academy of Beauty Dermal and Laser Pty Ltd using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, the Australian Academy of Beauty Dermal and Laser Pty Ltd will advise students on enrolment about these procedures and where they are located.

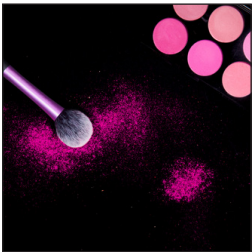
OTHER POLICIES

Electronic Signature Policy



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

By signing onto our Student Portal with your Academy issued private and unique student ID and password, or trainer ID and password, this policy reflects the legal intent of the individual that this electronic signature (signing in) has the same authority as his or her written authority.



Students may use the electronic signature to register, obtain unofficial transcripts, submit work and view theory assessment results and practical demonstration of skills results. By using your electronic signature to view assessments, there is no longer the need to physically sign each assessment task.



Trainers and staff may use their electronic signature to mark students assignments and to submit practical demonstration of skills assessments to students. By using your electronic signature to sign in there is no longer the need to physically sign each assessment task.

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

The Australian Academy of Beauty Dermal and Laser Pty Ltd electronic signature policy is established to confirm and bind an individual to a process requiring his or her signature, and that this electronic signature reflects the legal intent of the individual that the electronic signature has the same authority as his or her written signature.

This procedure is in addition to all federal and state laws, guidelines and standards including the Electronic Transactions Act 2000 NSW and the Electronic Transactions Amendment Act 2011 NSW.

OTHER POLICIES

Legislative Requirements and Compliance



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

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

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

The Director of Studies of The Academy is responsible for the dissemination and implementation of the relevant legislation.

Legislation within The Academy's scope includes regulations detailed on the following page.

Where possible a hard copy is kept on the premises for easy referral, otherwise staff and students are able to access the relevant acts from the links below.

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

Appropriate Government offices are:

Commonwealth Legislation

Government offices: 1300 565 6863

Website: <http://www.legislation.gov.au>

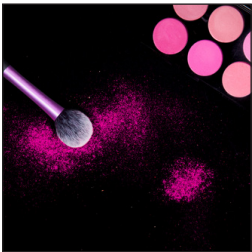
State of NSW legislation

Level 23, AMP Centre, 50 Bridge Street Sydney

Ph: 9321 3333

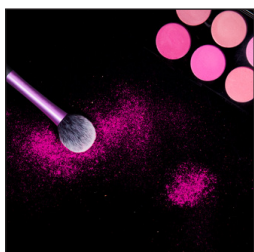
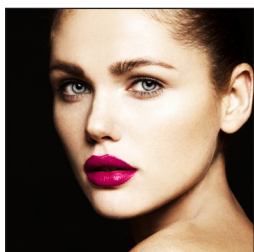
Website: <http://www.legislation.nsw.gov.au>

Because legislation is frequently amended, these offices recommend that websites be used to download any legislation that is relevant to The Academy's scope of operations.



OTHER POLICIES

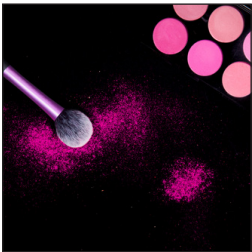
Legislative Requirements and Compliance



Weblink	
Work Health and Safety Act 2011	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N
The Privacy Amendment (enhancing Privacy Protection) Act 2012 and Privacy regulation 2013	http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform
Workers Compensation Act 1987	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+70+1987+cd+0+N
Workplace Injury Management and Workers Compensation Act 1998	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+86+1998+cd+0+N
Anti Discrimination Act 1977	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+48+1977+cd+0+N
Child Protection (Working with Children) Act 2012	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+51+2012+cd+0+N
Apprenticeship and Traineeship Act 2001	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+2001+cd+0+N
Public Health Act 2010 No127 (skin penetration public health regulation 2012)	http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+311+2012+cd+0+N
Copyright act 1968 (national act)	http://www.legislation.gov.au/Series/C2004A07378
National Vocational Education and Training Regulator Act 2011	http://www.legislation.gov.au/series/C2017C00245
National Vocational Education and Training Regulator (Transitional Provisions) Act 2011	http://www.legislation.gov.au/Details/C2017C00249
National Vocational Education and Training regulator (charges act) Act 2012	http://www.legislation.gov.au/Details/C2017C00217
VET Quality Framework	http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html
Student Identifier Act 2014	http://www.legislation.gov.au
Copyright Act 1968	http://www.legislation.gov.au
Disability Discrimination Act 1992	http://www.legislation.gov.au
Disability Discrimination Amendment Act 2002	http://www.legislation.gov.au
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	http://www.legislation.gov.au
Freedom of Information Act	http://www.legislation.gov.au
Standards for registered training organisations 2015	http://www.legislation.gov.au
VET Student Loan Act 2016	https://www.legislation.gov.au/Details/C2017C00183
VET Student Loan Rules 2016	https://www.legislation.gov.au/Details/F2017C00963

