Student Handbook

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INTRODUCTION

Welcome
Thank you for enrolling to study with The French Beauty Academy. At The French Beauty Academy we are committed to excellence and will endeavour to ensure that your time with the Academy is productive and achieves all your ambitions and goals.

About The French Beauty Academy
Established in 1986 as one of the first accredited Academies of Beauty, The French Beauty Academy (previously known as the GTCA) quickly earned its place as one of the finest Academies’ in Queensland. The Academy trained in a wide range of courses from the Certificate II in Nail Technology and Make-Up to the Diploma of Beauty Therapy.

The French Beauty Academy strives to:
  a. Be a leader in the development of teaching and learning
  b. Personalise its approach to teaching beauty
  c. Foster the student’s learning experience
  d. Create productive and fulfilling careers in the beauty industry
  e. Be a leader in the provision of a Service Excellence Program

The French Beauty Academy Robina and Coolangatta Campuses offer ideal environments to learn, train and practice all treatments required for the qualifications and courses at The French Beauty Academy.

The French Beauty Academy is a private, nationally registered training organisation (RTO) offering Certificate and Diploma Level courses in Beauty and related fields. The school is a member of the Australian Council for Private Education and Training (ACPET) and is accredited to offer VET FEE-HELP. The French Beauty Academy has an articulation agreement with Victoria University which provides a pathway for students studying the Diploma of Beauty Therapy to obtain credits towards a degree at the University.

Purpose of this Handbook
The purpose of this handbook is to detail your rights and responsibilities. Please take the time to familiarise yourself with its contents. The Student Handbook is provided as are source guide for students. It covers key expectations, policies, rules, regulations and health and safety.

Students are encouraged to ask questions and clarify any sections in this document.

Why it’s great to study at The French Beauty Academy
At The French Beauty Academy, you will learn from friendly, supportive, industry-trained, experienced trainers – people who know the industry you are aiming for, and who are committed to your success. Courses are based on practical, hands-on training, with the latest equipment and practice in the Beauty industry. Your training will enable you to move straight into your chosen work environment, confident and well prepared. Flexible learning students experience this personal attention through continual feedback from specialist tutors.
The French Beauty Academy students enjoy:

a. Nurturing class environments with expert trainers
b. Nationally accredited qualifications
c. International career opportunities with world-class partnerships
d. Career support and preparation through the Industry Experience Program
e. Ongoing practical experience in the Student Salon
f. Fun and supportive student lifestyle with campuses close to cafes and shops and transport.

The French Beauty Academy is a post-secondary adult education facility. Students are expected to conduct themselves appropriately as adults showing consideration and respect for others.

**CODE OF PRACTICE & CLIENT SERVICE CHARTER**

**Our Commitment to You**
The French Beauty Academy is focused on meeting your needs. We promise to:

a. Understand the needs of our students, staff and the industries in which we operate or do business with.
b. Understand your specific needs and be flexible in our approach to serving you.
c. Operate professionally and always conduct business in a sound, ethical and fair manner.
d. Employ staff who are knowledgeable, qualified, and objective, experienced and always act with integrity.
e. Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
f. Respond to student and industry needs and remain competitive within our market.

**Educational Guarantee**
The French Beauty Academy is committed to providing excellence in training and education.

We are committed to:

a. Providing quality training and education services in the Vocational Education and Training sector in Australia.
b. Meeting and striving to exceed the requirements of the Standards for Registered Training Organisations.
c. Delivering training, assessment and consultancy services that are flexible to the needs of our students.
d. Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry.
e. Developing courses and assessment processes that meet industry demands, catering for a range of learning styles, and flexible for a diverse range of student needs.
f. Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
g. Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.
Service Excellence Program
As part of its Educational Guarantee, The French Beauty Academy offers a Service Excellence Program that students are required to attend at no cost to the student. The Program is integral to preparing and developing well rounded practitioners, and compliments the current beauty therapy courses incorporating employability skills such as Communication and Customer Service. Although it is not an accredited course at present, it is fundamental to the quality of Educational Service The French Beauty Academy provides.

Management Principles
The French Beauty Academy aims to be the best it can be. To enable this we:

a. Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
b. Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
c. Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.
d. Ensure that decision making of senior management is informed by the experiences of our trainers and assessors.

Marketing
The French Beauty Academy will market and advertise all qualifications, courses and other services with integrity, accuracy and professionalism avoiding vague and ambiguous statements. Students will be recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course. Students will receive clear, accurate and appropriate information to make an informed decision about enrolment into a course prior to enrolment.

Recognition of Qualifications
The French Beauty Academy recognises Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Registered Training Organisations in Australia.

Access & Equity
The French Beauty Academy will treat all people fairly and equitably and foster an environment free from discrimination and harassment. The French Beauty Academy applies access and equity principles through all of its policies and procedures to promote full and equal participation of all people.

Student Selection
The French Beauty Academy ensures that clear and accurate processes for application and selection are outlined and publicised. Entry requirements for each course are clearly outlined in the relevant Course Guide and students wishing to participate in a course or unit of study must meet these requirements.
Financial & Legal Standards

The French Beauty Academy:

a. Adopts sound business and financial planning systems.

b. Has fair, equitable and transparent fees, charges and refund policies which are made available to the public and to all students prior to enrolment.

c. Will have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually

d. Will provide a certificate of accounts to the National Regulator upon request.

e. Upon request from its registering body, will provide a full audit report on The French Beauty Academy financial accounts from a qualified and independent accountant.

For non-VET FEE-HELP eligible students The French Beauty Academy does not accept more than $1000 deposit prior to course. Students pay course fees progressively throughout the program.

The French Beauty Academy complies with the VET Tuition Assurance requirements through ACPET’s (Australian Council for Private Education and Training) Australian Student Tuition Assurance Scheme (ASTAS).

ASTAS ensures that if The French Beauty Academy ceases to provide a VET course of study, ACPET will ensure students are offered a place in a similar VET course of study without further fees for any commenced but not completed units of competency, or payment of any upfront VET payments (or VET FEE-HELP re-credit) for units of study commenced but not completed.

The French Beauty Academy Legal Obligations:

1. Maintains adequate, current and appropriate insurance.

2. Complies with all legislation and regulations, both state and federal, relevant to operation of its business including (but not limited to):

   a. National VET Regulator Act 2011
   b. The VET Quality Framework including the Standards for Registered Training Organisations 2015
   c. Public Health (Infection Control for Personal Appearance Services) Act 2003
   d. Therapeutic Goods Act 1989
   e. Fair Work Act 2009
   f. Higher Education Support Act 2003
   g. Work Health and Safety Act 2011
   h. Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2012
   i. Anti-Discrimination Act 1991
   j. Disability Services Act 2006
   l. Child Protection Act 1999
   m. Right To Information Act 2009

Students are advised of legislative and regulatory requirements that affect them in all courses via The Learning Centre (Moodle) forum posts.
STUDENT CODE OF CONDUCT

Student Rights
All students have the right to:

a. Be treated fairly and with respect by all students and staff.
b. Not be harassed, victimised or discriminated against on any basis.
c. Learn in a supportive environment which is free from harassment, discrimination and victimisation.
d. Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
e. Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
f. Access the information The French Beauty Academy holds about them.
g. Have their complaints dealt with fairly, promptly, confidentially and without retribution.
h. Make appeals about procedural and assessment decisions.
i. Receive training, assessment and support services that meet their individual needs.
j. Be given clear and accurate information about their course, training and assessment arrangements and their progress.
k. Access the support they need to effectively participate in their training program.
l. Provide feedback to The French Beauty Academy on the client services, training, assessment and support services they receive.

