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THE FRENCH

BEAUTY ACADEMY

STUDENT HANDBOOK

être bien dans sa peau

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WELCOME

Thank you for enrolling to study with The French Beauty Academy. The Academy is committed to excellence and will endeavour to ensure your time with us is productive and achieves 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 Australia. The Academy trains in a wide range of courses in beauty from the Certificate II in Nail Technology and Make-Up to the Diploma of Beauty Therapy and the Advanced Diploma of Dermal and Therapies.

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 the 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 offered.

The French Beauty Academy is a private, nationally registered training organisation (RTO ID # 32220) offering Certificate, Diploma and Advanced Diploma courses in Beauty and related fields. The Academy is a member of the Australian Council for Private Education and Training (ACPET) and is approved to offer VET Student Loans.

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 educators – 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 educators
- 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.

This Student Handbook is designed to help you understand the policies The French Beauty Academy follows to ensure that you receive quality training services, and outlines your rights and obligations as a learner with The French Beauty Academy.

The French Beauty Academy will only enroll students who:

- have made an informed decision about their course of learning through information provided via The French Beauty Academy staff, this Student Handbook, or the website, and
- agree to abide by The French Beauty Academy's Student Handbook, code of conduct and Workplace Health and Safety obligations.

The French Beauty Academy Contact Details:

Robina Campus

69 Laver Drive
Robina QLD 4226
Phone: 0755622567

East Side Campus

Level 3, Suite 2 East Side Building
232 Robina Town Centre Drive
Robina QLD 4226

Website: www.thefrenchbeautyacademy.edu.au

Email - courses: courses@thefrench.edu.au

Email - general: info@thefrench.edu.au

BEFORE YOU ENROL

Training and Assessment – What’s It All About

As a nationally registered training organisation training and assessment services provided by The French Beauty Academy are developed to meet the requirements of the VET Quality Framework. Nationally recognised training programs such as Certificates, Diplomas and Advanced Diplomas are **competency based** which means that training and assessment activities or recognition of your skills and knowledge focuses on your ability to apply relevant knowledge and skills to actually demonstrate your performance of workplace tasks to a standard specified by the industry.

The specific skills and knowledge required for workplace application are detailed in what we call Units of Competency. The mixture of compulsory and elective units are ‘packaged’ together by The French Beauty Academy to make up a nationally recognised qualification, based on The French Beauty Academy’s consultation with industry and the requirements specified in the Training Packages. Nationally accredited training packages can be found at www.training.gov.au.

To be considered competent in any Unit of Competency you must be able to demonstrate the required skills and/or knowledge to complete the tasks in a range of situations and environments. This may include demonstrating your skills in real work situations or in simulated applications, over a period of time.

Your educator will collect evidence of your skills to show you have the required knowledge and are able to perform the specified competency or task/s to the required standard over a period of time.

Your evidence (assessment) must demonstrate the following:

- That you can do the job or task to the required standard
- That you understand why the job should be done in a particular way
- That you can handle unexpected issues or problems
- That you can work with others ‘in a team’
- That you can do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- That you know the industry or workplace legislation, rules and procedures

Competency based training and assessment is all about providing you with every opportunity to develop competencies. If your evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) your assessor will provide feedback and possibly additional support (such as allowing you the opportunity to provide additional evidence, do more research or practice skills before you demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

As part of our enrolment process, you should discuss your course requirements with The French Beauty Academy’s staff to ensure you understand the qualifications’ training and assessment requirements prior to enrolling.

The staff member will give you the opportunity to discuss:

- any questions you may have about the course in detail including:
 - the course duration
 - participation or progress requirements,
 - assessment requirements,
 - industry programs and salon requirements, if applicable,
 - learning resources
- whether you have any existing qualifications or training, or skills that could be recognised in this program.

Home assignments

Educators set regular assignments to be completed in the students' own time. The main purpose of these activities is to assist you to develop your research and self-learning skills. All students must return the assignments on the date specified by the educator.

Unless otherwise specified, these are individual work assignments and must be undertaken without assistance from or collaboration with other students unless stated in the assessment. 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

Assessment

At The French Beauty Academy, written assessments are to be submitted through The French Beauty Academy Learning Centre. It is your responsibility to retain a copy of your assignment. All assignments must clearly state on the top:

- Students name
- Name of the subject
- Educators' name
- Date

Re-assessment

If you are assessed as "Not Satisfactory" in any assessment activity (practical demonstration, theory exam, assignment) you will be able to undertake a re-assessment within two (2) weeks of the date of notification of the outcome. If the assessment item is not re-attempted or at least arranged to be re-attempted during this timeframe, the student may be required to attend classes for that unit again and may be charged accordingly.

