

MELBOURNE COLLEGE OF HAIR & BEAUTY

LOCAL STUDENT HANDBOOK

This version of the Melbourne College of Hair & Beauty (MCOHB) Handbook is effective January 2018.

It supersedes and replaces all prior versions that have been issued.

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

A range of legislation is applicable to our staff and students. Information on relevant legislation can be found as follows:

OH&S	www.worksafe.vic.gov.au
Equal Opportunity	www.hreoc.com.au
VET Act	www.skills.vic.gov.au
Privacy	www.privacy.vic.gov.au
ASQA	www.asqa.gov.au
Other Legislation	www.liv.asn.au www.austlii.edu.au

It is the responsibility of MCOHB Staff to ensure requirements of relevant legislation are met by us at all times.

It is important that you read the entire contents of this document carefully. It is your official notice of MCOHB 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 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. MCOHB further seeks to accommodate differences in individual rights and promote social justice.

VICTORIAN PUBLIC HOLIDAYS

(Taken from <http://www.vic.gov.au/Victorian-Public-Holiday-Dates.html>)

Public Holiday	2018	2019
New Year's Day	Monday January 1	Tuesday January 1
Australia Day	Friday January 26	Monday January 28 (observed)
Labour Day	Monday March 12	Monday March 11
Good Friday	Friday March 30	Friday April 19
Easter Sunday	Sunday April 1	Sunday April 21
Easter Monday	Monday April 2	Monday April 22
ANZAC Day	Wednesday April 25	Thursday April 25
Queen's Birthday	Monday June 11	Monday June 10
AFL Grand Final Parade	Friday September 29	Friday September 27
Melbourne Cup	Tuesday November 7	Tuesday November 5
Christmas Day	Monday December 25	Wednesday December 25
Boxing Day	Tuesday December 26	Thursday December 26

Further Information

Note: All public holiday dates are accurate at the time of publishing, but may be subject to change. Information is sourced from the **Public Holidays Act 1993**.

STUDENT SUPPORT SERVICES

The Melbourne College of Hair and Beauty (MCOHB) provides support and assistance that individual trainees may require in order to complete their studies, obtain their qualification and to encourage life-long learning. All trainees are encouraged to discuss any needs with their trainer. The following is a list of agencies that are able to provide more specialist support and advice.

IMPORTANT CONTACT NUMBERS

- Centrelink (www.centrelink.gov.au)
- Lifeline 131 114
- Alcohol & Drug Information Service
- Kids Helpline
- Disability Services
- Aboriginal & Torres Strait Islander Legal Services
- Child Abuse Prevention Services
- Suicide Help Line Victoria
- Reading Writing Hotline
- Carelink Centres (transport services for those who cannot use existing forms of transport due to age, disability or lack of services in their area)

Please also refer to the following list of support services;

Support Directory

A.A. Alcoholics Anonymous

407 Bridge Rd, Richmond VIC 3121

Ph: (03) 9429 1833

**ACROD Australian Council on Disability
Victoria**

85 Cover St, Footscray VIC 3011

Ph: (03) 9362 0800

Aidline

Carlton, VIC 3053

Ph: (03) 9347 6099

Al-Anon Family Groups

Suite 805343 Little Collins St, Melbourne
VIC 3000

Ph: (03) 9642 3330

Asthma Victoria

69 Flemington Rd Nth Melbourne, VIC 3168

Ph: (03) 9326 7088

Australian AIDS Fund Inc

PO Box 197 Camberwell, VIC 3124

Ph: (03) 9809 4193

**Australian Information & Support Services
for Men Pty Ltd**

21 Stud Rd Bayswater, VIC 3153

Ph: (03) 9738 2478

Breastscreen Victoria

31 Pelham St Carlton Sth, VIC 3053

Ph: (03) 132 050

Centre for Grief Education

146 Clayton Rd Clayton, VIC 3168

Ph: (03) 9545 6377

Cerebral Palsy Support Network

22 Pitt St Carlton, VIC 3053

Ph: (03) 9348 2677

Collective of Self Help Groups Inc

PO Box 251 Brunswick East, VIC 3057

Ph: (03) 9349 2301

**Community Road Safety Councils Of
Victoria**

60 Denmark St Kew, VIC 3101

Ph: (03) 9854 2716

Complaints Handling Advisory Services

PO Box 4079 Mulgrave, VIC 3170

Ph: (03) 9803 9055

Consumer & Business Affairs

Level 2, 452 Flinders St Melbourne,
VIC 3000

Ph: (03) 1300 558 181

Consumer & Tenancy Advice Service

Office 11, 5-7 Chandler Rd Boronia, VIC
3155

Ph: (03) 9761 0288

Consumer Advice Service

59 Fletcher St Essendon, VIC 3040

Ph: (03) 9377 3010

**Council of Single Mothers and Their
Children Inc.**

Level 2, 54 Victoria St Carlton, VIC 3053

Ph: (03) 9654 0622

Court Network

565 Lonsdale St Melbourne, VIC 3000

Ph: (03) 9603 7420

Credit Helpline

1st Floor 11-19 Bank Pl Melbourne, VIC
3000
Ph: (03) 9602 3800

Crime Victims Support Services

C/o Know Health Services
511 Burwood Highway, Wantirna Sth, VIC
3152
Ph: (03) 9226 2100