Student Responsibilities
All students, throughout their training and involvement with The French Beauty Academy are expected to endorse and adhere to the following French Beauty Academy code of practice. Failure to do so may lead to disciplinary action, which can include warnings, suspension or expulsion. There are no fee refunds for students who are expelled from the Academy.

Students are expected to:

a. Not harass, victimise, discriminate against or disrupt others.
b. Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
c. Treat all others and their property with respect.
d. Respect the opinions and backgrounds of others.
e. Follow all safety policies and procedures as directed by staff.
f. Report any perceived safety risks as they become known.
g. Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
h. Notify The French Beauty Academy if any of their personal or contact details change.
i. Provide relevant and accurate information to The French Beauty Academy in a timely manner.

j. Approach their course with due personal commitment and integrity.
k. Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
l. Hand in all assessment tasks, assignments and other evidence of their work.
m. Maintain regular contact with their Trainer/Assessor.
n. Prepare appropriately for all assessment tasks, visits and training sessions.

o. Notify The French Beauty Academy if any difficulties arise as part of their involvement in the program.

p. Notify The French Beauty Academy if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity.

q. Refrain from smoking at training venues and on the premises of The French Beauty Academy.

r. Make payments for their training within agreed timeframes.

s. Not use Social Media to harass, victimise, abuse or bully any other student, trainer or staff member.

t. Not use Social Media to post negative statements or refer to The French Beauty Academy in a negative, slanderous or abusive manner. The French Beauty Academy has a Complaint and Appeal Policy (see website) which is to be followed for all complaints and is committed to attempting to resolve issues raised professionally and responsibly without resort to social media.
QUALITY ASSURANCE & CONTINUOUS IMPROVEMENT

The French Beauty Academy has an evidence-based and outcomes-focused approach to maintaining quality practices within its business. Quality is assured in all aspects of the business, in particular training and assessment services, client services and the management of The French Beauty Academy's own business operations.

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

The French Beauty Academy uses the following business occurrences to collect invaluable feedback from clients, staff and/or stakeholders:

a. course, client and class evaluation surveys/questionnaires;
b. learner engagement and employer satisfaction surveys;
c. interviews, focus groups and consultations with students, employers, industry organisations and licensing bodies;
d. face to face contact between trainers/assessors and students;
e. complaints and appeals;
f. internal reviews and external audit reports and organisational self-assessments;
g. staff performance appraisal and self-assessment reports;
h. internal staff meetings;
i. moderation and validation exercises; and
j. Other interactions with stakeholders.

Students, prospective students and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in The French Beauty Academy's feedback and continuous improvement cycle.

The French Beauty Academy considers all experiences an opportunity to learn, reflect and improve. Self-reflection and evaluation plays a key role in the organisations continuous improvement and all managers and staff are actively encouraged to participate in continuous improvement processes.

In compliance with the requirements of the VET Quality Framework Data Provision Requirements (DPR6) The French Beauty Academy collects and uses data on the three Quality Indicators to monitor and measure its own performance.

The three endorsed indicators are:

a. Learner Engagement
b. Employer Satisfaction
c. Competency Completion

As well as The French Beauty Academy's requirement to report the indicator outcomes to the National VET Regulator annually, data from the Quality Indicator feedback collection tools will
be used by The French Beauty Academy to monitor and benchmark its performance. This allows identification of:

a. Areas that need improvement;
b. Areas where performance is getting weaker;
c. Improvement targets; and
d. Whether the improvement plan is working.

Students and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys. These will be sent to you by mail or email. Your completion of this survey helps us to monitor our performance, better understand your needs as well as provide a report to the Australian government on our performance as a Registered Training Organisation.
VET FEE-HELP

Information about VET FEE-HELP
The French Beauty Academy offer VET FEE-HELP for the Diploma of Beauty. Eligible students have the option of applying for a VET FEE-HELP loan from the Australian Government to pay for all or part of their tuition fees.

VET FEE-HELP is an Australian Government loan scheme that covers all or part of tuition fees for eligible students for VET. Eligible students are able to use VET FEE-HELP to pay tuition fees up to the amount of the FEEHELP lifetime limit.

Refer to the VET FEE-HELP Information Booklet on VET FEE-HELP on The French Beauty Academy website for more details. If you have previously used the Australian Government FEE-HELP loan scheme to pay for higher education or VET courses of study, those amounts would also be included in the usage of your limit.

VET FEE-HELP loans incur a 20% loan fee which is added to the total amount of the loan, but is not included in your FEE-HELP limit. This loan fee is not paid to The French Beauty Academy.

Students are then liable to the Australian Government for any Tuition Fees incurred as a debt and pay it back to the Australian Government through the Australian Taxation Office once their earning salary reaches a certain amount.

Eligibility for VET FEE-HELP
To be eligible for VET FEE-HELP Assistance, students must be able to provide a valid Australian Tax File Number, be an Australian citizen or the holder of a Permanent Humanitarian visa, and be a resident in Australia for the duration of the course. For more information, see VET FEE-HELP Student FAQ on our website.

A statement of VET Tuition Assurance is included on our website or please visit or telephone our office for a copy. This statement is to provide information on how The French Beauty Academy will protect students in the event that it ceases to provide a VET FEE-HELP enabled course in which a student is enrolled.

Census Date
Students incur a liability for VET Units of Study enrolled in at the Census date for each term. The Census Date for each term of study in your course is published in the VET Tuition Fee Schedule on The French Beauty Academy website.

This is the date by which, you must have made arrangements for payment of your Tuition Fees to maintain enrolment.

Arrangements for payment may be made by either:
   a. Submitting your Request for VET FEE-HELP Assistance Form, or
   b. If not VET FEE-HELP eligible, by making a payment of your fees according to your payment plan.
If you have not made arrangements for payment on or before the Census date, your enrolment may be cancelled. If you have previously filled in a Request for VET FEE-HELP Assistance Form for any Unit within your current Course of Study, your Tuition Fees will automatically default to becoming a VET FEE-HELP debt unless you make payment of Tuition Fees on or before the Census date.

If you cancel your enrolment at any time up until this date, you will not be liable for Tuition Fees. You cannot withdraw after this date without incurring liability for Tuition Fees. If you have completed a Request for VET FEE-HELP Assistance Form, all unpaid Tuition Fees as of the census date will become a VET FEE-HELP debt.
CREDIT TRANSFERS

The French Beauty Academy recognises all nationally recognised qualifications and units of competency issued by Registered Training Organisations in Australia.

Credit Transfers will be granted for any units that have been previously attained and are matched to a unit within your current enrolment; or where units from a preceding training package are seen to be equivalent as documented by the Training Package guidelines.

There is no cost for credit transfers.

You will need to apply for credit transfers at the commencement (within 3 weeks of program commencement) of your study with The French Beauty Academy.

Obtain an application form from The French Beauty Academy Administration and submit with correct evidence as per below. Your application will then be passed on to an Assessor for approval.