Missed Assessments

Students are required to undertake all assessments and attend all classes. If you miss an assessment, you will be required to present a doctor's certificate. Students may be asked to re-sit the entire unit if it is deemed that they have missed too many components to catch up and therefore cannot pass the assessments. Students may have to repeat and pay accordingly.

Special Consideration and Deferred Assessment

On occasion, circumstances may prevent you from participating in or undertaking an assessment or handing in an assignment. In these cases, students are asked to put your special circumstances in writing and submit them for consideration. All considerations for special circumstances will be assessed on a case-by-case basis with a decision on the outcome notified to the student within seven (7) days.

Deadlines for Graduation

Any assessments or reassessments that are required for graduation must be received by educators no later than 5 working days before graduation to allow educators adequate time for marking. Failure to submit any outstanding work on time may result in students being ineligible to graduate.

Learner Progress

The French Beauty Academy wants you to achieve the best outcomes in your studies. At times you may have difficulty in keeping up with your learning activities, completing assignments, or demonstrating competence in assessment activities. The French Beauty Academy continuously monitors your engagement and will provide regular contact and support to ensure you have every opportunity to complete your studies.

If you are having difficulty maintaining acceptable progress, you must discuss the situation with your educator and/or The French Beauty Academy administration as soon as possible. (In certain circumstances, for example if you are a carer, fall ill or have a disability, you may need to

negotiate a reduced study load over a more extended period of time or make application to defer your studies for period of time).

Approval for requests for extensions for any assessment is at the discretion of The French Beauty Academy and should be made in writing. Requests for extensions will only be considered if they are received prior to the scheduled end date of the enrolled unit, and if all fees have been paid. If you are not intending or not able to continue the program, you should advise us as soon as possible.

The French Beauty Academy Student Salon

Both 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. Clinical Practice will help develop and perfect newly acquired skills, and is regarded to be an extremely important part of your training.

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.

During 'shifts' in the simulated workplace, the educator 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, and 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, you will undertake skills assessment in the classroom to determine your readiness for salon practice.

In most cases, students' progress to salon half way through their course although some students may need some additional help or practice time to achieve skills. Please discuss your needs with the educator for each 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. 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 are 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 at The French Beauty Academy Student Salon Induction day. This will form part of the overall student assessment.

The French Beauty Academy Flexible Learning Program

For students who are studying in the Flexible Learning Program (FLP) please note the program specific information. 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 the 24 months' period for students who have not completed the course within that period and to students who withdraw from the course if they have achieved competency in individual units of competency.

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

Practical Blocks

Students are required to complete theory components before they can attend the practical component of the course

Practical Blocks are run almost every week (except during advertised school breaks) so students have maximum opportunity to attend.

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 educators 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 on during the practical blocks. If students are unable to bring models to class they **MUST** notify the Flexible Learning educator 2 weeks prior to the block so the Academy can try and find models who may be able to assist during that time.

Non Attendance at Practical Blocks

The Flexible Learning educators are responsible for ensuring minimum numbers attend 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 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.

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 space availability as determined by the Principal. Please note, students do not receive credits for any incomplete units.

VET STUDENT LOANS PROGRAM

The French Beauty Academy offers VET Student Loans (VSL) for the Diploma of Beauty. Eligible students have the option of applying for a VSL from the Australian Government to pay for all or part of their tuition fees.

VSL is an Australian Government program that covers all or part of the tuition fees for eligible students. Eligible students are able to use VSL to pay tuition fees up to the amount of the VSL lifetime limit.

Please refer to the VSL information guide from www.studyassist.gov.au for up-to-date information on VSL. A link is also included on The French Beauty Academy website. If you have previously used the Australian Government VSL loan scheme to pay for other approved courses, those amounts would also be included in the usage of your limit.

VSL loans incur a 20% loan fee which is added to the total amount of the loan, but is not included in your VSL limit. This loan fee is charged by the government and is not paid to The French Beauty Academy.

Students are liable to the Australian Government for any VSL incurred. The debt is paid back to the Australian Government through a levy as part of your tax payment starting at the nominated threshold as stated in the government publications at www.studyassist.gov.au

ELIGIBILITY FOR VET STUDENT LOANS

To be eligible for VET STUDENT LOANS, a person must:

- meet the citizenship or residency requirements; and
- be a full fee-paying student or a subsidised student in a subsidising state or territory; and
- have a FEE-HELP balance greater than zero and has not exceeded the FEE-HELP limit; and
- be enrolled in a VET unit of study that meets the course requirements; and
- be enrolled in the VET unit of study on or before the census date and remain enrolled at the end of the census date;
- meet the tax file number (TFN) requirements; and
- have completed, signed and given to an appropriate officer of the VET provider, a

Request for VET STUDENT LOANS Assistance form on or before the census date

- meet the student entry procedure requirements;
 - have a Senior Secondary Certificate of Education (Year 12 certificate) or
 - have successfully completed an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English) or
 - obtain a Level 3 Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy

Any changes to these criteria are published on the government website at www.studyassist.gov.au

Citizenship or residency requirements

Please refer to the government website at www.studyassist.gov.au for the latest publications and eligibility requirements.

