



Student Handbook 2018

National Provider | 45265
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Welcome

Welcome to Aid to Beauty Training. We are an organisation that provides excellence in training services. Our philosophy encompasses first class customer service with experienced and highly trained staff who help ensure students gain qualifications that will help pave a way for their future.

Clinic Facilities

The clinic has modern training facilities with well-equipped theory and practical classrooms designed specially to provide students with a professional, comfortable environment in which to work. Training facilities are located close to shops and public transport.

Interstate students will be able to find paid accommodation close to course training rooms.

Training Hours

8am-5pm Monday to Friday

Students do not have access to the training facilities on days or evenings other than those stipulated on their time table or unless otherwise advised by the RTO manager or director. Aid to Beauty Training reserves the right to alter or amend any class schedules for an individual student or group of students as required.

Dress Code

Students should come attend the class wearing smart/casual dress. This includes covered footwear. Failure to do so may result in the student being turned away from class.

Code of Practice

Our commitment to education standards:

- The policies and practices of the Aid to Beauty Training are adopted to maintain high professional standards in the management, marketing and delivery of education and training which safeguards the interest and welfare of students and public.
- By marketing the courses with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems.
- By ensuring that students have access to adequate orientation, counselling and remedial education, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of students from different backgrounds.
- By acting with integrity in dealing with students, past and present, and with the public
- By ensuring that the facilities are conducive to the success of each student and that the learning environment is maintained to the highest standards.
- By ensuring that the lecturing staff have the necessary qualifications, industry experience and instructional skills to effectively tutor students within specific courses.
- Aid to Beauty Training will ensure that the content of the course syllabus is relevant to individual and that all training and assessment material is developed in consultation with industry representatives to remain at the forefront of emerging industry needs and training trends.

Course Information

Vocational Education & Training

Courses have been prepared according to the correlating National Training Package. Training Packages include:

- Industry course standards; these are the standards each industry require its workers to have.
- Guidelines for assessing competence in the industry.
- Courses are comprised of a combination of compulsory, elective and optional units of competency to be completed within a theoretical and practical workplace application. Students will be required to complete the required number of compulsory, elective and optional units as indicated in the individual course.
- All of our courses are specifically designed to meet the needs of Australian industry.
- Aid to Beauty Training offers nationally recognised training as well as non-accredited courses.
- Only nationally recognised competencies/qualifications will display the nationally recognised training symbol.
- Certificates issued for the non-accredited courses will not display the nationally recognised training symbol.
- The student will be issued with a nationally recognised statement of attainment for any units in which the student has been assessed as competent as recognition of completion of the course.

Course Progress

Whether you are attending on-site classes or enrolled in a flexible blended program our academic staff will monitor your progress and contact you on a regular basis about your progress. Please do not hesitate to contact the clinic training team to discuss any concerns you may have with progress or completion. Adjustments can be made and support is available to assist you to complete your studies.

Course Fees

Students enrolling in Maintain infection control courses are required to pay the full amount of \$450 at the time of enrolment.

Students enrolling in Design and provide cosmetic tattooing are required to pay a deposit of \$1500 and then the remainder of the amount prior to commencement of the practical instruction.

Enrolment

Client Selection

Recruitment of all clients will be responsible, ethical and consistent with training package requirements at all times. Aid to Beauty Training is committed to non-discrimination in any form and always complies with equal opportunity and anti-discrimination legislation.

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program. Appropriately, qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

Entry Requirements

All students are required to provide a Unique Student Identifier (USI) at the time of enrolment. Please refer to the attached fact sheet.

Please contact Aid to Beauty Training to check for any course pre-requisites or entry requirements.

Enrolment Procedure

A completed enrolment form is required to advise all details necessary to register a client. All questions should be answered and the form signed by the student.

The enrolment form should be completed and emailed to info@aidtobeautytraining.com.au

When the completed enrolment information is received, the client is allocated a permanent identification number and enrolled into their allocated course.

A copy of the Student Handbook is available to all clients prior to commencement of study. The Student Handbook advises about assessment procedures, complain and appeal procedures, facilities and equipment and support service and is available on line.