The evidence needs to be:
- The Original or certified copies of formal documentation, e.g. Certificates / Diplomas including Record or results and/or statements of attainment
- These documents must include the RTO's national provider number and the course and other relevant national codes.

If your previous studies are not the same units of competency in your current French Beauty Academy course or are not considered equivalent by the training package developers (the Industry Skills Council) and you have current experience, you may choose to undertake an RPL process (see below)

RECOGNITION OF PRIOR LEARNING (RPL)

If you know that you have or can demonstrate current skills and knowledge in the qualifications or individual units of competency in the program, whether these skills and knowledge were achieved through prior training (formal or informal) or through relevant work history or a combination of work and life experience you may apply to have your knowledge and skills ‘assessed’ via an RPL process.

The French Beauty Academy does not accept applications for RPL recognition until you are enrolled in The French Beauty Academy qualification and have paid your deposit or applied for VET FEE-HELP. However, discussions at interviews or through enquiries may provide an indication of potential RPL recognition upon enrolment.

The RPL process at The French Beauty Academy may vary depending on individuals’ specific circumstances, but will generally include:
- The completion of an application/enrolment form for the qualification and/or units of competency you would like to apply for;
• An initial discussion with the Academic Coordinator to discuss the evidence requirements for individual units, make a preliminary assessment and review the RPL assessment tool;
• You supply evidence specifically related to the units of competency

Examples of relevant evidence could include (but of course is not limited to):
• licences or tickets
• resume/ CV or work history
• certificates (accredited, non-accredited, higher education degrees or training programs)
• performance appraisals
• indentures or trade papers
• Statements of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g. first aid, officials, surf lifesaving etc.
• photographic evidence of work
• diaries/task sheets/job sheets/log books
• memberships of relevant professional associations
• hobbies/interests/special skills outside work
• references/letters from previous employers/supervisors
• industry awards
• Letters from employers, records of professional development.

An assessor will then conduct an assessment of the evidence supplied against the units of competency.

The assessor will facilitate a one-on-one professional conversation(s) with you (depending on your experience and/or the evidence you supply, the assessor may need more than 1 occasion and may need to actually assess your skills in your workplace or a simulated environment).

At the professional conversation you will have the opportunity to discuss and identify your previous experience with the assessor. You may be required to answer (industry) questions to identify your current knowledge.

The assessor may also conduct a practical skills test at your workplace (if appropriate) or at another suitable venue, such as The French Beauty Academy Student Salon. This, again, is an opportunity for you to demonstrate your level of competence and will be focussed on verifying the skills that are required in the qualification. The assessor will identify the skills that he/she will assess.

The assessor will identify any further evidence needed (if necessary) and make a judgement of whether you have been able to demonstrate competence, ensuring that the rules of evidence have been met. You will be advised accordingly and any necessary program adjustments including gap training if required will be negotiated accordingly.
RPL is assessor-intensive and as a result, The French Beauty Academy has devised a fee and charges system for RPL based on the amount of assessor time outlaid in evaluating evidence for individual units of competence.

The base line for charges for RPL services is the unit fee (where no additional practical assessment is required, and you are able to supply sufficient evidence to achieve the particular outcome). Where evidence of competence requires additional assessor time, equipment and facilities, the cost will be adjusted accordingly. Any practical assessment requirements arising from this service are chargeable at the prescribed hourly rate for the services of staff assessors involved required.

The charge out rate for assessor staff performing a practical assessment is currently $80 per hour depending on requirements for facilities, equipment and subjects.

The cost of non-successful RPL will not be credited against course fees.

In the event of a successful RPL application for a unit or a group of units that form part of a course, The French Beauty Academy will process a cost deduction from the full qualification fee for those units that have been achieved via the RPL process. Should the application for RPL be unsuccessful, the full course fee is still required to be paid for those units to be studied.

**UNIQUE STUDENT IDENTIFIER (USI)**

**Information about Unique Student Identifier**

All students studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI allows students online access to their training records and results (transcript) through their online USI account.

The USI is part of the way that the Australian Government is improving the training sector. It ensures people can obtain a complete record of their enrolments and achievements from a single online source and that lost qualifications will be a thing of the past.

If you do not hold a USI, The French Beauty Academy cannot, by law, issue you a Certificate, Statement of Attainment or Transcript for your training.
ACCESS EQUITY AND ANTI-DISCRIMINATION

The French Beauty Academy is committed to the fair treatment of all of its students and persons seeking to enrol with us. We apply access and equity principles through all of our policies and procedures to promote full and equal participation of all students in our courses, to foster an environment free of discrimination and harassment and to assist students to identify and achieve their desired outcomes.

All staff and contractors employed or engaged The French Beauty Academy are obliged to comply with this policy.

We will ensure that prior to enrolment prospective students receive clear and accurate information regarding the course, training, assessment, services provided by us and Commonwealth assistance potentially available to them to enable them to make an informed decision about the suitability of the course and our institution for their individual needs.

To ensure that the learning environment is free from harassment, discrimination and victimisation, The French Beauty Academy will ensure that it:

- uses the same recruitment and admission process for all applicants;
- bases admission to courses and programs solely on availability of places and the applicant satisfying course/qualification and funding entry requirements (where applicable);
- provides applicants with adequate information and support to enable them to select the most suitable program for their needs.
- considers issues relating to access and equity when specifying course entry requirements and prerequisites;
- offers flexible course design including credit transfer and recognition of prior learning;
- takes into account the requirements of students with a disability when designing courses;
- provides inclusive and non-discriminatory learning materials;
- ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification;
- adapts assessment where possible to meet student needs;
- provides students with the right to appeal an assessment or recognition decision;
- gives all students an equal opportunity to demonstrate competence including through making reasonable adjustments for learners with a disability or special need according to individual circumstances.

This may mean providing the appropriate services and/or facilities for student learning and assessment including:

- the use of adaptive/assistive technology;
- educational support;
- alternative assessment methods;
- extra time to complete a course or assessment;
- learning support for basic literacy or numeracy difficulties.
SELECTION AND ENROLMENT

Students will be selected for enrolment on merit, based on the published course criteria. We will ensure that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously. Entry criteria and application procedures are published in course information brochures and on our website.

To enrol in a course, complete and submit the Application for Enrolment form which is available either directly from our office or via email. Completed applications can be hand delivered, posted, faxed or emailed to our office.

All applicants are interviewed by the Admissions Coordinator or the Director of Admissions. The interview may take place at our offices or by telephone in special circumstances. The interview process enables an assessment that the applicant meets the entry requirement for basic computer and English communication skills and to ascertain their suitability to the industry. Applicants may bring a resume, character references, a portfolio of completed work to the interview or anything else they feel relevant as evidence that they meet the published entry requirements.

The French Beauty Academy is committed to ensuring that all students have a reasonable chance of achieving a qualification. For this reason, they may advise applicants to consider alternative career or course choices if there is reasonable doubt about an applicant’s aptitude to manage the course work (with moderate additional support), attitude to meet industry requirements or a genuine interest in pursuing a career in this field.

Applicants who are assessed as meeting the entry requirements will be sent a confirmation of enrolment with further details about the course and arrangements for student orientation.