Cystic Fibrosis Victoria

80 Dodds St Southbank, VIC 3006
Ph: (03) 9686 1811

Dads

4 Salmon Ave Essendon, VIC 3040
Ph: (03) 9374 2753

Damp Busters

59 Fletcher St Essendon, VIC 3040
Ph: (03) 9377 3010

Debt Resolutions

Suite 264 Kings Way Glen Waverley, VIC
3150
Ph: (03) 9561 2066

DepressionNet.com.au

3 Laura Crt, Box Hill, VIC 3129
Ph: (03) 9898 9165

Diabetes Australia - Victoria

570 Elizabeth St Melbourne, VIC 3000
Ph: (03) 9667 1777

**Disability Discrimination Law Advocacy
Service**

11th Floor 343 Lt Collins St Melbourne, VIC
3000

Ph: (03) 9602 4877

Employment Access Service

26 Derby Rd Caulfield East, VIC 3145
Ph: (03) 9563 6777

Epilepsy Foundation of Victoria

818 Burke Rd Camberwell, VIC 3124
Ph: (03) 9882 7159

Family Mediation Centre

Level 4, 1001 Nepean Highway Moorabbin,
VIC 3189
Ph: (03) 9555 9300

**Federation of Community Legal Centres
(Vic)**

1st Floor 212 King St Melbourne, VIC 3000
Ph: (03) 9602 4949

Fertility Control Clinic

118 Wellington Rd East Melbourne, VIC
3002
Ph: (03) 9419 2922

Financial & Consumer Rights Council

13th Floor Wales Building 227 Collins St
Melbourne, VIC 3000
Ph: (03) 9663 2000

Law Institute of Victoria

470 Bourke St Melbourne, VIC 3000
Ph: (03) 9607 9311

Lifeline

Ph: (03) 131 114

Melbourne Men's Centre

294 Smith St Collingwood, VIC 3066
Ph: (03) 9417 6142

Men Alive Counselling

16 Coven Ave Heathmont, VIC 3135
Ph: (03) 9729 5531

Men's Referral Service

PO Box 417 Richmond, VIC 3121
Ph: (03) 9428 2899

Mental Health Legal Centre

Level 4 520 Collins St Melbourne, VIC 3000
Ph: (03) 9629 4422

Narcotics Anonymous

GPO Box 2470V Melbourne, VIC 3001
Ph: (03) 9525 2833

Overeaters Anonymous

70 Punt Rd Windsor, VIC 3181
Ph: (03) 9521 3696

Play Grouping Victoria

346 Albert St Brunswick, VIC 3056
Ph: (03) 9388 1599

Positive Living Centre Victoria

46 Acland St, St Kilda, VIC 3182
Ph: (03) 9525 4455

Quitline

1 Rathdowne St Carlton, VIC 3053
Ph: (03) 131 848

**Royal Victorian Institute for the Blind
(RVIB)**

557 St Kilda Rd Melbourne, VIC 3000
Ph: (03) 9522 5222

SANE Australia

PO Box 226 South Melbourne, VIC 3205
Ph: (03) 9682 5933

Skin & Cancer Foundation of Victoria

95 Rathdowne St Carlton, VIC 3053
Ph: (03) 9639 1744

Syringe Disposal Hotline Yarra

348 Smith St Collingwood, VIC 3066
Ph: (03) 9417 5125

Tenants Advice Service

2nd Floor Ross House 247-251 Flinders
Lane, Melbourne VIC 3000
Ph: (03) 9654 7389

Tenants Union of Victoria

55 Johnson St Fitzroy, VIC 3065
Ph: (03) 9416 2577

Transport Accident Advisory Board

9 Prospect St Box Hill, VIC 3128

Ph: (03) 9899 6703

Victims of Crime Assistance League

65 Carrington Rd Box Hill, VIC 3128

Ph: (03) 9890 2220

Victorian Legal Aid

Melbourne, VIC 3004

Ph: (03) 1800 677 402

Victorian Children's Services Association

9-11 Stewart St Richmond, VIC 3121

Ph: (03) 9427 8683

**Victorian Community Council Against
Violence**

6/235 Queen St Melbourne, VIC 3000

Ph: (03) 9603 8280

Victorian Council of Social Service

Level 6 130 Little Collins St Melbourne, VIC

3000

Ph: (03) 9654 5050

Waverley Adult Literacy Programme

583 Ferntree Gully Rd, Glen Waverley, VIC

3150

Ph: (03) 9561 4404

Western Region AIDS Prevention

226 Nicholson St Footscray, VIC 3011

Ph: (03) 9687 5202

**Woman's Information Referral Exchange
(WIRE)**

Melbourne, VIC 3000

Ph: (03) 1300 134 130

Woman's Legal Resource Group

Level 3 343 Hardware St Melbourne, VIC
3000

Ph: (03) 9642 0343

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

History

Melbourne College of Hair and Beauty (MCOHB) takes pride in the quality of courses and services delivered. As an RTO, Melbourne College of Hair and Beauty works within the VET Quality Framework. ASQA has brought about major changes in the vocational pathways we are able to offer to our clients.

With a unique position within a group delivering professional services Melbourne College of Hair and Beauty has close links with financial and legal practitioners, Information Technology specialists and also benefits from strong client relationships with diverse business interests across Australia and Internationally. As a student you can take advantage of these services we offer clients by simply speaking to the Student Enrolment Officer/Welfare Officer or the Chief Executive Officer.