Census Date

'Census' date – this date is set by The French Beauty Academy and is the deadline for various requirements, like making an up-front payment, paying your tuition fees or formally withdrawing the enrolment in order to not incur a debt.

Students incur a liability for Units of Study after the census date has passed. The census date for each Unit of Study or Payment Period 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.

Students will receive a VSL Invoice Notice no less than 14 days before each census date, setting out the Unit of Study fee and census date. Within 28 days after a census date has passed you will receive a Commonwealth Assistance Notice (CAN) for that Unit of Study. The CAN will provide information on your VSL debt for that Unit of Study, including the loan fee. VSL Invoice Notices and CANs will be emailed to student's personal email address and are also available on their Student Profile.

Arrangements for payment may be made by either:

- a. Submitting your Request for VSL Assistance Form, or
- b. If not VSL 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 a VSL Assistance Form for any unit within your current Course of Study, your Tuition Fees will automatically default to becoming a VSL debt unless you make payment of Tuition Fees on or before the Census date.

If you cancel your enrolment at any time up until the census date, you will not be liable for Tuition Fees for that Unit of Study. A withdrawal after this census date will incur a liability for Tuition Fees. If you have completed a Request for VSL Assistance Form, all unpaid Tuition Fees as of the census date will become a VSL debt for that period.

Once you notify The French Beauty Academy of your cancellation or withdrawal you will not be enrolled in any further units of study without your written permission.

FEES AND CHARGES

The French Beauty Academy's VET Tuition Fee Schedules are published on The French Beauty Academy website. Published course fees include access to learning and assessment materials as specified.

The French Beauty Academy course fees are to be paid progressively via agreements with direct debit 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.

Student Fee Protection

A statement of VET Tuition Assurance is included on our website, or please visit or telephone our office to request 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 Student Loan enabled course in which a student is enrolled.

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

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 VSL 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. The French Beauty Academy cannot guarantee students will always be given their cohort/ days of choice.

Short Course Fees

The French Beauty Academy offers a range of short courses (some are accredited units of competency) that students may also undertake which may be additional to their qualification, to develop specialist or broader areas of expertise and practice. Where these units are additional to the qualification requirements a statement of attainment or completion will be issued.

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

- a. Request an Application Form from reception
- b. Complete the form and submit to reception
- c. If the course is under \$ 500, students are required to pay in full at least three (3) working day prior to commencement
- d. If course is over \$500, a \$500 deposit must be received at least three (3) working days prior to commencing unless approved by the Principal, with the option of a payment plan (weekly or fortnightly instalments over the duration of the course through FFA PaySmart) for the outstanding balance.
- e. A variation will be applied to the current PaySmart agreement with approval from the account holder before the commencement of the short course.

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

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 more 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.

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 Principal 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.

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.

REFUNDS

The information provided regarding refunds (whether refund of actual fees paid or re-crediting Fee Help balances*) applies to all students including those accessing VSL arrangements.

Students enrolled after census date will incur liability for fees, whether fee for service or VSL.

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

A refund of any fees paid for Diploma will be made to you if you withdraw prior to or on the published census date. Active enrolment after the following census dates will incur a VSL debt. Please notify the Academy in writing to the Principal if you intend to withdraw so that you do not incur further debt.

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

Course Cancellation

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

In the very unlikely event The French Beauty Academy ceases to provide a VET course of study, it will refund all 'prepaid' fees for units of competency not completed.

Withdrawal

To confirm a withdrawal a student must provide written notification to The French Beauty Academy of their intention to withdraw. Upon receipt of the notice the student will be withdrawn and receive any refund that applies. Additionally, The French Beauty Academy will arrange a withdrawal interview with the Principal to ensure all matters relating to course credits, outstanding fees, RPLs, exit point qualifications and transcripts, correspondence, deferral options and any other outstanding items are finalised.

Activated Withdrawal

When students either fail to attend classes, and/or fail to submit course work for any (sufficient to impact their progression) 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 French Beauty Academy activated withdrawal students are required to submit a new application and may be treated as a new student.

After census date

Your debt with the Commonwealth VSL or course Fees payable to the French Beauty Academy (non-VSL) will remain if you withdraw or cancel your enrolment after the census date for the Unit of Study (or Payment Period).

Students are liable for payment for the units commenced at this date for the payment period or Unit of Study. The French Beauty Academy treats all subjects the student is enrolled in prior to receiving application to withdraw or defer as 'commenced';

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;

Exceptional Circumstances

Students who withdraw from a Unit **after** the published census date, or fail to complete a unit, may apply to have their VSL balance 're-credited' with respect to the unit if they believe special circumstances for their late withdrawal or their inability to complete the course apply in accordance with the following procedures.

