



Melbourne College
of
Hair and Beauty

Melbourne College of Hair and Beauty

LOCAL STUDENTS

Student Handbook

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Student Pre course Handbook

This revised version of the Melbourne College of hair & Beauty Handbook is effective April, 2010. It supersedes and replaces all prior versions that have been issued.

The contents of this Handbook are available through the College's website at www.mcohb.com.au

Student Pre course Handbook

It is important that you read the entire contents of this document carefully. It is your official notice of the College Rules and Regulations as well as Legislative Requirements which we are both bound by. If you have any queries or concerns with regards to any component of this document, please ensure that you address these issues prior to enrolment.

This book is intended to be utilised by students as a guide and not as the sole source of reference. This handbook is subject to changes but only with the approval and at the discretion of the Director / Principal.

MISSION STATEMENT

The Melbourne College of Hair & Beauty Culture takes seriously the need to train Hairdressers and Beauty Therapists to the highest professional standards, equipping students with the knowledge and competencies that will enable a graduate to be part of the globalisation of the Hairdressing and Beauty Therapy Industries. The College further seeks to accommodate differences in individual rights and promote social justice.

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INTRODUCTION

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

Throughout this book you are referred to as Student we are referred to as the College.

We have a philosophy which is committed to providing you with quality training and assessment. We are committed to assisting you in furthering your career and reaching your goals within the Business sector. We currently deliver the following qualifications:

WRB20104	Certificate II in Nail Technology
WRB20204	Certificate II in Make-up Services
WRB20304	Certificate II in Retail Cosmetic Services
WRB30104	Certificate III in Beauty Services
WRB30204	Certificate III in Nail Technology
WRB40105	Certificate IV in Beauty Therapy
WRB50105	Diploma of Beauty Therapy
WRH20109	Certificate II in Hairdressing
WRH30109	Certificate III in Hairdressing
WRH40109	Certificate IV in Hairdressing
WRH40209	Certificate IV in Trichology
WRH50109	Diploma of Hairdressing Salon Management
TAA40104	Certificate IV In Training & Assessment

Our trainers and lecturers are highly qualified and have extensive experience. We are here to support you throughout our courses and we hope you have an enjoyable learning experience.

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THE AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF)

You are about to consider becoming a participant in the process that can result in achieving a nationally accredited qualification.

This qualification can only be delivered to you in VICTORIA by an organization that has met the requirements of the Vocational Education and Training Accreditation Board (VRQA). The requirements are arranged into 3 standards.

VRQA audits us to ensure compliance with these standards.

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

If you have any question regarding the AQTF, VRQA or the content of the standard please contact Melbourne College of Hair & Beauty's CEO who will be able to assist.

ACPET is the Australian Council for Private Education and Training - the national industry association for independent providers of post-compulsory education and training, for Australian and international students

The Australian Council for Private Education and Training (ACPET) is working to remove barriers that arise from Industry Licenses and Regulations that differ between States.

OBJECTIVES OF THE COLLEGE

Once enrolled as a student of The Melbourne College of Hair and Beauty, the student must make a commitment to achieve outcomes both in practical and theory mode in accordance with the standard of competencies required by the College, the Government and International Associations (where applicable). The College is committed to training students to the highest possible standard during his or her training period and seeks the student's co-operation in this endeavour.

POLICIES AND PROCEDURES

These are designed to maintain high professional standards in the delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of clients and students. The College is committed to the success of students and prides itself in maintaining an environment conducive to learning.

FACILITIES AND EQUIPMENT

Participants have available for their use:

- Quiet space for study and small group meetings
- Texts, videos and other course related material
- Salon practical Client and Salon environment
- Photocopying and printing of course related material
- Computers and Internet Access

EQUIPMENT

Equipment is issued upon commencement and becomes the property and responsibility of the student. The student must be in possession of his or her equipment at all times at the College. Breakages / losses must be replaced at the student's expense to enable efficiency and fulfilment of practical work obligations. If the student cannot access his or her equipment, the student must leave the College premises and will then be regarded as absent.

Students must not neglect or act irresponsibly with respect to equipment either owned by the student or belonging to the College. If students recklessly or carelessly cause equipment to become damaged or broken, the student will be liable to pay for the replacement or repair of that piece of equipment. The College will, however, ensure the replacement of faulty equipment.

SECURITY OF PERSONAL ITEMS

Students are requested to keep all personal belongings locked away in their lockers and keep their equipment bags with them at all times. MCOHB cannot and will not take responsibility for any lost or stolen items.

SECURITY - VISITORS/RELATIVES or ACQUAINTANCES ENTERING THE COLLEGE PREMISES

In the interests of school security, it is our policy that all visitors make arrangements in advance with the school office by stating reason, date, and time of the proposed visit. In all cases where permission is not obtained in advance it must be obtained promptly upon entering the school. No visitor may go past reception or remain at a school without the permission of the Principal or Director of Studies.

The College Principal or Director of Studies has the right to refuse admission.

Our people (that is, our students, our employees, contractors who work with us and people who enjoy our services and facilities) are vital contributors to the achievement of the colleges mission. Their protection and well-being are critical strategic objectives which will reflect the College's credibility.

The college's Visitor Policy aims to facilitate the safety and well-being of all by outlining procedures for visitors that enter the College .

MCOHB cares about the safety of our people. We are committed to providing a safe and healthy work environment for our students, employees, volunteers, contractors and visitors.

ACADEMIC PROGRESS AND ATTENDANCE

Attendance is an essential component of the Student's program, and is monitored as an intervention strategy in line with the College's Academic Progress monitoring policy.

CHILD/CHILDREN ACCOMPANYING A STUDENT TO CLASS

The college recognises it has a legal responsibility to ensure a safe environment for employees, students and visitors. This is set out under the Occupational Health and Safety Act 2000. The college is not a substitute for childcare. Children accompanying a parent or guardian can seriously inconvenience other people at the college as it is not institutionally practical.