MCOHB has a proud 60 year history with both national and international prestige. Madame Verna Greene, the founder of the Melbourne College of Hair & Beauty was internationally recognised and respected for her professional training achievements, knowledge and expertise that she gave the industry through her college.

With a reputation for building hairdressing businesses in the early 60's, Madame Greene was asked to run a salon on the 5th floor of the Mutual Building in Flinders Street, Melbourne. Taking her experience, skills and know-how, there Madame soon recognised that the 5th floor on Flinders was not going to fulfil its dreams as it was out of the way of everyday shoppers, thus Madame approached the Academy with the proposition that it be turned into a private hairdressing School. The idea was not received well from the Registration Board. At that time, private, non-government trade schools only existed in Victoria. Not to be deterred, Madame Greene's determination saw the Melbourne College of Hairdressing and Beauty opened in 1963. During this period the Beauty component also started expanding and first class European trainers were brought to Australia by MCOHB, to develop this exciting, newly-developing industry. At this time, if a student wanted to learn Beauty services, they first had to complete a hairdressing course. However through Madame Greene's innovation and vision ***the Beauty industry was finally recognised independently in 1986.***

It must be also mentioned that in addition Madame opened a Salon for Gentlemen, "The Gentry", which opened in the heart of Collins Street, during the 60's. Here, Madame gave men the same services offered to women in a salon. It became very successful concept, offering haircuts, shaves, manicure, facials and treatments not previously available to the male population.

The Melbourne College of Hairdressing and Beauty has trained several hundred students annually, some of those students spanning up to three generations of Hairdressers and Beauty Therapists. Even in those early days MCOHB had a computer imaging system. MCOHB has earned an international reputation with Hairdressers across the world.

Madame gave Melbourne College of Hair and beauty much status on the international platform. Some of these were:

- First Australian invited to judge at the World Cup (Switzerland 1964).
- Judge at International competitions in Paris and Belgium.
- Guest Judge at Victorian Championships for 10 years.
- Judge at WA Federal Convention.
- SA Champion, 1947 to 1959.
- Representing SA at Victoria, Queensland and WA Federal Conventions and Championships.
- Awarded the Fellowship of the Federal Council of Hairdressing for services to the Hair and Beauty Industry, ***the highest honour bestowed by the Australian professional body.***
- Committee member of the Hair and Beauty Industry Association (formerly Master Ladies Hairdressing Association).
- President, SA Hairdressing Association.
- President, Hair and Fashion Council of SA.
- Member, Victorian Hair Fashion Council.
- Represented the Society of Hairdressing Colleges in Las Vegas (1973).
- Member of the National Association of Cosmetology Schools USA (Since 1967).
- Awarded honorary membership of CIDESCO (USA Convention, 1973).
- Member of the Advisory Council to Technical Schools (6 years).
- Appointed to the Victorian Hairdressing and Beauty Registration Board (1976 - 1986).
- Representative on Industrial training Commission / Victorian State training Board (1986 - 1989).

Following in these footsteps we are committed to the promotion of student learning and operate solely for the purposes of education where we strive to display academic integrity and operate in accordance with sound business management practices.

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.

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:

Code	Title	Extent
SHB30215	Certificate III in Make-Up	Deliver and assess
SHB30115	Certificate III in Beauty Services	Deliver and assess
SHB40115	Certificate IV in Beauty Therapy	Deliver and assess
SHB50115	Diploma of Beauty Therapy	Deliver and assess
CUA51015	Diploma of Screen and Media (Specialist Make-up Services)	Deliver and assess
SHB50216	Diploma of Salon Management	Deliver and assess
SIB70110	Vocational Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction	Deliver and assess
SHB20216	Certificate II in Salon Assistant	Deliver and assess
SHB30416	Certificate III in Hairdressing	Deliver and assess
SHB40216	Certificate IV in Hairdressing	Deliver and assess
BSB20115	Certificate II in Business	Deliver and assess
BSB40215	Certificate IV in Business	Deliver and assess
BSB50215	Diploma of Business	Deliver and assess

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.

DELIVERY

MCOHB is able to deliver training to:

- Fee for Service Students
- Existing Workers
- Students eligible for Government Funding under the Skills First Programme
- Students Eligible for Vet Student Loan

Student Selection

MCOHB does not discriminate any applicant, or client based on their sex, pregnancy, marital status, race (including colour, ethnic background, descent, national identity and ethno – religion), homosexuality, disability, transgender or age.

We will discuss with each individual, the pre-requisites for the course they are interested in undertaking and ensure the course is suitable for the aspirations, current knowledge and experience of the individual.

A language, literacy and numeracy assessment will be conducted for all trainees prior to the commencement of training. This will enable us to determine whether additional support, if any, will be required to assist the student to complete their course.

Before each unit of competency, we will also assess each student's knowledge and skills in relation to the underpinning knowledge and skills required and where necessary ensure that the relevant knowledge and skills are developed before or in conjunction with the specific elements and performance criteria of the unit of competency.

THE VET QUALITY FRAMEWORK

You are about to consider becoming a student in the process that provides you with nationally recognised training. At the completion of the course you will receive either a Certificate or Statement of Attainment recognizing that you have completed the requirements of a Qualification or one or more Units of Competency from nationally recognised training packages.

The VET Quality Framework consists of a national set of standards (SNR) which provide the basis for assuring nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) sector.

The Australian Skills Quality Authority (ASQA) is the body responsible for registration and compliance arrangements. ASQA audits us to ensure compliance with the requirements of the VET Quality Framework.