Medical or other extenuating circumstances associated with the withdrawal are 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 and in accordance with the *Higher Education Support Act 2003*.

The French Beauty Academy will refund fees paid, or re-credit the student's FEE-HELP Balance, if it is satisfied that special circumstances apply where:

- the student's withdrawal or failure to complete are beyond their control; and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impractical for the student to complete the requirements for the Unit.

For circumstances to be considered to be beyond your control, the situation should be that which a reasonable person would consider is not due to your action or inaction, either direct or indirect, and for which you not responsible. That is, the situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do NOT include:

- lack of knowledge or understanding of requirements for VSL assistance; or
- a student's incapacity to repay a VSL debt (repayments are income contingent and the student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

The Student Administration Manager (phone: 07 55622567; email: info@thefrench.edu.au) is the designated officer responsible for the assessment of a student's request for a refund or re-credit of their VSL balance due to special circumstances and for the initial decision regarding the request.

A student must apply in writing within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit of Study. The French Beauty Academy has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12-month period. Relevant supporting documentation will be required to substantiate the claim.

The French Beauty Academy will consider each application within 28 days of receipt of the application and applicants will be notified in writing of the decision within 28 days. Applications should be made in writing to The Principal at 69 Laver Drive Robina 4226 as the designated Review Officer of any decisions relating to a request for re-crediting of a VSL balance.

The Review Officer is senior to the designated VSL officer responsible for the original decision and was not involved in making the original decision to be reviewed.

The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days,
- review the information from the original decision and then assess any new evidence provided by the Student;
- provide written notice to the Student of the decision, setting out the reasons for the decision;
- inform the student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and the fees (students' liability) and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

An application for reconsideration must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.

Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. An application fee may have to be paid, in the amount of \$884 (valid at July 2016) and is subject to change. Applications cannot proceed until the fee has been paid or waived.

Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

Details of closest AAT office:

Administrative Appeals Tribunal Level 4,
Harry Gibbs Building Commonwealth Law Courts 119 North Quay Brisbane QLD 4000
Telephone (07) 3361 3000

The Federal Government's Department of Education and Training (DET), will be the respondent for cases that are brought before the AAT. Upon DET's receipt of a notification from the AAT, DET will notify The French Beauty Academy that an appeal has been lodged. Upon receipt of this notification, the Review Officer will provide DET with copies of all the documents that are relevant to the appeal within ten business days.

Deferral

Students may defer for up to 12 months at any time. Fees paid 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. To discuss or request a deferral you should:

1. Contact The French Beauty Academy Administration to arrange a deferral interview.
2. At interview you will be advised of the options for recommencing dates, partial completion transcripts and correspondence options.
3. You must complete the Deferral Application Form and submit to the Principal to confirm your application for 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 (below) will apply to all deferred students.

Before the Census Date

1. If you choose to defer prior to the next census date, you will not incur fees or liability for
2. the following Unit of Study
3. You cannot defer prior to the first census date. Instead you may reapply for entry at the next available intake without prejudice.

After Census Date

1. If you defer after the census date of the current term you will be liable for all fees for the current Unit of Study period.
2. If you defer during a Unit of Study you are liable for all fees up to the next census date.

You are responsible for recommencing the course within 12 months. The French Beauty Academy honours the price of the enrolled course for 12 months only. If you do not recommence the course by the agreed date, then the withdrawal policy should be followed. If your deferral exceeds 12 months without communication with The French Beauty Academy, then The French Beauty Academy may activate its withdrawal policy (see below) and withdraw you from the course. You may forfeit 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.

PRIVACY AND YOUR PERSONAL INFORMATION

The French Beauty Academy complies with the Privacy Act 1988 (Commonwealth) and subsequently with the thirteen APP's 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 are required to comply with the Act.

As a nationally registered training organisation, 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 is collected.

Personal information will include:

- Contact information such as name, organisation, position, address, telephone, and email, emergency contact, employment and educational histories, referee 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 NCVER statistical data elements and is collected for national data reporting requirements.

The French Beauty Academy strongly encourages you to identify in your enrolment form or advise The French Beauty Academy staff or educators 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. They will not disclose this information except for the purpose of assisting your learning.

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.

Disclosure of personal information

The French Beauty Academy will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- the RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure. A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Confidentiality

As an enrolled student with The French Beauty Academy, you will be required to attend practical work experience placements as part of your studies. In the course of these placements, you may access information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of a placement.

Unique Student Identifier

The French Beauty Academy is only allowed to issue qualifications or a Statement of Attainment to students who provide their Unique Student Identifier (USI) or who have written approval of exemption from the Registrar. The USI is available online and at no cost to you.

Students who have been approved an exemption from supplying a USI are advised that their VET achievements will not appear on their authenticated transcript or be available to them via the USI scheme.