Induction/Orientation

On the first day of the practical instruction component, students will receive induction/orientation appropriate to their course which ensures students:

- Are familiar with facilities and resources
- Have identified the key training, administration and support people
- Have necessary course materials

Language, Literacy and Numeracy Assessment (LL&N)

Student enrolment documentation requires students to indicate any English language needs and any special needs for the course (Language Literacy and Numeracy).

This enables the RTO to address specific learner needs and tailor the training program and/or assessment process to best meet those needs. Where necessary, adjustments to the methods of learning delivery and/or to the assessment process can be made, so the student is supported and has a reasonable chance of success in their training. Please let your trainer know if you feel you will need assistance with language, literacy or numeracy.

Individuals who require help with their literacy and numeracy can access information about their nearest LLN provider by call The Reading Writing Hotline on 1300 655 506 or refer to their website at www.literacyline.edu.au. Any costs incurred will be the responsibility of the client.

Access and Equity

Aid to Beauty Training provides equal access to training delivery and assessment services for all students. Where possible, we conduct flexible training to meet specific needs of individual students. Wheelchair access is available if required.

The learning support strategies used include:

- Pre-teaching industry specific terminology
- Demonstrating procedures
- Providing opportunities for hands on experience and practice (i.e. student clinic)
- Ensuring individual support and advice to students
- Encouraging students to work at their own pace, where possible and within the requirements outlined in the training package
- Providing written learning material and illustrations
- Students with learning difficulties beyond our areas of expertise can be referred to external specialist agencies. Any associated cost of external assistance is the responsibility of the student.

Staff are responsible for:

- Recognising the cultural diversity of students
- Ensuring equal treatment of students
- Encouraging full participation and assisting all students to achieve course outcomes
- Providing equal access to resources
- Notifying management when becoming aware of a student's needs

Flexible Learning and Assessment Procedures

Students should discuss flexible arrangements with the trainer and will require approval from the RTO Director or Manager. All flexible arrangement must adhere to the course assessment standards as outlined in the training package.

- Alternative course time and dates
- A second assessment of competencies which were not achieved at first assessment
- A range of delivery options

Assessment

All assessments are completed in the following manner:

- The student will be offered the opportunity for RPL
- The student will be briefed on the assessment processes
- The student will be advised of the outcome at the first available opportunity
- The trainer will provide feedback on performance, and discuss the content with the student

All assessments conducted will observe the following directives as required by the AQTF standards:

- **Competency Based Assessment** – Assessment will be according to established procedures as defined in AQTF standards
- **Validity** – Assessment methods will be valid, and will assess what they claim to assess
- **Reliability** – Assessment procedures will reliable and will result in consistent interpretation
- **Fairness** – Assessment procedures will be fair, and will not disadvantage learners
- **Flexibility** – Assessment procedures will be flexible

Reasonable Adjustment

Where students are unable to undertake scheduled assessment due to family emergency, illness or disability, alternative assessment arrangements may be negotiated with the Director or Manager prior to the assessment date. Should illness be the cause of the inability to undertake assessment, the student will be required to provide a doctor's certificate stating that the student could not undertake study during the particular period.

Resitting Assessments

In the event of a 'not yet competent' outcome, the client will have an opportunity to resit the assessment for that unit at no cost. Should the result of the resit be an outcome of 'not yet competent' one further resit is allowed at a cost of \$75.00 per assessment. If, after resitting the assessment(s), the student still does not meet the necessary criteria for competency, he/she must redo the entire unit (cost on application) in order to achieve the full qualification or course.

Issuing of qualifications

Aid to Beauty Training will issue all AQF statements of attainment within 21 days of the training programs completion. All statements of attainment issued comply with the standards of the Australian Qualifications Framework (AQF).

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

Recognition of NRT Qualifications

Aid to Beauty Training will recognise and accept certified qualifications and statements of attainment issued by other RTOs.

Recognition of Prior Learning (RPL) policy

Aid to Beauty Training recognises that competency is gained through work experience as well as formal and informal training. The clinic aims to ensure that recognition is assessed accordingly to ensure the student is not disadvantaged and that individual circumstances are considered.