These standards and the auditing process are intended to provide students, employers and governments with full confidence in the quality of vocational education and training outcomes delivered by Australian registered training organizations (RTOs).

The Standards for National VET Regulator (NVR) Registered Training Organisation (2011) replaces the former AQTF standards.

SKILLS FIRST

Skills First supports and facilitates access to training and tertiary education opportunities so that Victorians can acquire higher skills that are utilised by, and contribute to the success of, Victorian businesses. The Skills First Programme makes vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold. For more information about Skills First, go to their website: <http://www.skills.vic.gov.au>

As a provider of training under the Skills First Programme, we are obliged to comply with all the responsibilities and requirements issued by Skills First. These obligations include, but are not limited to, how much we charge you and for what purpose, how we plan your training and conduct the training, ensure that your records of training are always up to date and how we accommodate any special needs that you may have. They all have the purpose of providing you with the best possible vocational education and training.

OBJECTIVES OF MCOHB

Once enrolled as a student of MCOHB, the student must make a commitment to achieve outcomes both in practical and theory mode in accordance with the standard of competencies required by MCOHB and the Government. MCOHB 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. MCOHB is committed to the success of students and prides itself in maintaining an environment conducive to learning.

FACILITIES AND EQUIPMENT

Students 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
- Computers and Internet Access

EQUIPMENT

Equipment is issued upon commencement and becomes the property and responsibility of the student. **Students are requested to clearly mark their names on their items.** The student **must be** in possession of his or her equipment at all times at MCOHB. 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 MCOHB 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 MCOHB. 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. MCOHB 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 MCOHB 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 the school without the permission of MCOHB Principal or Vice Principal.

MCOHB Principal or Vice Principal have the right to refuse admission. Students, employees, contractors who work with us and people who enjoy our services and facilities are vital contributors to the achievement of MCOHB's mission. Their

protection and well-being are critical strategic objectives which will reflect MCOHB's credibility. MCOHB's Visitor Policy aims to facilitate the safety and well-being of all by outlining procedures for visitors that enter MCOHB.

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 MCOHB's Academic Progress monitoring policy. It is imperative that all assessments are completed at the end of each study period to enable you to move onto the next study period, failure to do so will require you to meet with the Vice Principal to discuss further strategies, and may result in you being placed on a study plan to monitor your academic progression.

CHILD/CHILDREN ACCOMPANYING A STUDENT TO CLASS

MCOHB 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 2004. MCOHB is not a substitute for childcare. Children accompanying a parent or guardian can seriously inconvenience other people at MCOHB 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 MCOHB.

That is why there is a need for regulation. MCOHB's duty of care extends to all members of MCOHB – staff, students and visitors. Recognising the potential hazards occurring in MCOHB 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.***

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 our building, 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. Students are also advised of the 'smoking zones'. Students are asked for their assistance in making clients aware of MCOHB 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, they may attend the afternoon session commencing at 1.00pm. A student may start no later than 1.00pm for the afternoon session.

The course durations are designed with the assumption that a student will meet the total requirements (100%) of each study period. If a student successfully completes or demonstrates competency in the range of 50% to 99% of course requirements in any period they are considered to be making satisfactory progress under this policy.

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

Each qualification has home study requirements.

STUDENT IDENTIFICATION CARDS

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

Students should note that a MCOHB 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. MCOHB is able to endorse this form if requested to do so provided that the relevant terms and conditions are met.

PHOTOGRAPHIC CONSENT FORM

Written consent will be obtained from students whose photographic/video images are used for MCOHB marketing, publication and distribution purposes.

LOCKERS

Student lockers are supplied free of charge but for daily usage only at no charge. If the locker is damaged a payment will be required to cover the cost of the damage and replacement if required.

UNIT BOOKS

Each unit of study is accompanied by MCOHB 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 trainer will go over the unit book with you in class and then assign work to be completed during your off campus allocated hours. In other words, bookwork is homework. If you are making up missed hours, you are to be either supervised in class (theory) or the hours are to be made up in the salon (practical) depending on where you are at in your training plan. However, in general, missed hours are always made up as practical hours. Making up hours is done within MCOHB standard day i.e. 9.30pm or 1.00pm not at hours that a student determines. It's not just about sitting on your own, watching the time go by to makeup hours.

Please Note: If you miss any of the theory delivery of a unit you must make up the class with the next group when the scheduled unit is on. If you cannot make up the hours within the appropriate time frame, you will be withdrawn from that unit and rescheduled whereby a cost may be incurred.

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 MCOHB classrooms or salons. The lunchroom must be kept clean at all times. Chewing of gum and smoking is not permitted on MCOHB 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 MCOHB 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.

Beauty:

- White or Black 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 MCOHB Principal.

LAUNDRY

Students must launder all uniforms themselves. Uniforms must be taken home on a weekly basis to be washed and ironed.

TELEPHONE MESSAGES

MCOHB telephone is a business phone and as such, only urgent messages will be taken. Students may not take private calls or send SMS message within the class times. Nor are students permitted to play games on mobile phones during class times.

ENROLMENT

All students 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 students can in some circumstances be required to be passed onto Government Departments.

Any student 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 student 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 student file.

INDUCTION

Once all students 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 student.

STUDENT TRAINING RECORDS & 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 National VET Regulator such as:

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

Or those required by law such as:

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

Or

- Students authorising releases of specific information to third parties in writing,
- the student'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 MCOHB staff member.