A USI is effectively an individual's account or reference number that allows you to access all of your training records, entered in the national vocational education and training (VET) data collection.

The USI will make it easier for you to find, collate and authenticate your VET achievements into a single transcript and:

- link information about your VET achievements, regardless of where you studied
- enable you to easily access secure digital transcripts of your achievements
- give you access to, and more control over, your educational information
- ensure that your VET records are not lost

You will be able to conveniently obtain a complete record of your VET enrolments and achievements from a single online source.

Training organisations will be able to verify your identity via your USI and confirm your achievements to determine pre-requisites, credit transfer and Recognition of Prior Learning (RPL). If you have a USI you will need to provide The French Beauty Academy (and other RTOs you may study with) with your USI on enrolment (or prior to results being finalised).

As long as you have provided The French Beauty Academy with your USI or your approved exemption, you will receive your qualification or statement of attainment directly.

Managing Your Information

The French Beauty Academy commits to taking all reasonable care to ensure that information we hold, use and where appropriate disclose to others about you is correct and current.

The accuracy of this information depends largely upon you providing us with details (within 7 days of any changes) such as:

- Your current address;
- Your qualification will be sent to this address, so it is important to ensure it is correct.
- Current telephone numbers;
- A current email address.

You may access your information, including records of your learning progress at any time. If you find any errors in the records please advise us immediately so that the corrections can be made. Our educators continuously monitor your participation and progress in your learning programs, and are available for regular contact with you, usually via email to ensure you are progressing, answer any questions you may have, or provide educational support to help you with your learning, so it is important to ensure your contact details are maintained.

LEGISLATIVE INFORMATION

The French Beauty Academy has a legal obligation to:

- Maintain adequate, current and appropriate insurance.
- Comply with, and ensure that both staff and students comply with, all legislation and regulations, both state and federal, relevant to operation of its business including (but not limited to):
- National VET Regulator Act 2011 (Cwlth)
- The VET Quality Framework including the Standards for Registered Training Organisations 2015
- Work Health and Safety Act 2011 Work Health and Safety Regulations 2011
- Education (Work Experience) Act 1996
- Higher Education Support Act 2003
- Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cwlth)
- Anti-Discrimination Act 1991
- Disability Services Act 2006
- Fair Work Act 2009
- Child Protection Act 1999

You will be advised of legislative and regulatory requirements specific to individual units of competency via The Learning Centre (Moodle) forum posts.

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.

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.

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.

LEARNER ENGAGEMENT

Access and Equity

The French Beauty Academy is committed to providing and promoting non-discriminatory and inclusive practices and processes to provide equal opportunities for everyone to achieve their learning outcomes.

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

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 payment requirements (if applicable);
- provides all 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 recognition or qualifications and statements of attainment from other RTOs 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 necessary and 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

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 reasonable additional support), attitude to meet industry requirements or a genuine interest in pursuing a career in this field.

CODE OF PRACTICE & CLIENT SERVICE CHARTER

The French Beauty Academy's Code of Practice outlines our commitment to you in the provision of high quality education and support services and your rights and responsibilities as a student at The French Beauty Academy including standards of acceptable behaviour required by all students.

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 and commits 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.
- h.

Service Excellence Program

As part of its Educational Guarantee, The French Beauty Academy offers a Service Excellence Program for our Diploma of Beauty Therapy students at no additional cost to the student. Students are required to attend as the Program is integral in preparing and developing well rounded practitioners, and complements the current beauty therapy course 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.

Students who transfer from face to face or vice versa will be credited for work completed in the Service Excellence program.

Student Rights and Expectations

As individuals, students enrolled with The French Beauty Academy can expect:

- To be treated with courtesy and respect
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- To be able to freely communicate and voice alternative points of view in rational debate
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment
- To rely on the protection of personal information

- To be able to access your personal records
- To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters
- That assessment within course(s) will be equitably and appropriately implemented
- That the facilities and equipment you use are safe, and comply with workplace health and safety guidelines.
- To provide honest and constructive feedback to us on the quality of our training and assessment, support and other services

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from staff. They are here to help and assist where possible. Behaviour contrary to the code of conduct, including academic misconduct such as cheating and plagiarism (see below re copyright) will not be tolerated and sanctions (penalties) may be imposed on people who breach this code of conduct including:

- Suspension or exclusion from The French Beauty Academy programs, or withholding of results.

You should appreciate that serious offences such as sexual harassment, racism, assault (including verbal) or unlawful activities are highly likely to attract a suspension or exclusion. Such suspensions may be applied immediately, obviously impacting on your ability to continue or complete your studies. Please be aware that external authorities, such as the police, will be alerted where a student's conduct breaks the law.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied however, including suspension, for consistent minor breaches of the code of conduct.