The presence of children can potentially create hazards and difficulties in the workplace and classroom and raises specific issues for staff, students and the College.

That is why there is a need for regulation. The College's duty of care extends to all members of the college – staff, students and visitors. Recognising the potential hazards occurring in the College environment MCOHB needs to take all reasonable practicable steps to provide and maintain a safe and healthy environment. Therefore a ***request for a child to accompany a student to class will not be permitted.***

This policy has been developed for all staff and students and informs them of their responsibilities and the College's expectations about children being brought on to the College premises. It takes into account the health, safety and welfare associated with children being at the College and the rights of others to an environment conducive to work and study lectures. It is the College's duty that we ensure the other students are not inconvenienced.

POLICY ON SMOKING

Given the proven health risks of smoking, MCOHB IS A smoke-free environment. Smoking is prohibited : even within 10 metres of any entrance to buildings, air conditioning intakes, ventilation louvres or opened windows.

Smoking must be confined to areas designated as 'smoking zones'. Smoking is not permitted on the premises.

Clients are also advised of the 'smoking zones'. Students are asked for his or her assistance in making clients aware of College procedures, rules and regulations on smoking.

COMMENCEMENT

Classes commence at 9.30am sharp and students and staff are expected to arrive 10-15 minutes prior to class in order to change into uniform and be in the classroom ready to begin the day's class.

After 9.30am, if the student has missed the morning session, he or she may attend the afternoon session commencing at 1.00pm. A student may start no later than 1.00pm.

CHANGE OF PERSONAL DETAILS

If there is a change in your name, address or telephone number during the course, you must immediately notify the Administrative Office or the front desk by completing a 'Change of Personal Information' form. Students are responsible for maintaining the accuracy of all personal information.

HOME STUDY

Home study is dependent on the individual student's competencies and goals. The College believes an extra period of five (5) hours per week allows for sufficient time for projects and assignments.

STUDENT IDENTIFICATION CARDS

Student identification cards are available upon request at the time of commencement. The student is required to provide the College with a small photograph (driver's license size) for this purpose, as indicated on the course enrolment form. Students are required to provide the College with accurate personal information for this purpose.

Students should note that a College issued student card does not entitle the student to travel on public transport at a concession rate. A travel concession card application form will need to be obtained from a train station for this purpose. The College is able to endorse this form if requested to do so provided that the relevant terms and conditions are met. This is not available to International students.

PHOTOGRAPHIC CONSENT FORM

Written consent must be obtained from students whose photographic/video images are used for MCOHB marketing, publication and distribution purposes. This consent form is attached to the Contract and if not signed, their images may not be utilised.

LOCKERS

Students are required to pay a deposit of \$10 for a locker to store all personal items. Upon the return of the locker and presentation of the receipt at the completion of the course, the \$10 will be refunded. If the locker is damaged a further payment will be required to cover the cost of the damage and replacement if required.

UNIT BOOKS

Each unit of study is accompanied by The MCHOB resource books. The book provides the student with current information related to the area of study and includes activities, assignment details and areas for Instructor comment and evaluation. Unit books must be completed as per the instructions specified. The first page must be completed by the student and Instructor, cut out and filed with the student assessments records.

The cost of unit books is incorporated into the course fees. However, if the student should lose his or her unit book, it must be re-purchased at the student's expense.

LUNCH ROOM

Food and drink are not permitted in College classrooms or salons. The lunchroom must be kept clean at all times. Chewing of gum and smoking is not permitted on the College premises. Students are responsible for ensuring that all rubbish and food scraps are placed in bins. Microwaves and sinks are to be kept clean and free of food debris.

PERSONAL PRESENTATION

It is imperative that students have a professional appearance at all times. College uniform must be worn whilst in attendance at the College and no deviations from this standard will be accepted.

The Instructors will not allow students to attend class without a uniform. Tint stains or wax stains etc must be removed from the uniform or, alternatively, uniforms must be replaced at the student's expense.

UNIFORM

Hairdressing:

- Black or white clothing ONLY
- Females – skirts, (of an appropriate length) slacks, College Jackets
- Males - pants, shirt / College T-shirts
- No shorts Male or Female are to be worn
- No runners or trainers. Sneakers must be black or white.
- No tracksuits
- **Jeans must NOT be worn at any time.**
- Shoes must be enclosed. No open toe or sling-back shoes are to be worn as an OH&S issue.

Beauty:

- White Jacket
- Shoes - black or white, no open toe or sling-back shoes are to be worn
- Black cardigan (provided by the student)

- Watch, wedding ring, small ear studs or sleepers are permitted
- Nails must be short and clean, light make-up is to be worn at all times.
- Hair must be short or worn tied back with a black headband or black hair-tie or a scrunchie
- Any alterations to uniforms must be authorised by the College Principal.

LAUNDRY

Students must launder all uniforms themselves. Uniforms must be taken home on Friday nights to be washed and ironed

TELEPHONE MESSAGES

The College telephone is a business phone and as such, only urgent messages will be taken and attached to the students' clock in/out cards. Students may not take private calls or send SMS message within the College premises.

Nor are students permitted to play games on mobile phones. Mobile phones must be switched off at all times within the College.

Mobile phones must not be taken into exams or client professional rooms. They are to be left in the lockers & checked on breaks. The penalty is the phone will be confiscated.

IPODS or MP3's

Must not be taken into the exams or client professional rooms or lectures. Leave them in the lockers. The penalty is they will be confiscated.

ENROLMENT

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

Students should be aware that the information provided by participants can in some circumstances be required to be passed onto Government Departments.

Any participant that is concerned about this should:

- Firstly review the privacy legislation referenced in this manual, and if still concerned
- Contact the CEO to discuss further the nature of their concern.

At the rear of this participant handbook is an acknowledgement form that is to be signed and return to Melbourne College of Hair & Beauty's CEO. This acknowledgement will then be kept on file within your individual participant file.

