



Brisbane School of Hairdressing
Gold Coast School of Hairdressing

STUDENT HANDBOOK

2014



ACADEMIES AUSTRALASIA

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AUSTRALIAN COUNCIL FOR
PRIVATE EDUCATION AND TRAINING



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WELCOME

By choosing to study at the Brisbane/Gold Coast School of Hairdressing (BSH), you have taken a positive step toward your future.

The school was founded in 1969 and has been at its present location since January 2003. Prior to this, the Brisbane campus was located in Ann Street for ten years, Creek Street for approximately 5 years, and prior to that in George Street. The Gold Coast campus has been established since 1991 and has the same affiliations and government accreditations as the Brisbane School of Hairdressing. We are also a member of ACPET (Australian Council for Private Education and Training).

Brisbane School of Hairdressing is proud to be a member college of the Academies Australasia group. Academies Australasia is a leading education provider offering English language, Senior High School, Singapore Government School Preparatory Certificate, Certificate, Diploma, Advanced Diploma, Bachelor and Master degree courses. The group has been operating for more than 105 years and has been listed on the Australian Securities Exchange for more than 36 years. There are 13 colleges in the group, each with its own licence to operate as an education institution operating in New South Wales, Queensland, Victoria in Australia, and in Singapore. Over the years, Academies Australasia colleges have taught tens of thousands of students from 118 countries. For a full list of colleges and courses on offer please visit www.academies.edu.au

Our teaching methods and Pivot Point resources have been developed over the years to ensure that our graduates and apprentices are equipped to perform professionally in a competitive commercial environment. This gives the schools the leading edge in education and the recognition that no unaffiliated school can match.

BSH is committed, through our vocational and training programs, to delivering practical courses which get our students jobs and enhance their career prospects. We also help the students to develop personal and professional skills and attributes which will stand them in good stead in their careers.

Our courses are carefully structured to meet relevant industry needs with the majority of our courses focusing on 'hands on' practical training with on-campus commercial training facilities.

With so many opportunities and excellent training you can be assured you have chosen the leading private vocational education and training facility in Queensland. We wish you every success with your studies, and we will endeavour to guide you to achieve your career goals.

MISSION STATEMENT

The Brisbane School of Hairdressing and our Gold Coast campus recognise the value of client satisfaction in a competitive world and which is largely determined by the supply of products, services and training to an assured level of quality.

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INTRODUCTION

The Brisbane School of Hairdressing is a Registered Training Organisation and meets all administrative requirements as set by both the State and Federal Governments of Australia including, but not limited to, the national standards for NVR Registered Training Organisations. This Student Handbook contains essential information for new and continuing students, including details of academic and support services, policies, administrative procedures, facilities, induction and enrolment procedures etc. From here on Brisbane School of Hairdressing including the Gold Coast Campus will be referred to as BSH.

STUDENT RECRUITMENT AND ENROLMENT

An enrolment will only be deemed complete and a person considered a student when:

- An enrolment form has been completed and signed,
- A receipt for all applicable fees and charges has been issued in acceptance of their money, *or*
- An instalment plan is negotiated and approved by the General Manager or delegated officer.

In specific cases referral to the fees and payment plans outlined in the enrolment information kit should be addressed.

CHANGE OF ENROLMENT

If you wish to change your enrolment details please contact the Administration Officer.

CHANGES OF PERSONAL DETAILS

If you change your address or name after enrolment it is your responsibility to notify the school's administration office of the changes to avoid mistakes in mailing reports, certificates or college related details. You can complete a "Student Contact Details" form. It is also a requirement of the ESOS Act that students on a student visa provide details of any change of address.

ACCESS AND EQUITY

Access and equity policies are incorporated into operational procedures which all staff are made aware of at induction. The school prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Sexual orientation (factual or presumed)
- Age (in relation to compulsory retirement)

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients. These programs are equitable taking into consideration each person's cultural and linguistic needs.