Students records will be retained onsite in our college for a minimum of two years after a Student ceases to be a Student. Our electronic records are protected by passwords, we further protect our records by maintaining up to date anti-virus, firewall and spyware protection software. We conduct a nightly DVD back up of our computer systems; this is done internally & externally and 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 and employers. There are a number of legal exceptions, which apply, and they include:

- Centrelink will be informed of a student's enrolment if they are receiving payments).
- Statistical details on students' enrolment form, which do not identify them, will be released to the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education (DIICCSRTE)
- MCOHB must respond to a Court of Law that has issued a summons or subpoena.
- Other legislation such as the *Transport Accident Act 1986* that 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.

MCOHB abides by the *Australian Privacy Principles (APPs)* which regulate the handling of personal information by Australian government agencies and some private sector organisations detailed below:

COLLECTION

MCOHB 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. MCOHB will only collect such personal information pertaining to an individual from that individual.

USE AND DISCLOSURE

MCOHB 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. MCOHB will not use or disclose personal information otherwise than in accordance with National Privacy Principles (NPP2).

DATA QUALITY

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

DATA SECURITY

MCOHB will take reasonable steps to protect personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. MCOHB 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

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

ACCESS AND CORRECTION

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

IDENTIFIERS

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

ANONYMITY

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

TRANSBORDER DATA FLOWS

MCOHB may NOT transfer personal information about an individual to someone who is in a foreign country.

SENSITIVE INFORMATION

MCOHB will not collect sensitive information about an individual. Information pertaining to the National Privacy Principles can be found at:

www.privacy.gov.au/publications

STUDENT RECORDS

The record/analysis sheet used within MCOHB is implemented as a support document to aid in achieving students' competencies. The manner in which the analysis sheet and client card 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!

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 students. The kits are located at the front desk, in the Principals office, in the spa room and also in the shop downstairs.

WORKING WITH YOUNG PEOPLE

We comply with all Federal and State working with Children legislation such as the Working with Children Act 2005 (Vic). Further information on the Working with Children Check is available from Melbourne College of Hair & Beauty's CEO.

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 students 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 students 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.

Melbourne College of Hair and Beauty will ensure that access to programs is available to all persons regardless of age, colour, gender, and race or social/ethnic background. We will also ensure that disadvantaged groups have access to training and will not discriminate against trainees on the basis of age, colour, race, gender or employer. We closely monitor all our advertising and promotions to ensure that they are free of discrimination against any person.

COMPLAINTS AND APPEALS

We will deal with any Student **complaints** against our operations or deliverables in an effective and timely manner within 10 days of receiving a written, formal complaint. All complaints are referred to the CEO and it is expected that all complaints are resolved within a maximum of 60 days; this is an extreme case but is the limit imposed by the Standards. Most of our complaints are resolved within 10 working days.

However, if students have concerns relating to their experiences at MCOHB, they should use this procedure to obtain natural justice. The business 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 process has been developed with regard to the responding to complaints about Education and Training quality in the interests of Natural Justice. This procedure is designed to ensure that student complaints and appeals are dealt with fairly, consistently and promptly and is applied to all parties of the complaint

Requirements

Students who are concerned about their training should follow this procedure. The procedure will be implemented at no cost to the student.

The complaints resolution procedure will commence within 10 working days of the formal lodgement of the complaint and supporting information

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 review the student will be given a written statement of the outcome, specifically including details of the reasons for the outcome. A copy of this record of the complaint and its outcome will be placed in the student file.

The student's enrolment will be maintained whilst a complaint and 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)

MCOHB 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 MCOHB.

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 at MCOHB management meetings as part of the continuous improvement process.

Process

Informal Complaint Process

Any student with a question or complaint may raise the matter with staff of MCOHB and attempt an informal resolution of the question or complaint.

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 MCOHB staff member involved determines that the issue question or complaint was relevant to the wider operation of MCOHB.

Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaint Process

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 & Appeal Form and contact MCOHB Student Support Officer to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the Student Support Officer. 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.

The Student Support Officer 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.

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.

At the end of the resolution phase the Training Manager, Vice Principal or CEO will report MCOHB decision to the student. MCOHB decision and reasons for the decision will be documented and placed in the students file. A copy of this document will be provided to the student.

Following the resolution phase MCOHB will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.

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

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 MCOHB.

A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

The appeals process is initiated by a student completing the student appeals form and lodging the completed form with the Student Support Officer.

The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

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.

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

Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by MCOHB. The costs of reassessment will be met by MCOHB. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.

You are able to attempt assessment to complete a unit of competency on three (3) occasions within your initial course services fee arrangements. MCOHB does not levy additional fees for these attempts.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and MCOHB and placed in the student file. A copy of this document will be provided to the student.

Following the internal appeals phase MCOHB will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.

There are no further avenues within MCOHB for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

External appeal process

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 MCOHB. If a student wishes to lodge an external appeal against a decision made by MCOHB, they can contact the Dispute Settlement Centre of Victoria (DSCV), a free dispute resolution service funded by the Victorian Government. The DSCV provides mediation services, as well as training and accrediting mediators to national standards.

The external appeals procedure will be determined by the independent mediator.

Following the receipt of the outcome of the external appeal MCOHB 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.

Nothing in this procedure inhibits a 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 the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 9602 5000 for a referral to a solicitor.