Induction

Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to the Melbourne College of Hair & Beauty training staff,
- Location of amenities, existing safety marshalling points, contact details etc.
- Confirmation of the course and timetable to be delivered
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

WORK EXPERIENCE

At The Melbourne College of Hair and Beauty, there is a component of in-salon training or work experience that must be satisfied. (Work experience can be completed any day before College hours (from 7.30am) and of a Saturday, once 75% of the course hours have been completed).

A Work Experience Diary and Host Employer documents will be ordered via the College Co-ordinator upon request. These forms must be completed prior to the commencement of work experience in accordance with Education Policy and Insurance cover. All Diaries must be returned to the College prior to the issuing of your Qualification.

STUDENT TRAINING RECORD & PRIVACY POLICY

We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising the confidentiality of the records or your privacy.

Individual Student records will be stored on our computer system and in our locked secure office area. It is the responsibility of our administration staff to maintain these records accurately.

Access to our office area is restricted to authorised staff only.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Student training records will be limited to those required by the AQTF such as:

- trainers and lecturers to access and update the records of the participants whom they are working with,

- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

Students requiring access to their own records will need to complete an application form, which is available from any RTO staff.

International Students records will be retained onsite in our college for a minimum of two years.

Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

We conduct a weekly DVD R back up of our computer systems, this is the responsibility of the RTO CEO.

Privacy laws and College policy prohibit the release of information pertaining to students to a third party unless the student has provided written permission with respect to that release. This prohibition also applies to a student's close relatives. There are a number of legal exceptions, which apply, and they include:

- Centrelink will be informed of a student's enrolment details (but not results) if they are receiving payments).
- Statistical details on students' enrolment form, which do not identify them, will be released to the Department of Education, Employment and Workplace Relations (DEEWR)
- The Department of Immigration, Multicultural and Indigenous Affairs will be provided with certain information about students if they are international students.
- The College must respond to a Court of Law that has issued a summons or subpoena.
- Other legislation such as the *Transport Accident Act* requires personal information to be provided to authorised persons.

- In situations considered to be an emergency, where harm to a person or property is substantial and imminent, information may be provided to avert that harm.

The College abides by the *National Privacy Principles (Extracted from the Privacy Amendment (Private Sector) Act 2000)* detailed below:

COLLECTION

The College will not collect personal information unless the information is necessary for one or more of its functions or activities and will only collect this information by lawful and fair means and not in an intrusive manner. The College will only collect such personal information pertaining to an individual from that individual.

USE AND DISCLOSURE

The College will not use or disclose personal information with respect to an individual other than for the primary purpose of collection unless a secondary purpose is closely related to the primary purpose or if the individual concerned so consents to such disclosure. The College will not use or disclose personal information otherwise than in accordance with NPP2.

DATA QUALITY

The College will take reasonable steps to ensure that the personal information collected, used, or disclosed, is accurate, complete and up-to-date.

DATA SECURITY

The College will take reasonable steps to protect personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. The College will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information was used or disclosed (pursuant to NPP2).

OPENNESS

The College will make available to any person upon request, express policies on its management of personal information.

ACCESS AND CORRECTION

If the College holds personal information about an individual, it will provide that individual with access to the information upon request by that individual.

IDENTIFIERS

The College will not adopt an identifier as its own that is assigned by another individual.

ANONYMITY

Wherever it is lawful and practicable, the College grants individuals the option of not identifying themselves when entering transactions.

TRANSBORDER DATA FLOWS

The College may transfer personal information about an individual to someone who is in a foreign country.

SENSITIVE INFORMATION

The College will not collect sensitive information about an individual.

Information pertaining to the National Privacy Principles can be found at:

www.privacy.gov.au/publications

CLIENT RECORDS

The record/analysis sheet used within the College is implemented as a support document to aid in achieving students' competencies. The manner in which the analysis sheet is completed identifies student consultation technique, underpinning knowledge, identification of irregularities, damage or conditions, both in hair and beauty. These sheets are filed in the office within personal student files and function as support documents and evidence of the number of clients serviced, types of services performed, standard of services performed and the accuracy of recorded information. Students are to complete client records accurately and legibly.

The information supplied by the client is confidential. Thus, forms must not be left lying around the service areas or taken from the premises. Please hand them to your Instructor as filing is the responsibility of the staff. This is a legal requirement!

PRIVACY

Melbourne College of Hair & Beauty takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF we will need to make your information available to others, such as the Australian Government State, Territory and Commonwealth Agencies.

In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

VOCATIONAL EDUCATION AND TRAINING REQUIREMENTS AND POLICIES

These are described in more detail in the Education (Workplace Learning) Act 2003 but basically confirm the right of the VRQA to audit Melbourne College of Hair & Beauty, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

FIRST AID

First aid kits are housed on the premises and contain items to enable basic first aid to be carried out.

Medication including headache pills will not be given to course participants.

WORKING WITH CHILDREN

We comply with all Federal and State working with Children legislation such as the Child Employment Act 2001.

Further information on the Working with Children's Check is available from Melbourne College of Hair & Beauty's CEO.

APPRENTICESHIPS & TRAINEESHIPS

Melbourne College of Hair & Beauty currently does not deliver traineeships or new apprenticeships, however should our scope change and we begin to deliver these, we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

These acts define our obligations to comply with Department of Education requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

ACCESS AND EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

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

All participants who meet our entry requirements will be accepted into any of our courses. Where our courses have a limited number of available places, these will be filled in order of completed bookings

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

THE MELBOURNE COLLEGE OF HAIR & BEAUTY will ensure that access to programs is available to all persons regardless of age, colour, gender, and race or social/ethnic background

THE MELBOURNE COLLEGE OF HAIR & BEAUTY will ensure that disadvantaged groups have access to training

THE MELBOURNE COLLEGE OF HAIR & BEAUTY will not discriminate against trainees on the basis of age, colour, race, gender or employer.