Your Responsibilities

As members of a learning environment you are expected to:

- Treat all others with respect and courtesy
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- Respect the opinions and views of others
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating
- Participate in learning, maintain consistent levels of study, and submit assessments on time
- Take personal responsibility for your own learning, and maintain reasonable study progress, including proactively seeking additional assistance if required or notifying us of any difficulties;
- Familiarise yourself with, and abide by The French Beauty Academy's policies and procedures as detailed in this Student Handbook
- Maintain high standards and a professional approach to your study program, and ensure that all work submitted is your own
- Prepare appropriately for all assessment tasks, salon visits and training sessions, and notify the French Beauty Academy at least twenty-four (24) hours prior if you are unable to attend activities
- Adhere to Work Health and Safety legislation and report any perceived safety risks as they become known
- Notify The French Beauty Academy if your personal information or contact details change

Behaviour Management

In accordance with the Student Code of Practice 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.

Copyright and Academic Integrity

In accordance with the Copyright Act 1968 (Cth), for study and research purposes, you are allowed to copy:

- One chapter or 10% of a book; or
- One chapter, or 10% of the number of words of text materials in electronic form; or
- One article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.

Internet material, artist, dramatic, film, and musical works are also covered by copyright legislation. You should remember to reference carefully the copyright works you use in order to avoid plagiarism, which is considered to be 'academic misconduct'.

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.

Eg. Jones, B 1995, Sleepers, Wake!: Technology and the Future of Work, 4th Edition, Oxford University Press, Melbourne.

You must also comply with licences for the use of intellectual property, including software. All software on The French Beauty Academy computers or provided to you as part of your learning resources is licensed and there is no permission to copy software unless permitted by licence.

The French Beauty Academy is absolutely committed to upholding high standards of training and assessment and therefore implements the following academic integrity policy.

You must at all times in the course of your studies:

- Participate in learning and training & conduct research with honesty & integrity
- Where necessary, acknowledge and seek permission to use the work of another
- Understand that all academic work submitted for assessment must be your own work and in no way falsified or completed by another person
- Always protect your work to ensure other students are not able to copy or misuse your work

Any evidence of collusion or plagiarism may constitute academic misconduct, and will be investigated and dealt with via the following process:

1. The educator will refer the matter to the Principal who will advise the student in writing that they have fourteen days to respond and present a case as to why a penalty should not be applied. Assessment will not be marked, and no outcome will be taken on. A record of the circumstances and 'warning' will be retained on the student's file. The student may be given an opportunity to correct his/her work and resubmit for assessment.
2. Should another instance of collusion or plagiarism occur, the Principal will issue a second warning letter. The student will be given a second opportunity to correct the assessment and resubmit.
3. Should a third offence of collusion or plagiarism be identified, the student will be excluded from the course and be issued with a Statement of Attainment for completed units. No refunds of fees will be applicable. Any students disqualified from a course with The French Beauty Academy will not be eligible to apply for re-enrolment.

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.

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 encapsulates 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. 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 jewelry 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 accordance 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 Practice.

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, such as a 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 educators 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 educator or the Academic Coordinator.

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

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.

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

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 educator at the close of the lesson and are not permitted to leave the lecture room until authorised by the educator to do so.

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 educator.

Students are also responsible for testing equipment at the start of an activity and for reporting any malfunctioning equipment immediately to the educator. No equipment or products may be taken from either Campus of the Academy. Any student found removing The French Beauty Academy property or that of any visitor or staff member, from the premises is subject to instant dismissal from the Academy and may be reported to law enforcement. 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.

The French Beauty Academy considers the removal of property (including equipment or product, of the Academy or of other students, staff and visitors) without authorisation to be theft, and regards this as a serious offence.

Student Technology Devices

Students in the Diploma and Advance Diploma Courses are loaned, if needed, a technology device to use during the school year as part of their learning tools. 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. The device is to be returned to the Academy at the end of the course before graduation.

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 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.

Social Media

The French Beauty Academy is committed to attempting to resolve issues raised professionally and responsibly and for this purpose has a Complaint and Appeal Policy (see this handbook and the website) which is to be followed for all issues. Students are encouraged to raise issues directly without resort to social media.

The French Beauty Academy students must refrain from using social media to harass, victimise, abuse or bully any other student, educator or staff member, posting negative statements or referring to The French Beauty Academy in a negative, slanderous or abusive manner (see Your Responsibilities).

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.

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. The French Beauty Academy has a dedicated Facebook Student Model page where we encourage students to organise and select their own models based on suitability and requirements of the class and/or assessment.

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 also not permitted within four (4) metres of the front door of the Campuses and 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.

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.

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.

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 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.

Graduation Awards

The following is an outline of the graduation awards which includes both recognition of excellence in the Diploma of Beauty Therapy and the Service Excellence program. The award list is for those students who meet the criteria, are not excluded as per "Exclusion Criteria" and are graduating.