The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

The French Beauty Academy will enrol students who
- have made an informed decision about their course of learning through information provided via an interview, course information brochures and website policies and procedures, and
- agree to abide by The French Beauty Academy’s policies and procedures, code of conduct and WHS obligations.
Personal Information
The French Beauty Academy complies with the Privacy Act 1988 (Commonwealth) and subsequently with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which prescribes and mandates the way organisations must collect, manage, use, secure, disclose and dispose of personal and sensitive information. All The French Beauty Academy employees must comply with the Act.

As a nationally registered RTO, The French Beauty Academy is required to collect personal information for mandatory statistical data as prescribed by government regulators.

As part of the enrolment process, The French Beauty Academy will collect personal information that is required for the purposes of delivering the program to you, or in meeting government reporting requirements and it will only be used for the specific purposes for which it was collected, such as:

- Contact information such as name, organisation, position, address, telephone, and email, emergency contact, employment and educational histories, referees reports, date of birth and marital status.

Sometimes information collected may be regarded as sensitive such as

- ‘Disability' and ‘long-term impairment status' (health); and ‘indigenous status’, ‘language spoken at home’, ‘proficiency in spoken English’, ‘country of birth’ (implies ethnic/racial origin). This information is specified in the NCVER (National Centre for Vocational Education Research) statistical data elements and is collected for national data reporting requirements.

Whilst acknowledging the sensitivity of some information, The French Beauty Academy strongly encourages you to identify on your enrolment form or advise your trainer directly if you do have any issues (such as literacy, language or numeracy, physical or learning issues) that may impact on your training or assessment. By knowing this information, The French Beauty Academy will be able to support you with appropriate resources, or make reasonable adjustments to the program to assist you.

If you choose not to provide this information during enrolment, The French Beauty Academy may not be able to provide the necessary services to you. You are welcome to access The French Beauty Academy's full Privacy Policy on our website.

Additional personal information is solicited during orientation to ensure your personal protection and wellbeing whilst at The French Beauty Academy. The provision of this information is voluntary and will not impact your enrolment status with The French Beauty Academy.
THE FRENCH BEAUTY ACADEMY FLEXIBLE LEARNING PROGRAM

For students who are studying in the Flexible Learning Program (FLP) please note the items listed below as these are additional items which apply specifically to your Program. It is important that you read and understand all items so that you get the most from your course.

Program Length
The French Beauty Academy FLP program is designed so you can complete all the coursework and be able to attend the associated practical blocks within 12 months. However The French Beauty Academy understands that flexible learning is self-paced and recognises that students learn at different speeds. It is for this reason that the majority of students complete the course in 15-18 months. The French Beauty Academy wishes to ensure all students complete the course and allows 24 months from the start date for students to complete the course.

A Statement of Attainment will be issued at the end of 24 months period for students who do not complete the course within that period or if a student withdraws from the course and has achieved competency in individual units of competency.

Students will have to re-enrol, including pay unit fees, for any Units of Study post the 24 months period that have not been completed or have been unable to achieve a competent outcome.

Order of Learning
Students are required to complete theory components before they can attend the practical component of the course. Completed work should be submitted via The French Beauty Academy Learning Centre for marking by trainers and recording of work.

Practical Blocks
Practical Blocks are run almost every week (except during advertised school breaks) so students have maximum flexibility to attend. The intention is to provide the most flexible learning environment.

As students have to make personal adjustments to their circumstances to attend practical blocks, students are required to register with one of the Flexible Learning trainers for each practical block to ensure availability. Numbers are limited per practical block so booking a place is essential.

Models for Practical Blocks
Students are expected to arrange for models to practice their skills during the practical blocks. If students are unable to bring models to class as they are located a significant distance from the campus or have nobody who can attend they MUST notify the Flexible Learning trainer 2 weeks prior to the block so the school can try and find models who may be able to assist during that time.
Non Attendance at Practical Blocks
The Flexible Learning trainers are responsible for ensuring minimum numbers attend these practical blocks and for managing the enrolment of students into the practical block. Students may reserve ahead the practical blocks they wish to attend, however if a student fails to attend a block after making a reservation, The French Beauty Academy reserves the right to move the student to the bottom of the list for the following three practical blocks they book as the cancellation of the booking may have prevented another student from attending.

The French Beauty Academy reserves the right to cancel a practical block if there are not enough students to run the block successfully. The French Beauty Academy will give notice one week prior to the commencement of a block that may be cancelled.

The French Beauty Academy Student Salon
Flexible Learning and In-Class students are required to practice and demonstrate their skills and knowledge in The French Beauty Academy’s simulated salon during the course of their program. To achieve competency in the units being assessed in this simulated environment, it is anticipated that students will need to undertake approximately 80 hours of practice/demonstration in this simulated workplace.

Transferring between In-Class and Flexible Learning
Students are permitted to transfer from the Flexible Learning Program (FLP) to Face to Face learning and vice versa. Permission to transfer between modes of learning is at the discretion of the Principal. Students can only transfer when there is class availability as determined by the Principal. Please note, students do not receive credits for any incomplete units.
STUDENT SUPPORT POLICY

Support Philosophy
The French Beauty Academy is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, The French Beauty Academy ensures that:

a. The learning and support needs of all students is assessed upon entry into a program.
b. All students are aware of how to access the services they require to successfully complete their training and assessment program.
c. Feedback is collected about The French Beauty Academy provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Needs Identification
Students’ needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

a. Information provided by the student on the application and/or enrolment forms.
b. External assessment of the formal language, literacy and numeracy skills provided or requested at interview and/or orientation.
c. Discussion with the student during their induction to the program.
d. Gathering information about each student’s prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.

Learning Support
All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

a. Mentoring from appropriately qualified trainers including their phone and email contact details.
b. Classes, tutorials and workshops.
c. Industry experience program assistance for those participating in courses that require practical experience.
d. A range of short course training programs that may be complementary to full qualification courses.
e. Online support and exercises for some courses.
f. Computer and technology support
g. Referral to external support services.

Additional Support Services
The French Beauty Academy recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

a. disability and access issues;
b. language barriers;
c. language, literacy and numeracy issues;
d. employment issues; and/or
e. any other issues that may affect their ability to achieve their training goals.
Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

**Duty of Care**
At The French Beauty Academy we pride ourselves on caring for our students and providing support beyond the classroom. Staff are available to discuss concerns students may have and will seek to provide appropriate support to the student.

If a student is deemed to be “at risk” by The French Beauty Academy staff they will report this concern to the Police for further action in order to protect the student.

**Counselling Service**
The French Beauty Academy offers a complimentary counselling service at no cost to the student. This service is to assist students with any issues that may be causing stress to the student's progress or restricting the students’ ability to fully engage in the course. This is part of the French Beauty Academy's standard of excellence and holistic approach to education, to ensure every student gets the best possible support to complete their studies.

This counselling service can be accessed in the following ways:
- Individually as requested by the student
- Through a referral from the Principal
- At the recommendation of the Counsellor

This service is confidential and the student can access this service directly to the counsellor, through a message left at administration, or email. Any information offered by the student to the counsellor is confidential.

In circumstances where there is an assessment of risk to the student such as:
1. Harm to Self- Suicidal ideation, self-harming behaviour
2. Harm from Others- Threat of safety or physical harm
3. Harm towards Others- Abuse towards others

The counsellor will follow the French Beauty Academy risk management plan and will communicate the risk profile to the Principal and CEO. If at any stage, that a threat of harm is imminent or life threatening, direct contact will be made with local authorities.