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 students

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 Vice Principal 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 scheduled 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. MCOHB must account for every absence of every student and record the reason in the roll book. All students who are absent from MCOHB must provide a medical certificate or an explanation for the reason for the absence in all instances. Please Note:-(**Supplying a medical certificate does not exonerate you from making up the missed hours that must be completed and are clearly stated in your contract.**) If you are under 18 the parent or guardian must

phone MCOHB prior to the absence occurring or if you are over 18 then you must phone to advise that you will not be coming in before commencement of classes.

Lecturers will mark the class roll for each class that students attend. If any student 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 students is maintained.

Any student 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 student is fully aware of their responsibilities regarding attendance while also providing the student with the opportunity to discuss and determine a solution to any issues or circumstances that are affecting their attendance.

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

Any student who does not attend for five (5) consecutive days without approval or who has not consistently attended class shall be contacted and counselled by our Student Support Officer or Vice Principal 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 Vice Principal or Principal and could result in your enrolment being cancelled.

ATTENDANCE AND ABSENTEEISM/SICK LEAVE

MCOHB tries to offer a range of options for students that miss a unit for whatever the reason. Students who take sick leave are to submit a Medical certificate, from a registered medical provider, to MCOHB. Whilst sick days will be entered onto the class rolls, in the calculation of the number of absent days MCOHB must count sick days as absent days. In other words you will still be required to make up those missed days.

If a student fails, misses or doesn't commence a unit (*i.e.* is not competent or has withdrawn) and the student wishes to have that unit re-delivered so as to complete the qualification they will need to update or revise their training plan.

On completion of the training plan the student can apply to re-enrol to enable them to complete all incomplete units. This re-enrolment process will identify the new hours to complete and tuition charges will apply. The student will then be given a date as to when the missed unit is to be offered again. If a student does not wish to re-enrol they will be issued with a Statement of Attainment.

If the unit is a pre-requisite to another unit the student will need to change classes and re-enrol to repeat the unit before continuing with their course. MCOHB will try its best to place the student at the earliest recommencement date. It may be possible for a student to join a different group who would be at the suitable stage for the unit they are missing to be delivered rather than waiting until their course completion date. This approval will need to come from the principal only who would assess the situation on a case by case basis.

ABSENCE FROM CLASS

It is Mandatory that you 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 Administration or Vice Principal.

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 MCOHB. In the case of unexplained absence of more than 5 days (cumulative) and following attempts to contact the student or student's family, the student will be sent a letter from MCOHB 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 Vice Principal as 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 continue to be charged all fees.

This ensures:

- As far as possible that students understand their responsibility to attend college and to arrive on time.
- Maintain strong communication between MCOHB and home in relation to parents/guardians advising MCOHB when students will be absent from MCOHB.
- 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 MCOHB

STUDENT RESPONSIBILITIES

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

PARENT RESPONSIBILITIES

It is the responsibility of parents to:

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

(The above is applicable if the Student is under the age of 18.)

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 Principal or Vice Principal the implications of long term absences from MCOHB, 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 MCOHB 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 then in every case, the incident will be referred to the Vice Principal who will administer MCOHB 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 MCOHB 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 Vice Principal 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 MCOHB that this has been approved.

- **Dropping Classes:**

Once you have received notification from MCOHB that your application for leave has been approved, you are responsible for dropping your classes for the time you will be absent from MCOHB. 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.*

TERMINATION OF ENROLMENT FOR NON PAYMENT OF FEES

This policy outlines the principles and procedures for the termination of a student 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 MCOHB has not been made.

In accordance with MCOHB's General Regulation payment of fees, submission of a FEE-HELP Form or an agreed payment arrangement is required before the commencement of each month. The FEE-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 MCOHB and shall preclude a student from further enrolment at MCOHB 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 MCOHB 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 MCOHB. 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 FEE-HELP Form or application form two weeks before the commencement of each month.

It is the policy of MCOHB 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 MCOHB.

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.

Student 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.

MCOHB 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 MCOHB 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 MCOHB 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 MCOHB 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 1988 (the Privacy Act).
- Skilling Australia's Workforce Act 2005

Victorian State Based Legislation

- Charter of Human Rights and Responsibilities Act 2006
- Disability Act 2006
- Victoria Equal Opportunity Act 1995
- Racial and Religious Intolerance Act 2000
- Working with Children Act 2005
- 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,
- 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 students 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 students 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 students 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

Any bullying must be reported to the Vice Principal 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 and students 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, sms, twitter 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 students 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 students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Charter of Human Rights and Responsibilities 2006

We are required as a provider of services on behalf of the Victorian Government and we must comply with The *Charter of Human Rights and Responsibilities Act 2006* (the Charter). This guarantees some basic human rights of all people in Victoria. While all of us have a role to respect the rights of others, promoting and protecting fundamental human rights is primarily about the relationship between government and the people it serves. The Charter places obligations on all three arms of government: the executive (public authorities, such as state government departments and local councils), the legislature (the Parliament of Victoria) and the judiciary (courts and tribunals).

The Charter lets the Victorian community know about which rights the Victorian Government will protect, how it intends to do this, and what the consequences are for failing to do so. It gives public authorities rules and a framework within which to operate, and the community a language and principles with which to engage public authorities.

Your right to recognition and equality before the law (section 8)

Everyone is entitled to equal and effective protection against discrimination, and to enjoy their human rights without discrimination.

Your right to life (section 9)

Every person has the right to life and to not have their life taken. The right to life includes a duty on government to take appropriate steps to protect the right to life.