STUDENT SERVICES AND SUPPORT

STUDENT ORIENTATION AND INDUCTION

The school conducts orientation sessions for every student attending BSH at which useful and important information regarding course outcomes, assessment, dress standards and other course requirements are given. Staff present the introductory sessions and kits are prepared by student co-ordinators and distributed during orientation programs. It is the student's responsibility to obtain this information if they are unable to attend these sessions.

LANGUAGE, LITERACY AND NUMERACY SUPPORT

Students needing language, literacy and numeracy (LLN) support are identified on application. In most cases, LLN support can be provided. Where only a low level of support is needed, the program co-ordinator may arrange for the student to receive extra-curricular assistance from the trainer or other staff member. Where extensive support is needed, the student may be referred to an expert in this field. This may attract a fee, which is the sole responsibility of the student or the appropriate party. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

ACADEMIC AND VOCATIONAL COUNSELLING

Students may receive academic or vocational counselling from the principal, program co-ordinator, trainer or other qualified person. The trainer monitors the student's progress and intervenes to provide counselling or support as appropriate and where needed refers the student on to the principal, program co-ordinator or other qualified persons, depending on the nature of the problem.

WELFARE AND GUIDANCE SERVICES

We will endeavour to provide Welfare and Guidance to all students which may include:

- (i) Workplace Health & Safety
- (ii) Review of payments/schedules when requested
- (iii) Provision for special learning needs opportunities
- (iv) RPL and RCC opportunities

STUDENT WELFARE - EXTERNAL COUNSELLING SUPPORT

Should the nature of the students' problem be beyond the professional skills required from the school, referrals to external agencies and community support services can also be arranged. See support list.

COUNSELLING

Lifeline 24 Hour Crisis

13 11 14

Website: www.lifelinebrisbane.com.au

Email: lifeline.brisbane@lccq.org.au

Phone: (07) 3250 1900

Physical Address: 117 Gipps Street, Fortitude Valley

Postal Address: PO BOX 108, Fortitude Valley, QLD 4006

COUNSELLING CENTRES

Capalaba Counselling Centre

Physical Address: 29 Loraine Street, Capalaba

Postal Address: PO BOX 1283, Capalaba QLD 4157 (07) 3823 2555

Chermside Counselling Centre

Physical Address: 766 Gympie Rd, Chermside

Postal Address: PO BOX 2298, Chermside Central QLD 4032 (07) 3624 2400

Logan Counselling Centre

Address: Unit 3, 3464 Pacific Highway, Springwood QLD 4127 (07) 3209 3622

Geebung Business and Finance Centre

Donation Pickups: (07) 3632 1010

Physical Address: 491 Bilsen Rd, Geebung 4034

Postal Address: PO BOX 756, Virginia BC 4014 (07) 3632 1000

Drugarm 24 Hour Counselling

1300 656 800

Pregnancy Help Line

1300 139 313

Relaxation Centre

(07) 3253 9500

Massage/Acupuncture/Naturopathy/

Aromatherapy/Reflexology/Kinesiology

Womens Infolink

1800 177 577

Men's Help

1300 136 459

Mental Health Association

3271 5544

FINANCIAL ASSISTANCE AUSTUDY/ABSTUDY/YOUTH ALLOWANCE

(Applicable for domestic students only)

Centrelink provide living allowances for full-time students and may be subject to a means test. A full-time student is defined as one who is undertaking at least 75% of the maximum workload allowed in a course. However, there is some variation to study load requirements for specific categories of disadvantaged students.

Students are advised to apply for assistance and test their eligibility. For further information and application forms for both schemes please contact the administration office or your nearest Centrelink Office.

Note: Students receiving financial assistance from Centrelink must enrol and attend classes regularly. Centrelink is very strict with payments. They are constantly checking attendance of those people enrolled in approved courses. Centrelink will stop payments or ask for repayment of your allowance if your attendance falls below the accepted amount. We have been advised that they will not grant extensions at the end of the course to students who have fallen below in attendance. Please be careful when claiming – if you are deferring for a period that will lower your attendance or if you are working part time throughout the course you should notify Centrelink immediately. Students with unacceptable attendance may incur a debt to the Government which may need to be repaid.