THE MELBOURNE COLLEGE OF HAIR & BEAUTY will closely monitor all advertising and promotions to ensure that they are free of discrimination against any person .

Access to individual Student training records will be limited to those required by the AQTF such as:

- trainers and lecturers to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

Students requiring access to their own records will need to complete an application form, which is available from any RTO staff.

International Students records will be retained onsite in our college for a minimum of two years.

APPEALS AND COMPLAINTS PROCESS

1.0 Purpose

This procedure defines the system available to students for dealing with student complaints and appeals

We will deal with any Student **complaints** against our decisions in an effective and timely manner.

The Melbourne College of Hair & Beauty (MCOHB) is committed to providing students with high quality education. Students are entitled to, and should expect, a high standard of learning and assessment and support services from MCOHB.

However, from time to time, students may have concerns or complaints about matters or issues relating to their experiences at MCOHB. MCOHB views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction.

This policy has been developed with regard to the responding to complaints about Education and Training quality. This procedure is designed to ensure that student complaints and appeals are dealt with fairly, consistently and promptly.

2.0 Responsibility

2.1 The PEO is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

3.1 Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.

3.2 The procedure will be implemented at no cost to the student.

3.3 The procedure will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information

- 3.4 All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 3.5 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- 3.6 Students will be provided with details of external authorities they may approach, if required
- 3.7 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 3.8 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.9 For internal complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- 3.10 A student's enrolment will be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where the provider is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment. (see the next requirement)
- 3.11 Extenuating circumstances' relating to the welfare of the student will be supported by appropriate evidence and may include, but are not limited to the student:
 - having medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
 - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or

- being at risk of committing a criminal offence
- 3.12 The College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the College.
- 3.13 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the RTO management meeting as part of the continuous improvement process.
- 3.14 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-
- Contact a solicitor; or-
 - Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 9602 5000 for a referral to a solicitor.

4.0 Definitions

4.1 N/A

5.0 Method

Informal Complaint Process

- 5.1 Any student with a question or complaint may raise the matter with staff of the Registered Training Organisation and attempt an informal resolution of the question or complaint.
- 5.2 Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the College staff member involved determines that the issue question or complaint was relevant to the wider operation of the College.
- 5.3 Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaint Process

- 5.4 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form and contact the College Administration Manager to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.
- 5.5 At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the Administration Manager. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.
- 5.6 The Administration Manager will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.
- 5.7 A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 5.8 At the end of the resolution phase the Training Manager will report the College decision to the student. The College decision and reasons for the decision will be documented by the Training Manager and placed in the students file. A copy of this document will be provided to the student.
- 5.9 Following the resolution phase the College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint
- 5.10 If a student is dissatisfied with the outcome of the formal complaint process then they may institute an internal appeals process by completing the appeals form.

Internal Appeal Process

- 5.11 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the College.
- 5.12 A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
- 5.13 The appeals process is initiated by a student completing the student appeals form and lodging the completed form with the Administration Manager.
- 5.14 The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.
- 5.15 A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.
- 5.16 After a student makes an internal appeal, the registered training organisation will appoint a person or body to hear the appeal and propose a final resolution. This person or body must not be the same as any person or body that heard the original complaint
- 5.17 Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the College. Costs of reassessment will met by the College. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.
- 5.18 The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the College and placed in the student file. A copy of this document will be provided to the student.
- 5.19 Following the internal appeals phase the College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint.
- 5.20 There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

External appeal process

- 5.21 The purpose of the external appeals process is to consider whether the College has followed its student complaint and appeals procedure, not to make a decision in place of the College. For example, if a student appeals against his or her subject results and goes through the College internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- 5.22 For external appeals the independent mediator will be the Australian Council of Private Education and Training phone (03) 9416 1355. The college will pay for costs of mediation.
- 5.23 The external appeals procedure will be determined by the independent mediator.
- 5.24 Following the receipt of the outcome of the external appeal the College must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint
- 5.25 If an appeal is against a College decision to report the student for unsatisfactory course progress the College must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported the provider's decision to report.

STUDENT RIGHTS & RESPONSIBILITIES

As a student you are entitled to:

- Be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- Pursue your educational goals in a supportive and stimulating environment
- Be informed of policies, procedures, requirements and assessments
- Complain if you feel you have been treated unfairly
- Have the right to a course refund in accordance with the fees and charges policy.
- Receive high quality customer service from staff and high quality teaching from tutors
- Be treated with respect as adults by tutors and other course participants

As a student it is your responsibility to:

- Treat other people with dignity, fairness and respect
- Be punctual and regular in attendance. If you miss a class, make sure that you let your teacher/s know why, preferably before the class takes place
- Observe all Occupational Health and Safety practices
- Attend assessment events and submit assessment requirements on time
- Behave in a responsible manner, by not littering, harassing or offending fellow learners or staff, or interfering with or damaging property
- Not take outside food or drink into the classrooms
- Dispose of rubbish and litter in one of the bins provided. Classrooms and other areas used for training must be left clean for the next class of students
- If your behavior is consistently inappropriate, your position within the program will be reviewed with the Director of Studies or Principal and could result in your enrolment being cancelled.
- Be polite, courteous and give friendly advice to all clients.
- The customer is always right.
- All clients must be treated honestly and fairly.
- Be dependable by fulfilling your obligations.
- Be loyal to your College, instructors, colleges and associates.
- Co-operate with all personnel with whom you come into contact.
- Protect your reputation. Learn to speak intelligently about your work and perfect your skills and be proud of your achievements.
- Develop a well-balanced approach to your study – your presentation – your relaxation time – late nights.
- Aim for quality. You get one chance at starting at the top by being the best.

ATTENDANCE AND PUNCTUALITY

Just like the workplace, there is the expectation that students attend every class and be on time. Every Unit of Competence has a nominal period of time allocated and student attendance is monitored to comply with course requirements. If there is a reason why you cannot attend you must contact your teacher to discuss the situation.