Attendance at graduation is not compulsory. The French Beauty Academy covers the cost for the graduate to attend the graduation ceremony.

Award	Completion Criteria	Exclusion Criteria
<p>Service Excellence non-accredited Certificate.</p>	<p>Face to Face Students</p> <ul style="list-style-type: none"> • Satisfactory Attendance • 70% Completion of the Service Excellence tasks in class • Completion of the compulsory Action Challenges. Students are required to complete action challenges at a consistent rate throughout the program's rollout. E.g. The program is designed for consistent participation and engagement on a weekly basis. Completing action challenges in bulk is discouraged and may not be accepted for grading purposes. <p>Flexible Students</p> <ul style="list-style-type: none"> • Satisfactory Attendance – at practical blocks • Completion of the Service Excellence 48 tasks in class • Completion of 12 compulsory Action Challenges. Students are required to complete action challenges at a consistent rate throughout the program's rollout. E.g. The program is designed for consistent participation and engagement on a weekly basis. Completing action challenges in bulk is discouraged and may not be accepted for grading purposes. 	<p>Students may exclude themselves from receiving this award if:</p> <ol style="list-style-type: none"> a. their behaviour during the program has been in serious breach of the Student Handbook b. if a student consistently shows by their attitude and behaviour total disregard for their fellow students and the Academy
<p>Service Excellence non-accredited Certificate with distinction</p>	<p>Face to Face Students</p> <ul style="list-style-type: none"> • High Attendance • 90% High Quality completion of the Service Excellence tasks in class • 90% High Quality completion of the Action Challenges (31 Action challenges, including compulsory, completed). Students are required to complete action challenges at a consistent rate throughout the program's rollout. E.g. The program is designed for consistent participation and engagement on a weekly basis. Completing action challenges in bulk is discouraged and may not be accepted for grading purposes. 	<p>Students may exclude themselves from receiving this award if:</p> <ol style="list-style-type: none"> a. their behaviour during the program has been in serious breach of the Student Handbook b. if a student consistently shows by their attitude and behaviour total disregard for their fellow students and the Academy

	<p>Flexible Students</p> <ul style="list-style-type: none"> • High Attendance at block courses • High quality completion of 12 additional tasks • High Quality completion of 14 additional Action Challenges. Students are required to complete action challenges at a consistent rate throughout the program's rollout. E.g. The program is designed for consistent participation and engagement on a weekly basis. Completing action challenges in bulk is discouraged and may not be accepted for grading purposes. 	
<p>Service Excellence Graduation Awards</p>	<p>Award & Selection Criteria</p> <p>Transformational Award</p> <ul style="list-style-type: none"> • A student who by their observable behaviour has made significant change during the Service Excellence program. • Style Award • A student who presented excellence in grooming and presentation all year. • Three Mastery Awards • demonstrated overall excellence in the SE program showing grooming and presentation to the highest standard; • demonstrated behaviour above and beyond; • high engagement in and out of Class with the Service Excellence program 	<p>Students may exclude themselves from receiving this award if:</p> <ol style="list-style-type: none"> a. their behaviour during the program has been in serious breach of the Student Handbook b. if a student consistently shows by their attitude and behaviour total disregard for their fellow students and the Academy
<p>Valedictorian Award</p> <p>Highest overall achievement award while studying Diploma of Beauty Therapy.</p>	<ul style="list-style-type: none"> • Exemplary standard of grooming and presentation; • Demonstrated high achievement in all aspects of the Diploma of Beauty Therapy which include academic outcomes, practical sessions and the salon training; • Observed to reflect behaviours that align with Service Excellence attitudes and attributes; 	<p>Students may exclude themselves from receiving this award if:</p> <ol style="list-style-type: none"> a. their behaviour during the program has been in serious breach of the Student Handbook b. if a student consistently shows by their attitude and behaviour total disregard for their fellow students and the Academy

QUALIFICATIONS

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 and students have been determined to be competent, and unless exempt have provided a Unique Student Identifier.

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.

RECOGNITION

Recognition of Prior Learning (RPL) is available to all students on enrolment.

Students who consider that they have, and can demonstrate current skills and knowledge in the qualifications or individual units of competency in the program, whether achieved through prior training (formal or informal) or through relevant work history and [work or life] experience may apply to have their knowledge and skills 'assessed' via an RPL process.