Centrelink – Austudy

13 24 90

Abstudy

13 23 17

DIBP

13 18 81

LEARNING SUPPORT

Learning support is available to students experiencing difficulties with their course work and is co-ordinated through the Principal at each campus. The administration office should be contacted for referral to the appropriate teaching staff. Refer to Student Pre-assessment package.

POST PROGRAM SUPPORT

Depending on the program, students may have access to various kinds of post program support. This may include assistance with job seeking, resume and interview skills, vocational advice, mentoring, etc. Students are advised of the particular support available with each program.

ACCOMMODATION

Available accommodation information is distributed by the Administration Office for the convenience of students. BSH does not endorse, recommend or investigate accommodation and therefore accepts no responsibility for any accommodation advertised. Students should ask the premises owners/managers for more information if required.

Brisbane -	Backpackers Hotel C.W.A. Hostel Bargain Accommodation Accom Solutions
Gold Coast -	Accommodation Inquiry Services Home and Away Accommodation Share Accommodation Share Rent

CHILD CARE

Although no child care facilities or services are available at the school, there are a number of private and council subsidised child care centres near each campus. There is also a Family Day Care Scheme which provides child care in private homes. Students should contact these centres for more information.

BANKING/POSTAL SERVICES

Banking and postal facilities are not available on campus but the Post Office and major banks are only a short distance from either school.

Brisbane location:	Mail Centre -Cnr Adelaide/George Streets All major banks are in the immediate Central City District
Gold Coast location:	Southport Postal Centre All major banks are in the Australia Fair Shopping Centre or Southport Central Business District.

PARKING FACILITIES

Brisbane location:	King George Square Car Park Myer Centre
Gold Coast location:	Council Car Park Kaybank Plaza (Scarborough St.)

RAIL/BUS CONCESSIONS – STUDENT ID CARDS

Full-time students enrolled in a **course that is Austudy** approved are eligible for the Queensland Railways Sticker ID Card for discounted rail / bus travel. Students will be issued with ID cards at no charge. Should a replacement be required, a fee of \$5.00 will be incurred.

STUDENT TEA ROOM

A student tea room is available at BSH as well as GCSH. The tea room is available for the use of all students, and include - tea and coffee making facilities. Students must clean up after themselves and ensure no rubbish is left lying around. Any equipment such as the fridge or microwave must be kept clean.

Refreshments are available for purchase at close locations surrounding both campuses. The Brisbane campus is located close to many food outlets throughout the Queen St Mall including the Myer Centre food court. The Gold Coast campus is located at Australia Fair Shopping Centre, and shops and cafes to provide drinks and refreshments are easily accessible.

BEAUTY DAYS

Salon Products – All Students

You have been provided with a student beauty price list for perms, colours and treatments. These prices will apply for beauty days.

Gift Vouchers - \$350 tool kit

5 Gift vouchers are given to you by the when purchasing the \$350 extras tool kit, these are not included in the \$950 kit. These vouchers can only be used by you while you are attending the school. These vouchers are to be used for hairdressing services only (student beauty prices) on your designated beauty days. (Please check the expiry date on the vouchers you have been given). They may, if you wish, also be used by family members or friends but the \$20 will be credited against the full salon price for the services provided.

ACADEMIC PROCESSES

ASSESSMENT APPEAL

The Brisbane and Gold Coast Schools of Hairdressing seek to prevent appeals by ensuring that students are satisfied with their training and outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students. If you have a concern at any time, please make an appointment to see the General Manager or Principal.

Any appeal about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the General Manager or Principal. Appeals must be made within 21 days of receipt of assessment.

ACADEMIC EXEMPTIONS

Prior to being admitted to a course you may find you are eligible to receive credit for previous studies. Applications for exemption are available through the Principal and must be supported by appropriate documentation. This process may reduce the total fees applicable and must be formalised prior to commencement.