Punctuality in the workplace is also essential for practical as well as courtesy reasons. Students are expected to be punctual to every class for the same reasons. However there may be times when lateness cannot be avoided.

Students are required to attend on every day that they are timetabled to attend, except in certain special cases. The college must account for every absence of every student and record the reason in the roll book. All students who are absent from the College must provide a letter/note from their parent or guardian explaining the reason for the absence or the parent or guardian must phone the college prior to the absence occurring.

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

The attendance rolls will be reviewed fortnightly to ensure that the required attendance of participants is maintained.

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

Any participant who cannot attend any class is requested to submit an explanatory note or Medical Certificate as soon as is practicable.

Any participant who does not attend for Five consecutive days without approval or who has not consistently attended class shall be contacted and counselled by our Student Support Officer or Director of Studies who will attempt to assist you in attending classes. If your behavior is consistently inappropriate, your position within the program will be reviewed with the Director of Studies or Principal and could result in your enrolment being cancelled.

ATTENDANCE AND ABSENTEEISM/SICK LEAVE

Students who take sick leave are to submit a Medical certificate, from a registered medical provider, to the College. Whilst sick days will be entered onto the class rolls, in the calculation of the number of absent days the College must count sick days as absent days.

Further tuition fee's at the rate *of \$60.00 per day* will be applicable if you do not submit a sick certificate, from a registered medical provider.

Absence From Class

Contact the administration office and let them know when you expect to return to class.

If absent due to illness you must:

Provide a medical certificate to the Teacher, Administration or Director of Studies

Talk to the classroom teacher/s to find out what has been missed as well as any extra work that is necessary and/or extensions that are required.

Students need to account for their absences in a manner acceptable to the College. In the case of unexplained absence of more than 10 days (cumulative) and following attempts to contact the student or student's family, the student will be sent a letter from the College indicating an intention to terminate enrolment.

WITHDRAWAL FROM THE PROGRAM

If for whatever reason you feel that you are unable to continue your studies at MCOHB please speak to the teacher and Director of Studies they may be able to help you work out any issues and matters that can improve. However, if you are sure that ending your studies is best for you, you will be supported in your decision.

You Must Fill Out A Withdrawal Form Don't just stop attending classes and consider that to be enough. Unless you formally withdraw you are still considered to be a student and you will be charged all enrolment fees.

This ensures

- As far as possible that students understand their responsibility to attend college and to arrive on time.
- Maintain strong communication between the College and home in relation to parents/guardians advising the College when students will be absent from the College.
- Follow up with all students who are absent without notification.
- Establish a clear process for dealing with students who are absent without permission or notification to the College

Student Responsibilities

- Students, as part of their induction, will be informed of their obligation to attend the College and the expectation of the College to be properly notified should a student be absent or late.

Parents Responsibilities

It is the responsibility of parents to:

- Ensure that students arrive at the College at their expected start times.
- Provide the College with appropriate explanation for any student non-attendance.
- Inform the College if any extended absence is likely.
- Contact their child's school regarding absences.

Teacher Responsibilities

- Monitor each student's attendance.
- Record absences and the reason for them in the class roll. And note the time of arrival for students who arrive late.
- Send the roll sheet back to administration.
- Contact parents on the day of absence. Record in roll sheet or refer to Principal.
- Document intervention strategies, letters and phone calls and record these in the student's file and advise admin.

ABSENCES

Acceptable Reasons for Student Absences

Acceptable reasons for student absences are:

- Sickness.
- Danger of being affected by an infectious or contagious disease.
- Unavoidable and sufficient cause e.g. bereavement within the family or of a close friend, or family trauma.

Unacceptable Reasons for Student Absences

Unacceptable reasons for student absences are:

- Truancy.
- Shopping expeditions with or without parent/guardian.
- Helping at home or at parent/guardians place of work.
- Part-time or casual work (including travel to and from such work)
- Appointments which could be made out of College hours (including driving lessons / tests)
- Excessive time for appointments.

Very Long Term Absences

Occasionally requests are made by parents/guardians for students to be absent for very long periods e.g. to accompany parents/guardians on an overseas trip.

Parent/guardians are asked to discuss with the Director of Education the implications of long term absences from the College, before firm plans are made. Approval needs to be sought from the Principal. When students are unavoidably absent for a long period of time, where possible the College will provide details of work for students to go on with, if requested to do so.

College Procedures for Following-Up Unacceptable Student Absences

Where an absence is proposed, or has occurred, and the reason is not acceptable. In every case, the incident will be referred to the Director of Studies who will administer the college and attendance procedures. These will involve: Parent/guardian contact and conference as deemed necessary, and/or issue of letter re possible enrolment termination.

Lateness

- Students who are late to the College or to the first scheduled lesson are required to report directly to the reception area to sign in on arrival.
- The student's late attendance will be marked on the student's record on the appropriate day indicating arrival times and the student's name will be entered on a list.
- One warning will be given for the month. On the second and subsequent occasion that a student is late without a satisfactory written reason, they will be asked to return when the next class session commences.
- Persistently late students will be referred to the Director of Studies and consequences applied as are deemed appropriate by the Principal.

STUDENT LEAVE OF ABSENCE FORM

Student Leave of Absence or Extension of Student Leave of Absence

There is a form which you will need to fill with all your contact and course details this can be obtained from the administration office

- **Leave Approval:**
You are not entitled to take Student Leave of Absence or an Extension of Student Leave of Absence or reschedule classes from your course unless you have received notification *in writing* from the college that this has been approved.

- **Dropping Classes:**

Once you have received notification from the college that your application for leave has been approved, you are responsible for dropping your classes for the time you will be absent from the College. This must be done before the relevant date. *Failure to do so means you will incur the cost of the tuition fees normally charged for your course.*

- **Length of leave of absence:**

Leave of absence is usually approved for periods from one month up to a *maximum of one academic semester per year* at any one time. International students are advised to check their visa conditions before applying for leave of absence.