The RPL process at The French Beauty Academy may vary depending on individuals' specific circumstances but will generally include:

- The provision of preliminary information about the RPL process to consider the student's (your) suitability
- Conversation between assessor and the student (you) to discuss evidence requirements for individual units, make a preliminary assessment, advise you accordingly and review the RPL assessment tool(s);
- the student (you) will supply evidence of your capability (prior learning, work history, personal skills etc) specifically related to the units of competency

Examples of evidence could include (but of course is not limited to):

- o licences or tickets
- o resume/ CV or detailed work history
- o certificates (accredited, non-accredited, higher education degrees or training programs. Refer Recognition re 'credit')
- o performance appraisals
- o indentures or trade papers
- o statements of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g. first aid, officials, surf lifesaving etc.
- o photographic evidence of work
- o diaries/task sheets/job sheets/log books
- o memberships of relevant professional associations
- o hobbies/interests/special skills outside work
- o references/letters from previous employers/supervisors
- o industry awards
- o letters from employers, records of professional development.

An assessor will conduct a review/verification of the evidence supplied against the units of competency

The assessor may facilitate a one-on-one professional conversation(s) (depending on the student's experience and/or evidence, the assessor may need more than one occasion to assess student's skills in their workplace or a simulated environment).

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 initial RPL service fee is the same as 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 \$80.00 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.

Please contact The French Beauty Academy directly if you think you may have skills that can be recognised towards your qualification to receive more information.

Credit Transfers

The French Beauty Academy recognises qualifications and /or Statements of Attainment issued by other Registered Training Organisations (RTO). The French Beauty Academy defines the recognition of skills achieved through formal learning and assessment as credit transfer.

Credit transfer allows a student to be awarded a unit of competency towards completion of a qualification, based on successful completion of the unit previously completed under another RTO.

To apply for credit transfer, a student is required to obtain and application form from The French Beauty Academy administration, present his or her completed application form and statement(s) of attainment or qualification(s) for examination by The French Beauty Academy to ensure satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO.

Credit Transfer Guidelines

The following guidelines are to be followed when an application for credit transfer is received:

- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program or within three (3) weeks of the program commencement. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and The French Beauty Academy do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek RPL
- The French Beauty Academy will verify all certification submitted for consideration as true and genuine
- Completed credit transfer applications are signed by the student and The French Beauty Academy - representative and retained on the student's file at The French Beauty Academy with accompanying documentation.
- Students are notified in writing of the outcome of their application. All credit transfer approved will be recorded on the training plan issued to the participant.

SUPPORT SERVICES

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's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through information provided by the student on the enrolment forms and in discussion with educators/assessor at induction.

We do strongly encourage you to identify 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, we will be able to support you with appropriate resources, or make reasonable adjustments to the program to assist you.

- a. Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process
- b. Developing an individual training and assessment record and plan for each student during the initial stages of a qualification

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 educators including provision of phone and email contact details.
- b. Notification of tutorials and educator availability sessions times
- c. Industry experience program assistance for those participating in courses that require practical experience.
- d. Referral to external support services as necessary

Other Support Services

The French Beauty Academy recognises that all people learn differently and acknowledges 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. 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 educator 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:

- a. Individually as requested by the student
- b. Through a referral from the Principal
- c. 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:

- a. Harm to Self- Suicidal ideation, self-harming behaviour
- b. Harm from Others- Threat of safety or physical harm
- c. 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.

OPINIONS, ISSUES AND IMPROVEMENTS

Complaints and Appeals

The French Beauty Academy is fully committed to constantly improving how its business is conducted and maintaining its continuous compliance with the VET Quality Framework. Your feedback about your experiences with The French Beauty Academy is very important in enabling us to do this effectively.

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.

We will regularly ask for your opinion in the form of formal (surveys) and informal (conversations) feedback.

As an RTO, The French Beauty Academy is also required to collect Learner Engagement feedback (via a survey) about your experience with us, and report the outcomes to the national regulator annually. We would request your participation in this process, as it is a valuable source

of information for us to identify areas for improvement.

It is also important that if you have an issue or a problem (with the training or with our services), including if you are dissatisfied with the outcomes of assessment and other decisions, that we know about it and have an opportunity to work with you to resolve it.

The French Beauty Academy's full Complaint and Appeal Policy and Procedure is available on The French Beauty Academy website.

In brief, if you have a complaint, please discuss it first with the relevant person, or another The French Beauty Academy staff member. If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a 'formal' complaint (an appointment, email, letter or via the website) to The French Beauty Academy who will commit to investigating the issue and working with you to resolve.

If you are lodging an appeal about a decision, whether the decision is about the result of an assessment or a decision about an issue, it must be done within 14 days of notification of the result or decision. Each student has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes including reasons for the decision.

Whilst The French Beauty Academy would prefer the opportunity to work with you to satisfactorily resolve issues, the commonwealth government also provides students with access to a National Training Complaints Hotline which is open from 8am to 6pm Monday to Friday.

YOU'RE GOOD TO GO!

The French Beauty Academy encourages you to maintain this Student Handbook for the duration of your study with us and refer to it as needed. Remember, if you have any questions at all, please ask any of The French Beauty Academy staff (email or phone us). We want your learning experience with us to be rewarding.