OTHER POLICIES

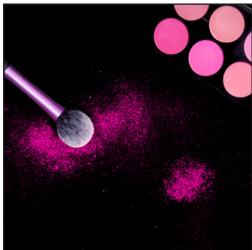
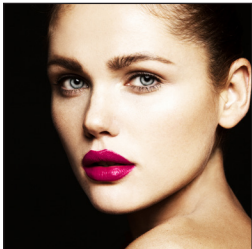
Legislative Requirements and Compliance



Weblink	
Privacy Act 1988	https://www.legislation.gov.au/Details/C2014C00076
Higher Education Support Act 2003	https://www.legislation.gov.au/Details/C2022C00005
Crimes Act 1914	https://jade.io/j/?a=outline&id=216603
Competition and Consumer Act 2010	https://www.legislation.gov.au/Details/C2011C00003
Corporations Act 2001	https://www.legislation.gov.au/Details/C2019C00216

OTHER POLICIES

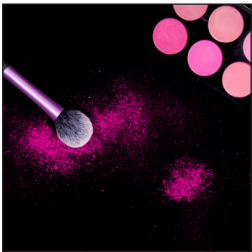
Legislative Requirements and Compliance



General description of legislation	
Work Health and Safety act	An Act to secure the health, safety and welfare of persons at work; to repeal the <i>Occupational Health and Safety Act 2000</i> ; and for other purposes.
Privacy and Personal Information Act 1998	An Act to provide for the protection of personal information, and for the protection of the privacy of individuals generally; to provide for the appointment of a Privacy Commissioner; to repeal the Privacy Committee Act 1975; and for other purposes.
Workers Compensation Act 1987 and Workers Injury MGT and Compensation Act 1998	<p>Workers compensation act: An Act to provide for the compensation and rehabilitation of workers in respect of work related injuries; to repeal the Workers' Compensation Act 1926 and certain other Acts; and for other purposes.</p> <p>Workers injury MGT and Compensation Act 1986: An Act to provide for the effective management of work-related injuries and injury compensation for workers in respect of such injuries; and for other purposes.</p>
Anti-Discrimination Act 1977	An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons.
Child Protection (working with children act) 2012	An Act with respect to registration and reporting requirements for certain offenders who commit sexual and other serious offences against children; and for other purposes.
Apprenticeship and Trainee Act	An Act to provide for the regulation of apprenticeships and traineeships; to repeal the Industrial and Commercial Training Act 1989; and for other purposes.
National Vocational Education and Training Regulator Act 2011	<p>The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.</p> <p>ASQA regulates courses and training providers to ensure nationally approved quality standards are met</p>
Public Health Act 2010 No127 (skin penetration public health regulation 2012)	The Public Health Act 2010 and Public Health Regulation 2012 regulates body decorating and grooming practices carried out by people who are not registered as health professionals.
Copyright Act 1968	An Act relating to copyright and the protection of certain performances, and for other purposes
VET Quality Framework	<p>The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.</p> <p>The VET Quality Framework comprises:</p> <ul style="list-style-type: none"> ■ the Standards for National VET Regulator (NVR) Registered Training Organisations ■ the Fit and Proper Person Requirements ■ the Financial Viability Risk Assessment Requirements ■ the Data Provision Requirements, and ■ the Australian Qualifications Framework.
Electronic Transactions Amendment Act 2010 NSW	https://legislation.nsw.gov.au/view/pdf/asmade/act-2010-68

OTHER POLICIES

Work Health and Safety [WHS]



The Academy adheres to all WHS legislation and regulations. Staff and students are informed of the WHS requirements and responsibilities during induction and orientation sessions and are required to know aspects of WHS by way of building evacuations, fire drill, what to do in the case of hazardous material spills and other safety matters. The Academy aims to protect the health, safety and welfare of students and staff by implementing general WHS procedures that are to be observed by all personnel. The Academy emphasises that WHS is everybody's responsibility. All personnel are briefed on WHS procedures regularly and appropriate drills are carried out. Where outside training venues are hired then The Academy ensures in the contracts that all WHS policies and procedures are in place. The Director of Studies and Trainers are responsible for the implementation of WHS policies.