An assessment process has been developed and is offered to all students to recognise prior learning that may be contributed towards the study.

All staff are responsible for ensuring marketing and advertising material includes recognition of prior learning as well as recognition of qualifications and statements of attainment issued by other registered training organisations.

Procedure

- Learners are required to complete an application form for consideration of RPL and for the recognition of qualifications and/or Statements of Attainment issued by other RTOs.
- Participants seeking recognition for AQF qualifications and/or statements of attainment must present the original documents or certified copies of originals. Copies of the evidence are to be kept on the individual student file.

- Participants are required to provide Aid to Beauty Training their Unique Student Identifier for verification which is required for the issuing of a qualification and/or statement of attainment.
- Any staff member is permitted to validate the qualification/statement of attainment by contacting the registered provider of the organisation by email.
- A copy of the validation email is to be filed on the student file.
- Once the qualification/statement of attainment has been validated, the student's records must be credited and notes entered detailing the recognition.
- AQF qualifications/statements of attainment that cannot be validated will not be recognised.
- Students will be provided with an opportunity to be assessed and provide additional evidence for consideration.
- The student must provide sufficient, relevant evidence to demonstrate competency and that competency can be demonstrated repeatedly.
- All applications for RPL are to be recorded on the individual student file as well as the result and evidence as necessary.
- RPL assessments are charged \$120 per unit. The cost will depend on the number of units to be assessed. An estimate can be supplied at the time of application.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about them at time of enrolment, and to advise us of any changes to their address, mobile number and email address within 7 days.
- Paying all fees and charges associated with their course and providing their own course requirements as instructed.
- Recognising the right of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring that you attend all classes sober and drug free and smoke only in open areas away from other people.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the Aid to Beauty Training administration office.
- Respecting the RTOs property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues. The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment, but as a means of providing students with the opportunity to correct or modify their behaviour.

Aid to Beauty Training seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work/learning environment. When a student's behaviour conflicts with the Student Code of Conduct disciplinary action will be taken according to the policies of the RTO.

Aid to Beauty Training reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Discipline

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

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

- Fails to attend the required minimum number of classes for any course without reasonable explanation.
- Brings onto or consumes on our premises, any drug of addiction or dependence (except drugs prescribed by a medical practitioner).
- Brings onto or consumes alcohol on our premises.
- Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol.
- Damage or remove any property or resource of ours or any training venue hired by us.
- Assault (physical or verbal) any person or persons on our premises or any training venue hired by us.
- Fail to comply with any instructions given by a member of staff relating to the safety of any person on our premises.
- Exhibits any form of conduct while on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present.
- Enters any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises
- When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.
- A verbal warning will be given to the student and documented on the student's individual file
- Where the behaviour continues after the verbal warning, student will be counselled and a written warning will be provided to the student. A copy of this warning will be noted and kept on the student's individual file.
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the student's file.
- If the student wished to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure

Plagiarism and Cheating

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

Theft

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

Smoking

All Aid to Beauty Training premises are smoke free zones. If students wish to smoke, they should do so outside and away from the building and only in designated smoking areas.

Withdrawals and deferrals

If you wish to withdraw from your course you are required to submit the request in writing to the Director. A withdrawal may be awarded on an individual basis. Please contact Michelle Scurry to discuss your circumstances. No refund will be payable after the course has commenced and you withdraw however, exceptions will be considered on a case-by-case basis at an additional administration fee.

Feedback

Aid to Beauty Training believes in quality continuous improvement. This can only be achieved with the help of feedback received from our clients and students.

Other Forms of Feedback to students

Trainers will provide various forms of feedback to students on their performance. The feedback may include one or more of the following:

- A mark on their assignment/project report/exam paper
- Comments on their assignment/project report/exam paper
- A written evaluation sheets
- Oral feedback on their overall performance

If the students are not satisfied with the feedback given on their work, they can discuss their work with the trainer individually and/or the Director.

Fees and Refund Policy

All enrolment fees are non-refundable.

Fees Policy

Aid to Beauty Training accepts the payment of fees in advance. Aid to Beauty Training will not accept payment of more than \$1,500 **per unit** prior to the commencement per of the course.