This service is offered to all students including flexible students who can access counselling via skype appointments or phone contact.
THE FRENCH BEAUTY ACADEMY CODE OF PRACTICE

Behaviour Management
In accordance with the Student Code of Conduct and as part of a student's personal commitment to student rights and responsibilities, The French Beauty Academy endorses and expects high standards of behaviour and decorum from all students.

A display of any of the following behaviours is regarded as conflicting with The French Beauty Academy Service Excellence attitudes and behaviours and may lead to disciplinary action:

- Disobeying a reasonable teacher request
- Rude or derogatory behaviour or action
- Disruptive behaviour
- Non-attendance or non-participation
- Failure to comply with a reasonable teacher request, rude, derogatory or disruptive behaviour, non-attendance/non participation, may result in verbal and/or written warnings. Failure to heed verbal and written warnings, in ongoing situations of non-compliance and misconduct, will result in further disciplinary action at the discretion of the Principal and/or CEO.

Complaints and Appeals
Please refer to the Student Complaints and Appeals Policy found on The French Beauty Academy website. This policy and procedure applies to all students.

Standard of Presentation
The French Beauty Academy expects and endorses high standards of Personal Grooming and Presentation of all students in accordance with its Service Excellence attitudes, values and behaviours.

Courses are designed in preparation for real-world luxury service environments and encompass the values of the French Beauty Academy. These courses serve to meet the standards and professional attributes as required by the Beauty industry, in order to maximise and support graduates' employment opportunities.

Therefore, specific standards of grooming and presentation are required of all students and reinforced through high standards of personal hygiene and dress, by way of the French Beauty Academy uniform. For further detail of the overall standard of grooming and presentation expected, please refer to the French Beauty Academy Style Guide.

Students are closely monitored in order to ensure the required standards of grooming and presentation, including the uniform requirements, are being met and maintained. Students who do not maintain these standards may be excluded from class and/or sent home until correct attire is worn. Students may also receive verbal and written warnings.

Consistent non-adherence to the uniform standards as set out in The French Academy Style Guide may result in further disciplinary action at the discretion of the Principal and/or CEO. Please note, any costs incurred from missed classes is at the expense of the student.
Personal Grooming
The following guidelines apply for personal grooming. Please also ensure reference to the French Beauty Academy Style Guide for complete details:

- Hair must be worn in a neat and tidy high bun
- Make-up must represent a polished, professional style and must be worn as prescribed
- Nails must be kept clean, trim and well-manicured
- Tattoos are to be covered
- Minimal jewellery is to be worn, only one pair of earrings is to be worn and any visible piercings, including facial must be removed while attending the Academy.

Uniform and Behaviour
In alignment with The French Beauty Academy’s commitment to developing Service Excellence attitudes, values and behaviours, all students are required to wear the French Beauty Academy uniform as their daily attire. When correctly attired in uniform, students represent The French Beauty Academy brand and are therefore required to present and behave appropriately in accordance with Student Responsibilities under the Student Code of Conduct.

The expectation for wearing the uniform outside the Academy premises, including travelling to and from the Academy is that students wear the uniform with pride, as per the French Academy Style Guide and behave accordingly.

The following items comprise the basic necessities of the French Beauty Academy uniform. For complete details of the uniform requirements both on and off campus, refer to the French Beauty Academy Style Guide:

- Student tunic and Pant set
- Student name badge
- The French scarf
- Black Closed-in court style shoes, ballet flats, or podiatry-approved shoes

Behaviour Standards for Industry Experience Program
Students undertaking industry experience with a host salon, spa or medical/skin practice are in a position of trust and are required to behave accordingly. The purpose of the activity is to provide The French Beauty Academy students with important experience in the routines and practices of high quality salons and forms a crucial part of the students’ overall experience.

The student is to respect the nature of the relationship and behave as a model staff member throughout the activity. This means confining themselves to the area of and duties for which they are assigned, unless otherwise directed by the host employer. The student is not to enter into any different arrangements with the host employer during the course of industry experience without the specific approval of The French Beauty Academy.

Attendance
Classes commence promptly at 9.00 am for in-class students and 8.30 am for flexible learning practical block. Students are to arrive prior to the start of class and with sufficient time to prepare for the class as required. Each class forms part of the structured delivery of the syllabus and The French Beauty Academy Students are required to attend all classes.
In order for students to be able to acquire the appropriate knowledge and skills necessary to complete the course students must attend all classes or tutorial sessions. In the event that a student is unable to attend a class, the student must advise The French Beauty Academy in advance or call the office before the start of class.

Failure to attend class without prior notice, medical certificate or a personal agreement with relevant staff may result in the student experiencing difficulty in completing the assessments or assignments within the prescribed period and/or maintaining satisfactory progress in their program which may in turn necessitate having to re-enrol and incur additional fees.

In the case of illness, students are required to present a doctor’s certificate. It is the responsibility of the student to arrange a copy of the notes and details of the class from fellow students or trainers to keep up with the course in question. Leaving class prior to the end of class time is not permitted. Arrangements for personal matters may be agreed upon, on a case-by-case basis, by the class trainer or the Academic Coordinator.

Leaving class early forms are available and must be completed and approved by your trainer.

**Program Timetable and Course Duration**

Whilst The French Beauty Academy takes every care to ensure that programs progress as planned and scheduled, it is expressly agreed between the student and The French Beauty Academy that the course duration, including the timetabled end date, may be varied due to extenuating circumstances. The achievement of the program outcomes is of primary importance to students and The French Beauty Academy.

**Models**

In order for students to be able to learn the required skills all students are expected to:

a. Be willing to be a model in class so a partner student can practice the learnt skills needed to become competent in the course

and/or

b. Be willing to bring a model to class to practice the required skills

Students are expected to arrange models to practice their skills throughout the course. If students are unable to bring models to class they MUST notify their educator 1-2 weeks prior to relevant class so the academy can try and find models who may be able to assist during that time.

**Theft**

The French Beauty Academy will not tolerate theft under any circumstances. This includes theft of The French Beauty Academy property and personal property of any employees, visitors or students. The CEO will report any incidents of theft to the Police Station and the culprit(s) will be dealt with by the law.

**Chewing gum**

Chewing of gum while at school is not permitted.
Smoking
Smoking is not permitted inside either campus. The French Beauty Academy reminds students that the smell of smoke on the operator can detract from the quality of an experience for the client. Smoking is not permitted inside either Campus or in the area within four (4) metres of the front door of this Campus and the surrounding businesses.

For students who find it necessary to smoke, they should use the legally designated smoking areas at each Campus. Smokers are to ensure that all butts or other debris are placed in the receptacles provided.

Food
No food is permitted in the classrooms without special approval.

Mobile phones
During class times mobile phones MUST remain in student bags in bag area provided. Mobile phones must be switched off or set to silent (no vibration) to avoid disturbance of staff and other students.
Phone calls, text and other forms of mobile communication are not to be answered during class. Urgent phone calls can be taken at reception and message will be relayed.

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

Work Health and Safety
The French Beauty Academy is committed to promoting a safe and healthy work and study environment and recognises its obligation under the Work Health and Safety Act 2011 (WHS Act) to, so far as practicable, provide and maintain a working environment where its employees and participants are not exposed to hazards.