Our college accepts and recognises qualifications and statements of attainment issued to applicants by other registered training organisations (RTO) registered in Qld or in another State/Territory. Direct credits will also be given to certain units already completed within the WRH06 hairdressing package including Version 2.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is the formal recognition of skills and knowledge that a person holds, regardless of how, when or where the learning occurred. The attainment of competencies can occur in a number of ways including:

- formal or informal training and education
- work experience
- general life experience

Applications for RPL are accepted during initial interview or prior to commencement and previous skills will be assessed against endorsed industry competency standards or outcomes.

Applicants will be required to supply evidence which may include certification, references from past employers, testimonials from clients, performance, demonstration or skills tests and/or written presentation. Our assessors will ensure that the evidence is authentic, valid, reliable, current and sufficient.

An RPL Application Kit may be requested by contacting the college. Fees are applicable to vocational pathway students, for this process. This fee will be deducted from your course fees if you enrol and study at our college. This process can take up to 6 weeks.

CREDIT TRANSFERS

The school accepts and recognises qualifications and statements of attainment issued to applicants by other registered training organisations (RTO) registered in Qld or other State/Territory from the current qualification. Direct credits will also be given to applicable units already completed within the WRH06 hairdressing package.

ATTENDANCE AND ABSENTEEISM

STUDENT ATTENDANCE

1. Initial class start times are at 9.00am and finish at 4.30pm. You will be expected to be ready to start class on time throughout your course.
2. THEORY - Breaks are 3 times per day. Morning tea and afternoon tea breaks are 15 minutes. Lunch is 30 minutes.
3. SKILL CENTRE/SALON FLOOR - If you have clients, these breaks will need to be adjusted where practicable and taken at such times that do not interfere with continuity of work. **If you are late, your instructor may reduce your next break.**

Salon Floor hours:

Monday - Thursday	9.00am – 5.00pm
Friday	8.30am - 5.00pm

Students must complete a minimum of 90% of total course hours, together with both practical and theoretical content **as a minimum**, in order to achieve competency and be awarded a certificate. Only those hours recorded on the computer system will be credited to the hours completed by each student. Students will be given the following period within which to complete all the requirements of his/her course.

90% scheduled class time plus
Approved Leave/Deferred time plus
20 make up days

After this period an additional fee of \$60.00 per day will apply until the student completes the requirements of the course.

Students whose absences exceed 10% of the course duration are likely to place themselves in a position where the above fees will apply.

ARRIVING AND DEPARTING

Students will be shown how to log on and off for arrivals and departure for attendance records. Contact the attendance officer if you have forgotten.

Note: Students must only log on or off the computer to record their own attendance. Disciplinary action will be taken if a student is found logging on/off for someone else.

ABSENCE FROM COLLEGE

If you are absent from college due to illness, inform the school as soon as possible (before 8.45am) by telephoning Brisbane 3229 2999 or the Gold Coast 5591 5964 or 5591 1644.

A medical certificate will be required for absences due to illness lasting more than two (2) days. **Backdated doctor's certificates will not be accepted.**

If you have a medical condition which could affect your attendance or study program, please inform your instructor upon commencement of the course.

APPROVED LEAVE/DEFERRALS

Students may apply for approved leave during the course of their training. Students will be granted up to 4 weeks leave per year of enrolment.

Prior to making any arrangements, such as buying airline tickets, etc, you will need to apply to the Principal to have the time authorised. Leave will not be approved where a student's attendance or academic progress is below standard.

If a student should need approved leave (minimum 3 days) due to illness or unforeseen circumstances, the school should first be contacted and An Application for Approved Leave/Letter of Deferral should be posted by the student or brought in on the day of return. If this is not followed up within one week of the deferment time, these hours will be forfeited.