Additional WHS requirements, including the strict adherence to health and hygiene regulations are included in various units of the students Beauty Therapy Training.

Because of The Academy's strict policy on WHS and health and hygiene throughout its premises and salons, staff is required to monitor on a daily basis the safety and functioning of equipment as well as general hygiene and cleanliness.

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

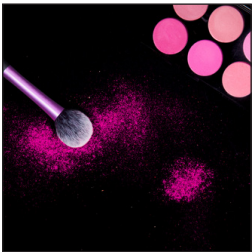
SHBXWHS003 Apply safe hygiene, health and work practices is one of the first units covered to ensure safety of all students

This will also include:

- Emergency evacuation arrangements and know who the evacuation Warden is
- What to do in the case of fire or emergency and know who to inform should it be necessary
- Where the fire extinguisher is located
- The quickest and safest exit points from all aspects of the building and understand the evacuation plan
- Where the first aid kit is and who is the first aid officer.
- The roles and responsibilities of each person in this workplace

OTHER POLICIES

Work Health and Safety [WHS]



- Possible hazards in the workplace and my responsibility of reporting anything that may be a health or safety issue. This includes but is not limited to:
 - Infection control
 - Importance of thorough room cleaning throughout and during day
 - Importance of correct sanitisation and sterilization at all times
 - Slippery floors and the importance of immediately cleaning any spills, including massage oil, creams water etc
 - Correct labelling of all bottles jars,
 - Frayed cords and electrical equipment not working
 - My responsibilities in lifting heavy items to prevent injury
- Where the injury book is, know how to record an injury and who to report this to
- Where signage is kept for wet floors etc, and know when and how to use these
- Where the MSDS sheets are located and how to use them
- Importance of providing The Academy with current next of kin contact details
- Importance of providing updated my contact details to ensure they are correct
- Providing my Trainer with details of relevant medical history eg: allergies etc, and have provided the treatment plan if required
- The requirements of the skin penetration act
- Students responsibilities of performing treatments that ensure safety of client and therapist at all times
- Requirements for participating in environmentally sustainable workplace and that I am required to turn off lights whenever room not in use, minimise waste of product, minimise waste of water, minimise waste of electricity, minimise waste of paper.
- Abide by the grooming standards, hair, makeup, clean uniform, cardigans, and shoes.
- Never ever be under the influence of alcohol or drugs at The Academy
- The policies on harassment and bullying
- No running throughout the premises
- Spills to be cleaned up immediately

OTHER POLICIES

Sustainable Work Practices and Insurance



Environmentally Sustainable Work Practices

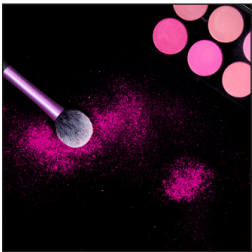
Participate in environmentally sustainable work practices

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

We can do this by:

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

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



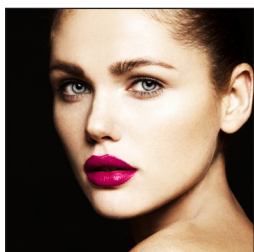
Insurance

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

Insurance policy number PIM/000617

OTHER POLICIES

Significant Changes to The Academy's Operation

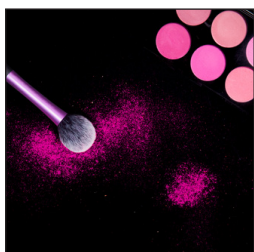


Unable to deliver a course or changes in services

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

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

AABT reserves the right to amend the terms and conditions of the learners enrolment at anytime. Changes may include, changes to course delivery arrangements, changes to delivery sites, changes to ownership or third party arrangements, or changes to our policies and procedures. If changes are made that affect the learner's enrolment, the learner will be informed 28 days prior to changes taking effect. Learners are provided this advanced notice to submit an appeal, from the date that they were informed of the decision, if required. Further information about appealing a decision, is contained in the complaints and appeals handling policy.



Academy closure

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

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



How students and staff will be notified of such events

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

Students will be asked to acknowledge receipt of this notification by return email which is saved automatically to their student file in Wisenet. Students have the right to access our appeals policy, within 20 days of the receipt of the notification.

Trainers will be notified through email and via Weekly trainer meetings

Trainers will also notify students verbally of such events.

Obtaining records should the RTO cease to operate

Should the Academy cease to operate our activity data is transferred to ASQA and students will be able to obtain records from the regulator: [ASQA Student Records](#)

Records can also be obtained through [USI.gov.au](#)

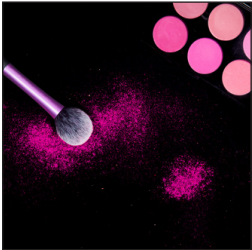
This policy will be updated as new information and directions from ASQA become available.