The WHS Act requires individuals, including The French Beauty Academy students and campus visitors to take responsibility for contributing to their own safety in all circumstances.

Training venue specific information about evacuation procedures, first aid, hazards and critical incidences and other necessary WHS requirements will be discussed at the induction session.

Medical Attention
A student with any medical condition/s is required to make the Academy aware of the situation at time of enrolment. If the condition requires continuing medical attention or treatment, this must also be declared at the time of enrolment. The Academy must be informed of the required treatment, including any medication.
STUDENT FACILITIES AND SERVICES

Amenities and Classroom Area
It is the responsibility of students using the student amenities area to ensure that the area is clean and tidy at all times and that all utensils are cleaned and returned to the storage area provided at the end of each use.

In line with industry standards and what is expected in the work force, students will also be required to clean the class room and salon equipment at the end of the day.

Student Technology Devices
Students in the Diploma of Beauty Therapy are provided their choice of a technology device to use during the school year as part of their learning tools. While a student is in the program the device remains the sole property of The French Beauty Academy and is provided on a loan basis. Students are requested to sign a legal agreement identifying The French Beauty Academy's ownership of the device.

When a student graduates from the Diploma of Beauty Therapy program the student will receive their device as a gift at the graduation ceremony. If students fail to graduate, leaves the course early or defers, the device must be returned to The Academy as part of the withdrawal process. Covers for the device are at the expense of the student if they wish to purchase one.

Students are responsible for ALL programs installed on the device. Illegal downloads of music, videos and / or inappropriate material as determined by The French Beauty Academy are not allowed, and students may be requested to return the device if such material is found.

If a student loses their device The French Beauty Academy will not replace it. If a student loses the device and leaves the The Academy they will be required to pay the full price to replace it.

The French Beauty Academy keeps records of each device identification and can identify each one digitally if there is confusion as to ownership as they look similar. The device is not to be used as an electronic external communication method during class time.

Student Kits
Students in specific courses and/or units, receive kits to assist in their learning experience. Students are required to maintain their kits in good order at all times and any breakages or losses must be replaced or repaired at the students’ personal expense.
The French Beauty Academy Student Salon

Whilst studying any of The French Beauty Academy qualifications it is a requirement that you demonstrate your knowledge and skill in a realistically simulated work environment. Clinical Practice will help develop and perfect newly acquired skills, and is regarded to be an extremely important part of your training.

During ‘shifts’ in the simulated workplace, the trainer and/or salon supervisor will be observing and reviewing your performance to ensure that you have the skills to meet unit of competency requirements, including practical skills, business skills such as communication, sales and product knowledge.

As you will be interacting with public customers in the performance of treatments, prior to commencing clinical practice in the simulated workplace, students will undertake initial skills assessment in the classroom to determine their readiness for salon practice.

In most cases, students’ progress to salon half way through their course. Students who may need some additional help or practice time to achieve skills. Please discuss your needs with the educator for your Unit to receive additional support.

Clinical Practice Days are additional to the class timetable. Students will be provided with a list of dates to choose from and in some cases may be required to attend clinic on Saturdays. Students will also be required to provide written consent to confirm attendance. As the simulated environment provides an essential opportunity for students to demonstrate skills and knowledge to meet the requirements of units of competency, students who do not participate in clinic time may be unable to sufficiently demonstrate their skills to meet assessment requirements.

All students will be assigned a student salon log book. This is a very important part of our assessment and will record your progress. The required clinic outcomes for each qualification are discussed in detail at interview, orientation and The French Beauty Academy Student Salon Induction day. This will form part of the overall student assessment.

Notice board

Each campus has a notice board for general and student mail. Students wishing to place a notice on the notice board must provide it to the front office where administration will ensure that it is appropriate for general display and authorise the posting.

The French Beauty Academy also display job opportunities on the board and encourage students to check the notice board regularly to keep up to date with all areas relevant to the Industry. Virtual noticeboards are also available on The Learning Centre and The French Beauty Academy Facebook page.
Certification
The French Beauty Academy students who have completed a program of learning that leads to the award of an AQF (Australian Qualification Framework) qualification are entitled to receive the following certification documentation on award of the qualification:

- testamur
- record of results

The French Beauty Academy will issue an AQF Qualification or statements of attainment within 30 days of a student completing the course or leaving the Academy provided all agreed fees have been paid.

If a student of The French Beauty Academy requires more than the one copy of their certification and transcript the cost is $35.00. This cost applies also to past students who have graduated and request a re-print of their certification.

Graduates of The French Beauty Academy will in many cases be eligible to also receive workshop certificates issued by product companies that provided training throughout their course. In the case where a student may misplace or lose one or more of these certificates it is their responsibility to contact that specific product company to arrange a re-print. The French Beauty Academy is not responsible in any way for keeping original copies of product knowledge certificates.

Graduation
At the end of a course, students have the opportunity to celebrate their graduation with family and friends at a venue on the Gold Coast. It is a formal affair where students are presented with their certification, and are awarded prizes for outstanding efforts across multiple disciplines.

Awards are determined through a formal process of meetings with a panel of trainers. Salon feedback from clients is also consulted and evidence is weighed against a set criteria. This criterion is available on request. There is no discrimination and only the best student will be awarded.

Attendance at graduation is not compulsory. The French Beauty Academy covers the cost for the graduate to attend the graduation ceremony.
ACADEMIC POLICIES & EDUCATION GUIDELINES

Training and Assessments
Regular assessments that integrate all aspects of competency are program requirements for all students. The aim of all assessment is to reinforce learning and provide evidence of the capacity to perform the required task or tasks to industry standards. These standards include management of the particular task and environment, as appropriate to the level of qualification and area of responsibility. An assessment ideally results in confirmation that the student is competent in all respects of the competency.

This is done in a holistic way over the entire training period and consists of in-class and in-salon simulated industry based experience. Those who fail to meet this standard at the classroom stage will receive an opportunity to retake the assessment and/or to receive additional learning support and assessment. The French Beauty Academy reserves the right to charge students to re-sit the entire unit of competency.

As a Registered Training Organisation, The French Beauty Academy is required to ensure that students are assessed against units of competency in an order dictated by pre-requisite and co-requisite requirements specified in the national training package.

Assessments
Assessments are to be submitted through The French Beauty Academy Learning Centre. It is the responsibility of the student to retain a copy of their assignment. All assignments must clearly state on the top:
- Students name
- Name of the subject
- Educators’ name
- Date

Home assignments
Trainers set regular assignments to be completed in students’ own time. The main purpose of these activities is to assist students to develop their research and self-learning skills. All students must return the assignments on the date specified by the trainer. Unless otherwise specified, these are individual work assignments and must be undertaken without assistance from or collaboration with other students. All assignments should be submitted via the Learning Centre. All assignments must clearly state on the top:
- Students name
- Name of the subject
- Educators’ name
- Date

Re-assessment
Where a student has been “Not Satisfactory” in any assessment activity (practical demonstration, theory exam, assignment) a timeframe of two (2) weeks from the date of notification will be granted for re-assessment. If the assessment item is not reattempted or at least arranged to be re-attempted during this timeframe, the student will be required to attend classes for that unit again and will be charged accordingly.
Deadlines for Graduation
Any assessments or reassessments that are due pending graduation must be received by trainers no later than 5 working days before graduation to allow trainers adequate time for marking. Failure to submit any outstanding work on time may result in students being ineligible to graduate.