- Maximum number of Leave/Deferral periods – two per year of enrolment.
- No student will be granted approved leave for any period over 4 weeks per year of enrolment

Leave will not be approved during the first 12 weeks of the course or the final 12 weeks of the course.

To achieve your Certificate III in Hairdressing:

- Attain competency in all assessments
- Attain productivity target numbers (1/3 of all targets must be performed on live models/clients)
- 90% of nominal hours

Should the above criteria not be met, then a student will be issued with a Statement of Attainment for partial completion of the qualification (these students would not be entitled to receive Pivot Point certification due to their not completing ALL of the stipulated outcomes).

COURSE PROGRESS AND EXPECTATIONS

ASSESSMENT

The school will inform students at the commencement of their course and Units the types of assessment they must complete. All assignment work must be completed by the due date. Students are assessed in Competency Based Training mode and must satisfactorily complete all the assessment items **in the allotted time** to be rated as competent in a unit.

For successful completion of each Unit of Competency, students will undertake a Written Assessment (Part 1). Some units will require a Practical Assessment (Part 2). Practical Assessments can only be undertaken once you have been marked Satisfactory in your written assessment. Practical assessments will be on separate models under the direction of an instructor. You will be advised at the beginning of each Unit if a practical assessment is required.

At the beginning of each unit, your instructor will give you an overview of the planned assessment. Prior to sitting your assessment it is important that you also read all the information given to you to judge whether you feel ready to sit your assessment.

All assessments will be benchmarked against the relevant Unit of Competency within the current Hairdressing Training Package. These assessments will also be consistent with and in accordance with the AQTF 2010 Essential Standards for Registration. They will also be carried out in accordance with Assessment Guidelines. Assessments records will be managed to ensure their accuracy and integrity.

When completing your assessments you must satisfy the assessor that you are currently competent in the relevant competencies. Evidence must be:

- Authentic** - it must be your own work
- Current** - reflects your current capacity to perform work covered by the unit of competency
- Reliable** - shows that you consistently meet the outcomes
- Valid** – competencies relate directly to the current version of the unit of competency
- Sufficient** – covers the full range of elements in the relevant unit of competency

INDIVIDUAL NEEDS

Within our assessments we recognise the need to make reasonable adjustments to meet your individual needs. Please speak with your form instructor or the Principal, if you wish to speak to someone in confidence about your individual needs.

STANDARD OF WORK

Students are required to work to a professional standard to work effectively. Good communication skills must be used which include asking questions and using active listening to respond to clients' needs and conversing with teachers and peers. Teamwork is also vital by being able to collaborate with other team members and support, respect and understand the views of others. Workplace Health & Safety is vital and you must ensure all regulations are carried out. Students must have a professional approach as they have a duty of care towards clients, peers and teaching staff.

ASSESSMENT CONDITIONS

All Written Assessments (Part 1) will be in an in-class environment under supervision. You will have access to the relevant resources. You will be allowed three attempts for each assessment if necessary. If your first attempt does not meet the assessment criteria you will be given the opportunity to further training and then the opportunity for reassessment the second time. Second time achievement of Not Yet Competent will require the possibility of re-evaluation of individual student needs and a further reassessment.

Practical Assessment (Part 2) will be supervised and student will have access to the relevant salon equipment/materials. You will be allowed three attempts for this assessment if necessary. If your first and second attempt do not meet the performance criteria you will be given the opportunity to further training and then the opportunity for re-assessment the third time.

ASSESSMENT FEEDBACK

Assessment feedback will be provided to you by the Assessor on both Written and Practical Assessments.

RESULT FOR ASSESSMENT

Results for Assessments will be as follows:

When an assessment consists of two parts, Written (Part 1) and Practical (Part 2)

Completion of Written Assessment S = Satisfactory or NS = Not Satisfactory

Completion of Practical Assessment S = Satisfactory or NS = Not Satisfactory

On completion of the full Unit you will be marked Competent or Not Yet Competent

C = Competent

NYC = not yet competent

Skills and knowledge required to reach competency in each unit will be listed prior to you commencing your assessment. You must read through this information to ensure that you are ready to sit your assessment.