Termination Of Enrolment For Non-Payment Of Fees

This policy outlines the principles and procedures for the termination of a student (domestic or international) of the Melbourne College of Hair & Beauty where payment of the student's fees or submission of a FEE-HELP application form or an agreed payment arrangement made in writing between the student and the College has not been made. In accordance with the College's General Regulation payment of fees, submission of a FORMAL HELP FORM or an agreed payment arrangement is required before the commencement of each month. The Help Form "***does not take away the students availability of complaints and appeals processes, and does not remove the right of the student to take action under Australia's consumer protection laws***".

Termination for Non-Payment of Fees – means the cessation of a student's enrolment in any course and/or unit at the College and shall preclude a student from further enrolment at the College generally, or in a specific course, courses or all courses, until full payment of fees or charges has been received. During the termination period the student shall be denied access to all the College activities, units, lectures, tutorials and any and all other aspects - including enrolment.

Student/Students – refers to any domestic or international student enrolled in a unit(s) and/or course(s) at the College .

A student is expected to have paid their tuition fees and any outstanding charges or have an authorised payment plan in place or have submitted a Formal FEE-HELP Form or application form two weeks before the commencement of each month.

It is the policy of the College that payment plans are offered for payment of tuition fees. A further payment plan will be considered in extraordinary circumstances and must be authorised by the Principal. A student must pay all outstanding fees and charges prior to applying for re-admin to return to study after termination from the College.

Internal Procedure For Appeal Of Termination For Non-Payment Of Fees

A student will be advised of their termination for non-payment of fees in a letter signed by the Principal with a copy to Student Administration to be placed on the student's file and a copy to the Principal.

If this is the first instance of such a termination, the student will be advised in writing that they may appeal their termination to the Principal within 14 working days of the deemed delivery of the termination letter.

If this is the second or subsequent instance of such a termination and/or the student has not met the conditions previously placed on their re-enrolment the student will be notified in the termination letter that no further internal appeal will be allowed.

Internal Procedure For Appeal Of Termination For Non-Payment Of Fees

The student's appeal must be in writing and must include all supporting documentation before an appeal will be considered by the Principal.

The College will confirm receipt of the student's appeal in writing by way of letter or e-mail to the student's registered email address.

Where an appeal is received from a student, that student shall remain enrolled in their course and current units until the internal appeals process has been completed.

Where an appeal by a student has not been received within the specified timeframe, the student's unit enrolment will be cancelled for that semester and the termination enforced.

The outcome and decision of the student's appeal will be sent to the student in writing within 10 working days of the receipt of the appeal. The decision will also be communicated to Student Administration for recording on the student's file, and to the Principal.

Where an appeal is denied, the student will be terminated from the College until full payment of all fees and charges has been received.

Once full payment of all fees and charges has been received the student may apply in writing to the Principal who will consider the student's re-admission to the College in the next semester or term. Such re-admission will only be considered once all outstanding fees and charges have been paid.

Where full payment of all fees and charges is received by the College after 10% of the teaching period of a unit(s), the student will not be permitted to re-enrol for that or term and must wait until the next or term to re-enrol.

The outcome and decision of the Principal in relation to the student's re-admission will be sent to the student in writing within 10 working days of the receipt of the re-admission request. The decision will also be communicated to Student Administration for recording on the student's file.

Appeal To An External Entity This policy gives availability of a complaints and appeals processes and does not remove the right of a student to take action under Australia's consumer protection laws.

After completion of the internal appeals process a student may choose to initiate a Student Grievance Resolution .

As part of the Student Grievance Resolution process, an External Independent Appointee will provide an unbiased determination on the appeal, which is binding on both parties.

LEGISLATIVE REQUIREMENTS

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

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes. Current legislation is available online at <http://www.austlii.edu.au>

The legislation that particularly effects your participation in Vocational Education and Training includes:

Federal Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000
- Education Services for Overseas Students Regulations 2001

Victorian State Based Legislation

- Education (Workplace Learning) Act 2003
- Equal Opportunity Act 1995
- Racial and Religious Intolerance Act 2000
- Child Protection (Prohibited Employment) Act 1998
- Occupational Health and Safety Act 2004
- Health (Infection Control) Regulations 2001

OCCUPATIONAL HEALTH & SAFETY

The Occupational Health and Safety Act 2004 describes Melbourne College of Hair & Beauty's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

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

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

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with Public Health Act and the Occupational Health and Safety Act,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements including tagging of blow dryers and other hand held instruments,
- Perform all treatments in recognition of the toxic nature of some hairdressing chemicals and the understanding of chemical intolerance by some students:
Gloves are to be worn by the hairdresser.
- Refer equipment for repair as required
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained with no mass greater than 15 kg (or 15 litres in volume) being picked up,
- Ensure Student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All hazards recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

HARASSMENT AND DISCRIMINATION POLICY

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff is aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

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

- The school actively promotes an environment which maximises the opportunities of all students to strive for excellence
- Priority is given to enhancing self-discipline and respect for the rights of others, supported by appropriate implementation strategies

All students have the **right** to:

- be treated with courtesy, kindness and respect
- express feelings and opinions assertively
- work and play in an atmosphere of harmony and co-operation
- feel secure and to be safe in a caring and supportive environment
- expect that school rules are fair, consistently implemented and respect the rights of all involved
- be valued for their individuality, including that of race, gender, cultural, physical or intellectual diversity
- learn in a supportive atmosphere

The following **responsibilities** support these rights:

- treat others with courtesy, kindness and respect
- listen to others with mutual respect
- maintain a safe and secure College environment
- model and support College rules
- develop responsibility for their own actions
- value others, for their individual differences
- work to achieve personal best whilst allowing others to do the same
- **Any acts of bullying must be reported to the College Co-ordinator or Classroom Instructor immediately and an Incident Report must be completed!**

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

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

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

'**Personnel**' - refers to all employees of Melbourne College of Hair & Beauty.