There are strict no refund policies. If a participant has received the course training material, there will be no refund. If the participant cancels or withdraws 21 days prior to commencement any fee over there will be no refund. (This policy is enforced because cancelling at this point disadvantages the RTO by preventing a place being offered to another applicant).

Where applicants cancel within 21 days prior to the commencement date of training, the RTO will not refund any fees and charges paid by or for the student.

Deferment of training may be negotiated where possible.

Once training has commenced in the course (that is, where the student has received the training material), no refund is available to participants who leave before finishing the course unless the participant can provide a medical certificate or show extreme personal hardship.

Should participants wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards that course within six months of initial payment. If the credit is not used within the six months, the credit or refund is deemed null and void.

Where a course has been cancelled by the RTO, participants are entitled to a full refund (or pro-rata adjusted refund) or to transfer to another/future course. In this event participants will be given their preferred option.

Students who are assessed as not yet competent and reenrol must pay the full fee for the course.

Reissuing of a certificate or statement of attainment - \$25

Material Fees

No refunds will be given for printed or electronic materials that are considered to be used. Materials will be considered 'used' when:

- The client has received the materials

Course Reschedule/ Cancellation

If a course is rescheduled/cancelled by Aid to Beauty Training prior to program or course commencement, then participants will be rescheduled to the next available course date.

Student Support

Aid to Beauty Training is always concerned with the welfare of our students. Staff will counsel clients as appropriate and /or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by clients, and to actively render appropriate assistance.

If you require extra support or counselling, please contact a member of our team who will be able to provide assistance with contacting professional counselling services.

Any fees incurred are the sole responsibility of the student.

Counselling/Personal Support

If you require counselling or personal support, please contact one of the organisations below.

Lifeline 13 11 14 or www.lifeline.org.au

Beyond Blue 1300 224 636 or www.beyondblue.org.au

Accessing personal files

Students have access to their individual files at any time. Files can be provided 24 hours' notice except in exceptional circumstance. Students are to email the administration staff to request access to their files.

These requests must be saved electronically under the students' individual file.

Privacy and confidentiality

Student information is to remain confidential unless written authority has been given to release the information to a third party.

Data Collection

Aid to Beauty Training is required to collect student data:

- The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) provides a national framework for the consistent collection and dissemination of vocational education and training (VET) information throughout Australia.
- AVETMISS applies to the VET provider collection which provides information on training programs delivered by government and privately operated training providers.

The Standards for Registered Training Organisations 2015

The objectives of the Standards are to ensure consistent, high quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The standards form part of the VET Quality Framework. As defined in the section 3 of the Act, the VET Quality Framework is comprised of the Standards for NVR Registered Training Organisations, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

The Standards are based on the existing Australian Quality Training Framework (AQTF) standards, used by training organisations for initial and continuing registration, and has adopted parts of the existing AQTF standards for initial and continuing registration for training organisations.

Compliance with the Standards is a condition for all NVR registered training organisations and for applicants seeking registration under the Act.

National Vocational Education and Training Regulator Act 2011

The National Vocational Education and Training Act Regulator 2011 provides for the:

- Registration of training organisations
- Accreditation of vocational courses in accordance with national standards
- Approval of providers of courses to overseas students
- Reconstitution of the Australia Skills Quality Authority

The Act implements a national initiative to ensure effective regulation of VET providers throughout Australia. It also recognises the National Training Information Services.

Refusal to Provide Services

Aid to Beauty Training has the right to refuse to provide services (including training, assessment and course material) to students who have outstanding accounts or present a danger to himself or other students or staff. Aid to Beauty Training shall not be liable for any failure to provide these services.

Appeals and Complaints

Appealing against assessment results

Any student who believes that the mark awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal.

Appeals

In the first instance, students are encouraged to discuss assessment outcomes and processes with their Trainer. (Concerns regarding assessment results must be discussed with the trainer no more than 10 working days from the date of issue).

If the outcome of discussion is not satisfactory, and the student does not agree with the result, the student should complete a reassessment application form which can be handed to the administration staff or CEO.

The student assessment will be reviewed by another trainer and the results will be detailed on the reassessment application form.