Confirmation of Graduation
Student’s names must appear on the published graduation list confirming the student has met all the requirements for graduation. Students can view the list via a link on the The French Beauty Academy Learning Centre site. ONLY students whose names appear on the graduation list can walk across the stage at graduation to receive their award.

Missed Assessments
Students are required to undertake all assessments and attend all classes. If a student misses an assessment they are required to present a doctors’ certificate and are subject to the requirements outlined under ‘Re-assessment’ in this handbook. Students may be asked to re-sit the entire class unit and pay for it if it is deemed that they have missed too many components to catch up and may have to repeat and pay accordingly.

Special Consideration and Deferred Assessment
On occasion, circumstances may prevent a student from sitting an assessment or handing in an assignment. In these cases the student is asked to put their circumstances in writing and submit them for consideration. All considerations will be assessed on a case-by-case basis and decisions issued to students within seven (7) days.

Plagiarism
Anyone who gives the impression that the ideas, words or work of another person are their own work is guilty of plagiarism. Plagiarism breaks The French Beauty Academy rules, criminal laws and can incur liabilities in civil law. Where a student fails to reference appropriately, direct copying of the work of another individual or the development or use of an idea, thesis or concept derived from another person’s work this can attract significant penalties.

All individually assessed tasks and assignments must reflect a student’s own writing and not that of another student. Tasks and assignments must be independently written by each student, without the use of any other student’s ideas, words or work.

Penalties may include the student having to re-submit or re-sit the assessment, referral to the Principal for disciplinary action if a student is found guilty of plagiarism a second time, exclusion from the course or even expulsion from The French Beauty Academy after repeat offences.

Cheating
Cheating is student behaviour that sets out to defeat the purpose of any item of an individual assessment. Any student who cheats, attempts to cheat, or incites or assists another student to cheat in any assessment activity will face academic penalties.
Referencing
When producing an assessment item, such as an essay, you are required to acknowledge the sources of information that you have used:

   a. to prove that your work has a substantial, factual basis
   b. to show the research you've done to reach your conclusions
   c. to allow readers to identify and retrieve the references for their own use
   d. If you do not acknowledge these sources, then you are plagiarising their work.

How do I reference (sample)
A sample of how to reference is shown below:

   • Author's surname,
   • Initials
   • Year
   • Title of Book
   • Edition
   • Publisher
   • Place of Publication.

Procedures for dealing with cheating/plagiarism cases
Allegations regarding cheating and plagiarism should be referred to the Principal who will investigate the matter and advise the teaching staff. In all cases the student will be advised in writing and given fourteen days to present their case as to why a penalty should not be applied.

In the event that an allegation of cheating is proven, students are liable to incur a penalty. Penalties may include forgoing further resubmission opportunities for the unit, withdrawal from the unit and/or exclusion from the course.

Lecture rooms
Students wishing to enter a lecture room other than the one to which they are allocated or outside of class time must obtain the permission of a staff member.

Equipment
Appropriate salon equipment is provided for the effective delivery of all units of competency in all The French Beauty Academy courses. Individual student users are responsible for ensuring that the equipment that they use is cleaned in accordance with The French Beauty Academy policy and health and hygiene standards and returned to the appropriate location as indicated by the class trainer.

Students are also responsible for testing equipment at the start of an activity and to report any malfunctioning equipment immediately to the class trainer. No equipment or products may be taken from either Campus of the Academy. Any student found removing The French Beauty Academy property from the premises is subject to instant dismissal from the Academy. If a student is suspected of removing equipment or product from the lecture rooms, The French Beauty Academy reserves the right to search his or her bags.
Salon and Classroom Hygiene
Classrooms must be maintained in the same way and to the same standards, as salons, Spas or medical/skin clinics. At the end of a class or clinic, the outgoing class must ensure that the classroom is cleaned and made ready for the next class. This process includes any necessary disinfection or other hygiene procedure.

All surfaces and mirrors are to be cleaned, floors mopped, rubbish placed in rubbish bags and removed to the student amenities area for removal by the cleaner. Students are to follow the instructions of the trainer at the close of the lesson and are not permitted to leave the lecture room until authorised by the trainer to do so.
THE FRENCH BEAUTY ACADEMY COURSE FEE POLICY

The French Beauty Academy’s VET Tuition Fee Schedules are published on The French Beauty Academy website.

Applications for The French Beauty Academy qualifications can be made up to six months ahead and must be accompanied by a deposit or a complete VET FEE-HELP Form.

Course numbers are finalised one week before course commencement. Positions are only confirmed on the completion of agreed financial arrangements. Some cohorts fill up faster than others and The French Beauty Academy cannot guarantee that students will always be given their cohort/ days of choice.

Course Cancellation
The French Beauty Academy courses are subject to a minimum number of students. The French Beauty Academy has the right to cancel class up to 24 hours before the start date. If a course cancellation occurs, students will receive a full refund.

Payment of Course Fees
The French Beauty Academy course fees are to be paid progressively via agreements with the third party provider; FFA PaySmart. All payments for tuition are to be made one fortnight in advance. Instalments are due over the duration of the course as stipulated in the PaySmart agreement.

Under the agreement with PaySmart, if payments are not received on time due to “Insufficient Funds” or a “Declined Transaction”, students will incur a late fee of an additional $15.00 charged by PaySmart. These details are included in the Terms and Conditions of the PaySmart agreement.

Withdrawal
Students may withdraw from a course at any time. Students will need to complete withdrawal procedures below to ensure all matters relating to course credits, outstanding fees, RPL’s and outstanding items are finalised. Contact the reception to arrange a withdrawal interview with the Principal.

At interview the student will be stepped through the options for exit point qualifications, exit transcripts, correspondence options and deferral options.

The Withdrawal Refund Policy will be adhered to for financial concerns. To confirm a withdrawal the student must complete the Withdrawal Application Form. Upon receipt of the Withdrawal Application Form students will receive any refund that applies.
Refunds
The information provided regarding refunds (whether refund of actual fees paid or crediting Fee Help balances) applies to all students including those accessing VET FEE-HELP arrangements. VET FEE-HELP students should also refer to The French Beauty Academy’s Student Review Procedures for Re-Crediting a FEE-HELP Balance.

‘Census’ date is a term applied for VET FEE-HELP purposes to nominate a publication date set by The French Beauty Academy, no earlier than 20% of the way through a VET Unit of Study, on which decisions about the status of enrolment and the determination of VET FEE-HELP obligations are made.

In the interests of equity, The French Beauty Academy has applied the census date to all refund decisions for both VET FEE-HELP and non-VET FEE-HELP students.

A full refund of all fees paid for Diploma (and Certificate courses) will be made if the student withdraws (and formally notifies The French Beauty Academy of their withdrawal) prior to census date.

Students are required to return all materials issued in original condition.

After census date
1. Fees paid for Units of Study commenced where the student has not formally withdrawn by the census date are not refundable (and VET FEE-HELP students will incur full liability);
2. Students are liable for payment for the units commenced at this date for the study term. The French Beauty Academy treats all subjects the student is enrolled in prior to receiving application to withdraw or defer as ‘commenced’ (regardless of participation or attendance);
3. If a student withdraws, all outstanding course work and full payment must be received prior to the issuing of any certification including qualification or statement of attainment;

Medical or other extenuating circumstances associated with the withdrawal shall be assessed on a case by case basis. Where a student can provide a medical certificate or show extreme personal hardship, a different refund scheme may be authorised on a case by case basis determined by the Principal.