Your right to protection from torture and cruel, inhuman or degrading treatment (section 10)

People must not be tortured. People must also not be treated or punished in a cruel, inhuman or degrading way. This includes protection from treatment that humiliates a person. People must not be subjected to medical treatment or experiments without their full and informed consent.

Your right to freedom from forced work (section 11)

A person must not be forced to work or be made a slave. A person is a slave when someone else has complete control over them.

Your right to freedom of movement (section 12)

People can stay in or leave Victoria whenever they want to as long as they are here lawfully. They can move around freely within Victoria and choose where they live.

Your right to privacy and reputation (section 13)

Everyone has the right to keep their lives private. Your family, home or personal information cannot be interfered with, unless the law allows it.

Your right to freedom of thought, conscience, religion and belief (section 14)

People have the freedom to think and believe what they want, for example, religion. They can do this in public or private, as part of a group or alone.

Your right to freedom of expression (section 15)

People are free to say what they think and want to say. They have the right to find, receive and share information and ideas. In general, this right might be limited to respect the rights and reputation of other people, or for the protection of public safety and order.

Your right to peaceful assembly and freedom of association (section 16)

People have the right to join groups or unions and to meet peacefully.

Your right to protection of families and children (section 17)

Families are entitled to protection. Children have the same rights as adults with added protection according to their best interests.

Your right to taking part in public life (section 18)

Every person has the right to take part in public life, such as the right to vote or run for public office.

Cultural rights (section 19)

People can have different family, religious or cultural backgrounds. They can enjoy their culture, declare and practice their religion and use their languages. Aboriginal persons hold distinct cultural rights.

Property rights (section 20)

People are protected from having their property taken, unless the law says it can be taken.

Your right to liberty and security of person (section 21)

Everyone has the right to freedom and safety. The right to liberty includes the right to not be arrested or detained except in accordance with the law. The right to security means that reasonable steps must be taken to ensure the physical safety of people who are in danger of physical harm.

Your right to humane treatment when deprived of liberty (section 22)

People have the right to be treated with humanity if they are accused of breaking the law and are detained.

Rights of children in the criminal process (section 23)

A child charged with committing a crime or who has been detained without charge must not be held with adults. They must also be brought to trial as quickly as possible and treated in a way that is appropriate for their age. Children are entitled to opportunities for education and rehabilitation in detention.

Your right to a fair hearing (section 24)

A person has a right to a fair hearing. This means the right to have criminal charges or civil proceedings decided by a competent, independent and impartial court or tribunal after a fair and public hearing.

Rights in criminal proceedings (section 25)

There are a number of minimum guarantees that you have when you have been charged with a criminal offence. These include the right to be told the charges against you in a language you understand; the right to an interpreter if you need one; the right to have time and the facilities (such as a computer) to prepare your own case or to talk to your lawyer; the right to have your trial heard without too much delay; the right to be told about Legal Aid if you don't already have a lawyer; you are presumed innocent until proven guilty; and you don't have to testify against yourself or confess your guilt unless you choose to do so.

Right not to be tried or punished more than once (section 26)

A person will only go to court and be tried once for a crime. This means if the person is found guilty they will only be punished once. If they are found to be innocent they will not be punished.

Retrospective criminal laws (section 27)

A person has the right not to be prosecuted or punished for things that were not criminal offences at the time they were committed.

Need more information?

Contact the Commission:

Enquiry Line 1300 292 153 or (03) 9032 3583

Fax 1300 891 858

TTY 1300 289 621

Email enquiries@veohrc.vic.gov.au

Website humanrightscommission.vic.gov.au

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 student the trainer has the authority to:

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

If a student 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 students. 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.

DISCIPLINARY PROCEDURE

The following actions are unacceptable.

- Cheating or other academic dishonesty in assessments
- Not wearing clothing as specified within the uniform guidelines
- Intimidation or other aggressive behaviour towards other students
- Disruptive behaviour
- Offensive language such as swearing or discriminatory comments towards others

Should any of these activities occur, then students are given

- one verbal warning; then
- two written warnings to follow, then
- one written notice of termination of enrolment

For gross breach of safety or other severe breaches, immediate termination without written warnings may be given.

Malicious damage to equipment /walls and surrounds or theft of College property will result in immediate termination.

Fees Will Be Non-Refundable in this instance.

FEES AND REFUND POLICY

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

Any fees due must be paid by the method agreed in the course information sheet or as agreed with the student'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 student's payments are recorded separately within our MYOB accounting system in sufficient detail so that training progress can be monitored against fees paid.

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 student fails to commence a scheduled course with less than 48 hours notice of inability to attend, the course fees will be forfeited. If a student 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 Chief Executive Officer.

The application fee of \$250 is non-refundable.

Any decision to waive the non-refundable application fee is left to the discretion of the PEO.

MCOHB 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 their course prior to the completion date, the guidelines listed on the Student Contract at clauses 10 (a) and 10(b) must be abided by. (Refer to Student Contract) – Notably a 10 week penalty notice is required and a Student Exit Form filled out.

Students who are eligible under the Skills First Programme are subject to a different Fee Refund Policy which they received as part of their enrolment compendium.

RECOGNITION OF OTHER QUALIFICATIONS

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 the duration of any course being offered by us.

STUDENT SELECTION

There are no pre-requisites to enrolling in our courses other than the willingness to learn, and being over 15 years of age. Students must undertake a Pre-Training Review at which their suitability to undertake the course is determined.