If the student does not agree with the outcome of this process, the assessment item will be reviewed by the CEO and where necessary a panel will be formed of no less than three qualified staff to review the appeal and assessment. The student will be notified of the panel outcome in writing.

In cases where the student is not satisfied with the outcome, they should be advised of their right to contact ASQA and lodge a complaint direct.

Complaints

In the event of a complaint, the student must initially try to resolve the problem with the person concerned. Should the problem remain unresolved, you are required to

Complete a Complaint form available from the RTO Manager.

Complete all required details on the form and attached any relevant documentation.

Submit the form to the CEO or RTO Manager as appropriate.

Complaints will be registered with the RTO and resolution will be forwarded to the student in writing within 14 working days.

If the complaint remains unresolved, the student may seek independent advice or lodge a complaint with the Australian Skills Quality Authority (ASQA).

Schedule of fees

• Design and Perform Cosmetic Tattoo	\$6,500
• Maintain Infection Control Standards	\$450
• Advanced Brow Techniques	\$3,500
• Paramedical Scar camouflage	\$3,500
• Scalp Micropigmentation	\$4,000
• RPL assessment Design and perform cosmetic tattoo	\$2,000
• RPL assessment Maintain Infection Control Standards - Graduate Certificate	\$150
• Reprint Certificate	\$25
• Reprint of two awards	\$30

\$500 of the paid fees is an administration, **non-refundable fee**.



DO YOU HAVE YOUR USI?

WHAT IS A USI?

A Unique Student Identifier (USI) is a reference number made up of numbers and/or letters that gives you access to your USI account. This USI will stay with you for life and record any nationally recognised Vocational Education Training courses that you undertake from January 2015.

WHAT IS A USI ACCOUNT?

This is an online account controlled by you which keeps all your training records and results together. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

HOW CAN I OBTAIN A USI?

You will be able to log into the USI System www.usi.gov.au, accept the Terms and Conditions, enter some personal details and receive the USI back in real time.

WHAT INFORMATION WILL I NEED TO HAVE TO GET A USI?

You will need a form of ID, contact details and personal information. A list of acceptable ID is on the USI website.

WHY DO I NEED A USI?

The USI will allow you to have easier and more reliable online access to your record of training history (from January 2015). You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

WHAT IF I FORGET OR LOSE MY USI?

There are instructions at www.usi.gov.au on how to recover your USI.

WILL I NEED MY USI BEFORE ENROLLING INTO COURSES?

Yes, at Aid to Beauty Training we require you to provide us with a USI in order to enrol

IS MY USI DIFFERENT TO MY AID TO BEAUTY TRAINING STUDENT IDENTIFICATION (ID) NUMBER?

Yes. Your enrolment ID is separate to your USI. The RTO does not keep a record of your USI on file.

WILL I STILL RECEIVE MY CERTIFICATE FROM MY TRAINING PROVIDER?

You will not receive a copy of your Statement of Attainment unless you have provided your USI and paid all outstanding fees.

HOW CAN I SEE MY TRAINING RECORDS?

Your Training records will be available through the USI system from June 2015. If you require training records prior to June 2015, please contact the Academic Records Centre (ARC) for studies completed at other RTOs.

IS THERE A CHARGE INVOLVED IN GETTING A USI?

No. A USI will be available free-of-charge for all individuals undertaking nationally recognised training.

CAN I USE MY USI FOR UNIVERSITY?

Initially, the new initiative will only apply to VET students. The Federal Government has indicated an interest in extending it to other education sectors, although any such extension would be subject to future decisions.

WHO HAS ACCESS TO SEE MY USI?

You can give access to a training provider to view and/or update your USI account or view training records. However, Aid to Beauty Training will not keep a record of your USI outside of their Student Management Systems.

WHAT IF I CHANGE MY NAME?

The details you enter must be the same as shown on your form of ID. If you have changed your name since obtaining your USI then you may update your personal details to match your new form of ID.

DO INTERNATIONAL STUDENTS NEED A USI?

Yes. All students studying an accredited national recognised course within Australia will need to obtain a USI. If you are an international student please contact Education Training International for more information.