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

FEES & CHARGES

Course Fees and Charges

Please visit our website aabt.com.au for current fees and charges.



FEES & CHARGES

Consumer Rights



Consumer rights

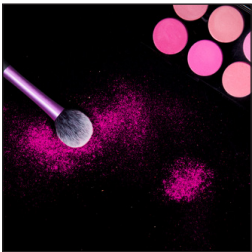
Students have rights as a consumer under Australia's Consumer Protection Laws including a 2 day cooling off period from enrolment

Protection under Australian Consumer Law

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

<https://consumerlaw.gov.au/consumers-and-acl>

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



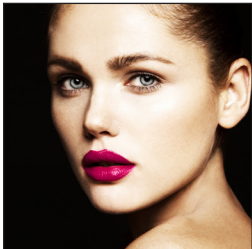
Students enrolled under through the Apprenticeship and traineeship program can also contact the NSW Department of education relating to consumer protection matters at

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

Phone No 1300 772 104

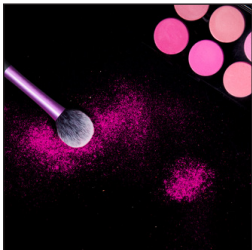
PAYMENT OPTIONS

Ezidebit



Ezidebit

The Academy utilises the services of Ezidebit for the collection of fees paid by students.



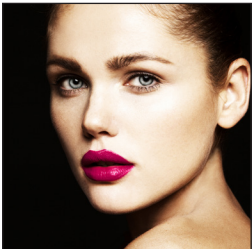
The document on the next page outlines your rights and responsibilities with regards to allowing Ezidebit to directly debit your nominated bank account or credit card for any installments or fees entered into by you with the Academy, as well as, the terms and conditions of this Contract and Ezidebit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

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

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



GLOSSARY OF TERMINOLOGY



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

Approved Course refers to a course that has been approved for eligible students to use a Vet Student Loan to pay for all or part of their Tuition Fees.

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

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

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

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

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

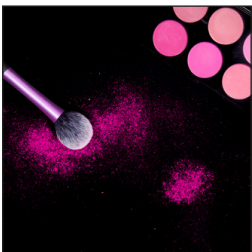
- the context and conditions of assessment,
- the tasks to be administered to the student, and
- an outline of the evidence to be gathered from the candidate and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).

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

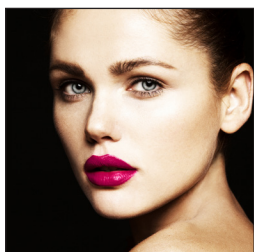
Census Date The census day is the date by which an enrolment may be cancelled without incurring tuition fees for the course or a part of the course. The census day of a unit of study is also the last day a student can submit their Request for Vet Student Loan form to defer their tuition fees through the Vet Student Loans scheme. It is a date the VET Provider sets which is no earlier than 20% of the way through the period in which the unit of study is undertaken. Census days will apply to each of the VET units of study in which a person enrolls, with the student taking out a loan for any tuition fees that remain unpaid at the end of each census day. Our census dates are on the website under heading Vet Student Loans- Schedule of Vet tuition fees

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

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



GLOSSARY OF TERMINOLOGY

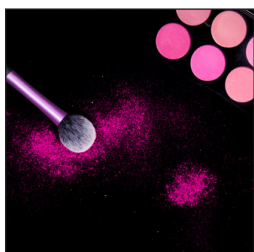


consistent with the Standards.

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

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

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



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

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

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

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

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

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

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

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

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

The Act refers to the Vet Student Loans Act 2016

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



GLOSSARY OF TERMINOLOGY

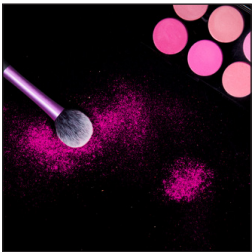


Third Party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

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

Training Product means:

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



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

Vet Student Loan Vet Student Loans is a scheme provided by the Australian Government to enable eligible full-fee paying students the opportunity to apply for a loan. Such a loan is to aid in the payment of all or part of a student's tuition fees for a VET course of study in which the student is enrolled unless the student cancels their request for a Vet Student Loan with the VET provider on or before the census day for the units of study that make up the course. The loan will remain as a personal debt obligation until it is repaid to the Commonwealth. The signed Request for Commonwealth Assistance form applies to a loan for the entire VET course of study and is charged on a unit of study basis unless the student pays some of the tuition fees.

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

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