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

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

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

Specific principles

All staff and participants have a right to work in an environment free of any form of harassment and discrimination,

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, co-operation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

DISCIPLINARY PROCEDURE

If students are guilty of any of the following:

- Cheating in tests / exams
- Not wearing clothing as specified within the guide-lines
- Intimidation of other students
- Disruptive behaviour
- Offensive language

In incidences of misconduct one verbal warning will be given, with two written warnings to follow, then finally, one formal termination.

Malicious damage to equipment /walls and surrounds or theft of College property will result in immediate termination. ***Fees Will Be Non-Refundable***

FEES AND REFUND POLICY

Fees are levied on all of our courses. The fees and charges applicable to each course are negotiated directly with the participant, or with a participant's employer.

Any fees due must be paid by the method agreed in the course information sheet or as agreed with the participant's employer as per our agreed commercial terms.

All payments will be recorded in the MYOB accounting system and receipts issued.

Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our MYOB accounting system in sufficient detail so that training progress can be monitored against fees paid.

Please note that a different fee and refund policy exists for Students attending our college on an International Student Visa.

The details of the applicable fee and refund policy and procedure are contained in the relevant section of the enrolments forms, Contracts and Enrolment Terms and Conditions. A copy is also available from administration.

REFUNDS

We will ensure that a full refund of enrolment fees will be offered if a course is cancelled by us.

If a participant fails to attend a scheduled course with less than 48 hours notice of inability to attend, the course fees will be forfeited.

If a participant can provide 48 hours notice or greater of his inability to attend they can reschedule to another course without penalty.

Students in exceptional circumstances can make application for special consideration to the RTO Chief Executive Officer.

The details of the applicable fee and refund policy and procedure are contained on the relevant section in the International Student Addendum. **The application fee of \$250.00 is non-refundable. Any decision to waive the non-refundable application fee is left to the discretion of the PEO.**

The College reserves the right to cancel or postpone any courses prior to their scheduled commencement date. In such circumstances, if a course is cancelled, or postponed by more than four weeks, and if the student is unable or unwilling to enrol in a similar course at MCOHB, all fees will be refunded within two weeks after the default day.

There is no reduction in tuition fees for students who commence late. A refund of tuition fees will only be granted in accordance with the Refund Policy as stated on the Students Contract.

If the student wishes to terminate from the course prior to the completion date, the guidelines listed on the Student Contract at points 10 a) and b) must be abided by. (Refer to Student Contract) – Notably a 10 week penalty notice is required and a withdrawal form filled out.

RECOGNITION OF OTHER QUALIFICATIONS

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Melbourne College of Hair & Beauty.

These qualifications will be recognised and where appropriate could be used to reduce any course being offered by us.

CLIENT SELECTION

There are no pre-requisites to enrolling in our courses other than the willingness to learn, or being over 16 years of age.

If you have any questions please do not hesitate to discuss the course with us.

AUSTUDY / ABSTUDY/ YOUTH ALLOWANCE

Application for support documents to meet Government criteria should be made to the college.

The College has a responsibility to the Federal Government to report absenteeism (long term) and course completion dates to Centrelink. This ultimately affects your payments if you do not attend as scheduled with Centrelink.

You may be entitled to Government support while studying from Centrelink. Eligibility for this assistance is available

at: http://www.centrelink.gov.au/internet/internet.nsf/individuals/st_payments.htm

PARENTS RETURNING TO WORK

The Parents Returning to Work Program is a new initiative of the Victorian Government designed to assist parents prepare for re-entry into the workforce.

Under the Program, if you are a parent planning to return to work, you can apply for a grant to assist you. Grants entitle you to training and related expenses up to the value of \$1,000.

To check your eligibility please refer to: <http://www.parentsreturntowork.net.au>

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our course standard material contains written documentation and very limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

In the event that a participant's needs exceed our skill we will refer a participant to an external support provider such as their local TAFE

STUDENT SUPPORT, WELFARE AND GUIDANCE

We will assist all participants in their efforts to complete our courses.

In the event that a participant is experiencing difficulties with their studies we would recommend that the participant see their trainer, or another member of Melbourne College of Hair & Beauty's staff. (i.e. the Student Support Officer)

The staff member will ensure that the full resources of the RTO are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Should the participant be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the participants needs exceed our capacity we will refer them onto an appropriate external agency.

FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

Melbourne College of Hair & Beauty recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will achieve good results. Melbourne College of Hair & Beauty will make any necessary adjustment to meet the needs of a variety of participants.

The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants, they may include having someone record a participants spoken responses to assessment questions.

Melbourne College of Hair & Beauty undertake to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your Educator, Director of Studies or the CEO.

DISCIPLINE

Melbourne College of Hair & Beauty attempts to provide training and assessment services in a spirit of co-operation and national respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

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

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

RECOGNITION OF PRIOR LEARNING POLICY (RPL)

Recognition of Existing skills and RPL National Code 12

Course credit may be granted to students who are able to demonstrate appropriate prior learning or experience. In the interests of ensuring students are fully informed, MCOHB will give the student a copy of the course credit for their records. Where course credit is granted, the duration in which the student is expected to complete the course will reflect any consequent reduction in the period of study (Standard 12). MCOHB will then report this reduction of study period via PRISMS under section 19 of the ESOS Act.

You may be eligible for a qualification or a partial qualification and not realise it. Even if you have never formally studied or trained in a particular area, you may have gained knowledge and skills through your education, training, work and life experience. You could have your existing knowledge and skills formally recognised and gain credit towards a qualification.

What is recognition of prior learning?

Recognition of prior learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred. This is an important assessment pathway, particularly for people who are considering doing some study. The recognition gained may considerably reduce the study time needed to obtain a qualification. Your knowledge and skills are assessed against competencies of the qualification you want to achieve. The following may also be taken into account during your assessment:

- your performance in paid and unpaid work experience
- results from formal or informal training and education.