Deferral
Students may defer for up to 12 months at any time. Fees are held in credit and will be applied to the student account. When a student returns to study he or she is required to join the next available group. The following process applies when requesting a deferral:
1. Contact The French Beauty Academy Administration to arrange a deferral interview.
2. At interview the student will be stepped through the options for recommencing dates, partial completion transcripts and correspondence options.
3. A student must complete the Deferral Application Form and submit to the Principal to confirm their deferral. The French Beauty Academy Administration will advise the student as to how many units are left in the qualification.
4. The Deferral Finance Policy then applies to all deferred students.
Deferral Finance Policy

Before the Census Date
1. Students who defer prior to the next census date will not incur fees or liability for the following Unit of Study.
2. Students cannot defer prior the first census date. Students may reapply for entry at the next available intake without prejudice.

After Census Date
1. Students who defer after the census date of their current term will be liable for all fees for the current Unit of Study period.
2. Students who defer during a Unit of Study are liable for all fees up to the next census date.

The student is responsible for recommencing the course within 12 months. The French Beauty Academy honours the price of the enrolled course for 12 months only. If the student does not recommence the course by the agreed date then the Withdrawal policy should be followed. If a deferral exceeds 12 months without communication with The French Beauty Academy then The French Beauty Academy Activated Withdrawal policy applies and the student forfeits all fees paid to The French Beauty Academy and a place at the school.

In exceptional circumstances The French Beauty Academy may approve an extension of a 12 month deferral. To apply for the extension to a deferral a student must contact the Academy prior to the end of 12 months and make application for exceptional circumstances.

Activated Withdrawal
When students either fails to attend classes, and/or fails to submit course work for an extensive period of time The French Beauty Academy will attempt to contact the student to determine the student's intentions to continue in the course.

If the student is unable to be contacted after five attempts The French Beauty Academy may initiate The French Beauty Academy Activated Withdrawal process from which a student is considered to be withdrawn and all fees paid to date are non-refundable. To recommence studies after a The French Beauty Academy activated withdrawal students are required to submit a new application and may be treated as a new student.

Unpaid Fees
Payment of fees is a prerequisite for class attendance. The French Beauty Academy reserves the right to use all legal means to recover outstanding fees when a student fails to make agreed payments. PaySmart Customer Follow Up: It is the customer's responsibility to ensure funds are available in their nominated bank account/credit card to meet the direct debit payment in accordance with the signed PaySmart agreement. If a debit is returned unpaid by their financial institution, the customer will be responsible for an additional $15.00. This is an administrative cost charged by PaySmart. For the dishonour reason "Incorrect Account Details", the Customer does not incur a $15.00 dishonour fee.
In the case of a student account remaining unpaid for more than two (2) consecutive payments (as per the student payment plan), the student may not be permitted to attend classes until the account balance due is settled, or the Deputy Director has given permission for the student to attend.

Graduating students are required to settle their The French Beauty Academy account by paying any outstanding fees one (1) week prior to graduation. If fees remain unpaid on the date of the graduation ceremony The French Beauty Academy reserves the right to restrict access to graduation events;

**Qualification Upgrade**

Students may upgrade their qualification (e.g. Certificate IV to Diploma) with an additional specialisation by:

a. Request an Application Form from Administration.

b. Completing the application form indicating the new qualification.

c. Confirming with the Principal that places are available to complete the upgrade. A variation will then be applied to the current PaySmart agreement with approval from the account holder.

**Short Courses**

Students may attend short courses offered by The French Beauty Academy by following the process below:

a. Request a "Short Course Application Form" from reception

b. Complete the form and submit to reception

c. Students MUST either pay in full (when course is below $500) or a $500 deposit must be received before commencing unless approved by the Principal.

d. The remainder of fees for courses over $500 can be added to a student's payment plan. In this circumstance a variation will be applied to the current PaySmart agreement with approval from the account holder before the commencement of the short course.

The course will proceed when the minimum number of students has submitted their "Short Course Application Form" and deposit/full payment is received three (3) working days prior to the start of the short course.

The French Beauty Academy short course students are able to pay their course fees in weekly or fortnightly instalments over the duration of course through third party provider FFA PaySmart.

If a student wishes to withdraw from a short course they will be liable for the full cost of that course. If this sum is less than the amount paid to date through the FFA PaySmart agreement, the student is required to pay the difference as soon as possible.

Short course students are not eligible for deferral.
EMERGENCY PROCEDURES

Fire
Please refer to The French Beauty Academy Fire & Evacuation Plan for more information.

The following emergency procedure is for Robina Campus:

In the event of an alarm activation:
- Report to fire alarm panel and contact the 2 assistants so they can attempt to investigate the alarm situation and zone area that activated if possible.
- If there is only 1 person available remain at the fire panel to meet the fire brigade.
- Upon investigation an accidental / malicious false alarm is discovered – If required the Evacuation Coordinator can isolate bells and the warning system.
- Do not reset the panel.
- Remember if you cannot access a zone to investigate an area be prepared to evacuate if signs of smoke or fire are evident. Do not isolate bells / warning system.
- Meet the Fire Service and advise them of any information relevant to the alarm or emergency.

In the event of fire, or hazardous material emergency:
- All building occupants that are physically able should evacuate the building and gather at the predetermined assembly area.

Assembly Area: Grassed area at the front of the building along Laver Drive
- Do not obstruct emergency vehicles and staff.

In the event of a fire, the evacuation coordinator if on site:
- Report to fire alarm panel and contact the 2 assistants so they can attempt to investigate the fire situation.
- If there is only 1 person available remain at the fire panel to meet the fire brigade.
- Gather any relevant information from occupants as they evacuate.
- If there is any doubt regarding whether there is a fire situation, the Fire Service should still be called – call 000.
- Co-ordinate the safe evacuation of occupants from the building.
- If safe to do so - attempt to extinguish or contain the fire. Do not endanger yourself.
- Account for all staff members and contractors at the assembly area.
- Gather information from occupants at the assembly area if a person is reported missing.
- Attempt to control occupants from re-entering the building until it is safe to do so.
- Meet the Fire Service and advise them of any information relevant to the emergency.

In the event of a fire being located, or hazardous material emergency, the evacuation coordinator with the assistance of building occupants will:
- Attempt to extinguish the fire if safe to do so.
Do not fight the fire if the following conditions exist:

- You have not been trained or instructed in using a fire extinguisher
- You don't know what's burning
- The fire is spreading rapidly or you may inhale toxic smoke
- The fire might block your means of escape
- Your instincts tell you not to do so
- If the first attempts to put out the fire do not succeed, evacuate immediately
- Meet the Fire Service and inform them of the situation.

If the fire has been extinguished the Fire Service will still attend.

**Injury and Incident Reporting**

All students, and visitors must report all incidences which have the potential to cause an injury or illness and/or damage to equipment, buildings, or the natural environment as soon as possible to the supervising staff member. Incidences may range from near-miss to serious accidents and emergencies.