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

AUSTUDY / ABSTUDY/ YOUTH ALLOWANCE

A formal request for any support documents required to meet Government criteria should be made to MCOHB. MCOHB 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.

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our course standard material contains written documentation and very limited numerical calculations but a language literacy and numeracy. We recognise that not all people are able to read, write and perform calculations to the same standards. But for our course, students must have Australian Core Skills Framework at Level 3.

We will endeavour to help you if you have difficulties with Language, Literacy or Numeracy and all students are required to complete a LLN self-assessment prior to course commencement. As a result of that assessment we will make the necessary adjustments to assist you to complete the course satisfactorily.

If a student is experiencing difficulties with their studies we would recommend that the student see their trainer, or another member of Melbourne College of Hair & Beauty's staff. (*i.e.* the Student Support Officer). For example, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students; they may include having someone record a student's spoken responses to assessment questions.

The staff member will ensure that the full resources of MCOHB are made available to ensure that the student achieve the required level of competency in all accredited courses. Melbourne College of Hair & Beauty recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will achieve good results.

We will assist all students in their efforts to complete our courses. If a student's needs exceed our skill we will refer the student to an external support provider such as their local TAFE. *Melbourne College of Hair & Beauty will make any necessary adjustment to meet the needs of students.* Any further questions can be referred to your Educator, Vice Principal or the CEO.

RECOGNITION OF PRIOR LEARNING POLICY (RPL)

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.

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.

Requirements

- 1.1 Recognition of Prior Learning must be structured to minimize the cost and time to applicants whilst retaining the integrity required by the ASQA to recognize competencies in accordance with the requirements of Training Packages or Curriculum documents.
- 1.2 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
- 1.3 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.
- 1.4 A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.
- 1.5 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
- 1.6 Students who are eligible for credit transfer must not be required to undertake a RPL process. Refer to the credit transfer procedure.

2.0 RPL Process

- 2.1 RPL applications are made using the student RPL application form.
- 2.2 The student RPL application form should be completed and forwarded to the Administration Manager together with the required fee.
- 2.3 A copy of the student RPL application form and all verified supporting documentation is placed on the student file.
- 2.4 MCOHB will provide RPL applicant's access to the relevant Units or Modules prior to the RPL application being completed.
- 2.5 MCOHB will give applicants advice on completing the student RPL application form and gathering reliable evidence.
- 2.6 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.

- 2.7 The completed student RPL record must be signed by the student and the assessor
- 2.8 RPL application documentation, assessment processes and outcomes are placed in the student file.
- 2.9 Granting of RPL must be recorded as a unit outcome in the students file.
- 2.10 Students may use MCOHB appeal procedures if dissatisfied with the outcome of their RPL applications.
- 2.11 There will be no reduction in student tuition fees for subject exemption as a result of recognition of prior learning.

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 registered training organisation.

National Recognition is the acceptance of valid qualifications issued by other RTOs in a state or territory of Australia. Credit Transfer is available to all students enrolling in any of our courses on our scope of registration.

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 TAE40110 Certificate IV in Training and Assessment, or 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 are:
 - **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 students,
 - employ a participatory approach,
 - provide for students 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 training session but is ongoing throughout the program. Assessment 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.

HOLISTIC ASSESSMENT

The final “Workplace Ready” Employability Assessment will achieve quality recognition skills for competencies, team work and contingency planning in a salon. The final holistic assessment is done in the final weeks of the course and will enable you to operate at a professional standard for employment.

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.

COMPETENCY BASED-TRAINING AND ASSESSMENT

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times, you are learning and being assessed even if it is a group activity.

WRITTEN QUESTIONNAIRES

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

ASSIGNMENTS AND OR PORTFOLIOS

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

PRACTICAL ASSESSMENTS

Practical assessments must be completed by the due date. A letter of request must accompany late practical assessments in order for marking to occur. Please follow the instructions in the beginning of each unit book regarding the appropriate formatting of practical assessment.

TRAINERS

Your trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your trainer has been selected because he has a sound knowledge of your course and be skilled in its application to the Australian Workplace.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your lecturer/trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on-or off-the-job assignments or projects.

ISSUING OF QUALIFICATION

Our training is competency based. The associated assessments determine whether a student is competent/or not yet competent. Students are issued with a statement listing units of competency undertaken and stating whether competency has been achieved.

Students who complete all units making up the qualification requirements will be issued with course certificate at the end of their course. Students who do not complete courses will be issued with a **Statement of Attainment** detailing those units where the student has achieved competency.

Only the units where fees have been paid up to will be supplied on a statement. Other people or companies will NOT be able to get a copy of your qualification or academic record until they can establish they have been authorised to do so & the necessary fee (\$55) has been paid.

Online Delivery

Students will be required to provide evidence of residency in Victoria upon enrolment in online courses offered by MCOHB.

National Student Outcomes Survey (Students under Skills First)

At the completion of the course you will receive one of the following:

- A request from NCVET to complete a survey, and/or
- An invitation to participate in a Department (Skills Victoria Commission) endorsed project, and/or
- May be in contacted by the Skills Victoria Commission (or persons authorised by the Commission) for audit purposes.

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 student of Melbourne
College of Hair & Beauty and that I have also received induction into my course at
Melbourne College of Hair & Beauty.

.....
Name Signature

.....
Signature of Witness

.....
Date