Usually, you will have developed and demonstrated your skills through a combination of your work, learning and life experiences. To have your prior learning recognised, you must be able to show that your skills are still current and meet today's industry standards. You will need to produce recent evidence of your skills and knowledge. You will also need to provide contact details of people who can confirm your abilities.

These people might be supervisors, or others in your community, who have seen your skills in action.

1.0 Purpose

- 1.1 This procedure explains the process of applying for and granting Recognition of Prior Learning (RPL). and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

2.0 Responsibility

- 2.1 The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements

3.0 Requirements

- 3.1 Recognition of Prior Learning must be structured to minimize the cost and time to applicants whilst retaining the integrity required by the AQTF to recognize competencies in accordance with the requirements of Training Packages or Curriculum documents.
- 3.2 The provider must ensure that any applicant for Recognition of Prior Learning is provided with
 - Information about the competencies and performance criteria relevant to their Recognition of Prior Learning application
 - Adequate information and support to enable them to gather reliable evidence of competency
 - Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
- 3.3 Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.
- 3.4 A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.
- 3.5 It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes

- 3.6 Students who are eligible for credit transfer must not be required to undertake a RPL process. Refer to the credit transfer procedure

4.0 Definitions

- 4.1 Recognition of Prior Learning is the formal acknowledgement of current skills, knowledge and attitudes held as a result of education and training, work experience and/or life experience, It is essentially an assessment only pathway in the VET system

5.0 Method

- 5.1 RPL applications are made using the student RPL application form.
- 5.2 The student RPL application form should be completed and forwarded to the Administration Manager together with the required fee.
- 5.3 A copy of the student RPL application form and all verified supporting documentation is placed on the student file.
- 5.4 The College will provide RPL applicant's access to the relevant Units or Modules prior to the RPL application being completed.
- 5.5 The College will give applicants advice on completing the student RPL application form and gathering reliable evidence.
- 5.6 A qualified assessor will assess completed student RPL applications, sign the form indicating the assessment outcome and advise the training manager of the outcome. Students will be advised promptly of the decision. Further information or an interview with the student may be required before evaluation of the application is completed.
- 5.7 The completed student RPL record must be signed by the student and the assessor
- 5.8 RPL application documentation, assessment processes and outcomes are placed in the student file.
- 5.9 Granting of RPL must be recorded as a unit outcome in the students file.
- 5.10 Students may use the College appeal procedures if dissatisfied with the outcome of their RPL applications.
- 5.11 There will be no reduction in student tuition fees for subject exemption as a result of recognition of prior learning.

NATIONAL RECOGNITION

All qualifications issued by other RTOs are accepted by Melbourne College of Hair & Beauty provided that they are from a verifiable source (if not, talk to us about the detail we may be able to help) and relate to the course of study being undertaken.

CREDIT TRANSFER POLICY

Credit transfer is the granting of status or credit by an institution or training organisation to students for subjects or units of competency completed at the same, or through another institution or training organisation.

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

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

ASSESSMENT STANDARDS

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the nationally endorsed training package. We will ensure that competency assessment is determined by a vocationally competent holder of TAA04 equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,

- involve procedures in which criteria for judging performance are made clear to all participants,
- employ a participatory approach,
- provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review
- an understanding of the definition and practical application of the above definitions

ASSESSMENT CRITERIA

Assessment often does not take place at the end of every learning outcome or Unit of Competence but is ongoing throughout the length of the program. Assessment often integrates your knowledge and skills with your practical application over a period of time and requires a combination of evidence collected through teacher observations, examples of your work and a collection of your written work.

It is not expected that all assessment criteria for an outcome or competency can be assessed with one single task, therefore it might require several tasks to be completed for an assessment.

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)

- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

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

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, (see further details in the appeal process section) **and AT NO EXTRA COST TO CLIENT/STUDENT.**

HOLISTIC ASSESSMENT

The final “Workplace Ready” Employability Assessment will achieve quality recognition skills for competencies, team work and contingency planning in a salon.

Holistic assessment focuses on the assessment of whole work activities rather than specific tasks or components of a work activity. In conducting a holistic assessment the assessor develops an image or picture of how a competent worker would perform the activity.

Having established the image or picture of competence, the assessor then identifies the evidence that the candidate needs to show competence and the techniques that would be used to gather the evidence. Using this information the assessor then reviews the evidence and decides whether the candidate is competent

EXAMS

Inability to attend an assessment

Students are advised to contact their instructor or co-ordinator if aware of their inability to attend within 48 hours of the assessment and must complete the form “Application for Declared Assessment to Defer an Assessment.

*** Please refer to Terms and Conditions on the form.**

ASSIGNMENTS

Assignments must be submitted by the due date. A letter of request must accompany late assignments in order for marking to occur. Please follow the instructions in the beginning of each unit book regarding the appropriate formatting of assignments.

ISSUING OF QUALIFICATION

Vocational education and training undertaken at the Melbourne College of Hair & Beauty is competency based. Assessments determine whether a client is competent/or not yet competent. Clients are issued with a statement listing units of competency undertaken and stating whether competency has been achieved.

Clients whom complete all units making up the Training Package course requirements will be issued with an award in the form of a course certificate at the end of their course. The Certificate contains the following information:

- The College's details,
- The Student's Full Name
- The Course Name and Code and the date the Qualification was achieved
- A Certificate Number , Signatures of the authorizing Registrar
- The State authority logo and The Nationally Recognised Training logo
- A summary of the employability skills developed through this qualification link

Students who do not complete courses will be issued with a ***Statement of Attainment*** detailing the units where the student has achieved competency.

The Melbourne College of Hair & Beauty
Pre Course Student Handbook

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions my, rights and responsibilities as a participant of Melbourne College of Hair & Beauty and that I have also received induction into my course at Melbourne College of Hair & Beauty.

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Name Signature

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Signature of Witness

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Date

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Name Signature

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Signature of Witness

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Date

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