Result of Assessments are coded as follows:

C Competent

NYC Not Yet Competent

Cr Credit

RPL Recognition of Prior Learning

If you are not satisfied with your marks, you may request a re-evaluation. Application should be made to the Principal for re-evaluation of assessment no later than twenty one (21) days after results have been notified to students.

COMPETENCY

The concept of competency focuses on what is **expected** of an employee in the workplace rather than on the learning process: and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes **all** aspects of work performance and not only narrow skills.

Competency encompasses:

- * The requirement to perform individual tasks.
- * The requirement to manage a number of different tasks within the job (task management skills).
- * The requirement to respond to irregularities and breakdowns in routine (contingency management skills).
- * The requirement to deal with the responsibilities and expectations of the work environment (job/role environment skills), including working with others.

COMPETENCY BASED TRAINING

CBT is about the demonstration of appropriate and relevant skills and knowledge in the workplace. This method of training requires the active participation of the employer or supervising tradesperson in the training process. The quality outcomes will be determined to a large extent on the commitment of the employer and the trainee. CBT is an old way of training that achieved a new relevance in the 1990's. It introduced many new challenges in the area of assessment, recognition of prior learning (RPL) and training delivery.

EMPLOYABILITY SKILLS

Employability skills support your ability to perform effectively in the workplace. They are also known as transferable skills, as they can be applied and further developed in other workplaces and roles as well. They are non-technical skills and competencies that you may already be familiar with. The following table contains a summary of the employability skills for SIH30111 Certificate III in Hairdressing. All assessments are based on current industry standards. Employers in Australia and around the world are placing greater emphasis on these skills. As a learner you must ensure that you are aware of the role Employability Skills play in the Unit you are being assessed for. Please address any concerns you may have with your instructor before you proceed with your assessment.

Employability Skill	Industry requirements for SIH0111 Cert III include:
Communication	Use questioning and active listening to ascertain and respond to client needs to ensure clients enjoy a positive experience that reflects salon values. Negotiate responsively with client to suggest new looks, products and services and to ensure and confirm client satisfaction. Give clear instructions to apprentices and other team members and regularly carry out verbal instructions from other team members and supervisors. Read and interpret product and tool manufacturer's instructions and other work related documents. Complete simple written workplace forms and share work related information with other team members.
Teamwork	Supervise apprentices and work collaboratively with other team members, supporting the team, respecting and understanding others views and giving and receiving feedback in the context of a salon environment where employees are expected to perform their individual tasks but also look for opportunities to assist others at peak client periods and to share technical expertise.
Problem solving	Demonstrate sensitivity to client needs and concerns, anticipating problems and acting to avoid them where possible. Solve technical and service problems in the context of a team structure where, decisions may be made independently or may be referred to another technical team member or a supervisor for support or resolution depending upon salon policy and procedures.
Initiative and enterprise	Act independently within the context of a team structure where some supervision may occur. Regularly suggest new hairdressing design, service and product ideas to clients.
Planning and organising	Plan and carry out complex technical and salon tasks to accommodate salon service timelines and priorities.

Self management	Understand and follow salon policies regarding work availability, rosters and work duties. Work within the salon culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete delegated tasks under instruction.
Learning	Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work. Seek opportunities to learn new ways of doing things and implement changes within the context of salon procedures and wider industry product and technical.
Technology	Use and maintain a range of salon technology; in the context of available equipment and salon procedures. Recognise and report faulty equipment and follow salon occupational health and safety procedures.

PROGRESS RECORDS

Your progress throughout your course of study will be monitored and recorded continuously. This will be done by using a computerised database.

These records provide:

- * A complete and continuous record of your practical ability, knowledge and experience in hairdressing.
- * A vital link between you, and your instructor.
- * A list of all the competencies you will achieve to qualify for your Hairdressing Certificate.
- * Your training progress records are essential for planning and recording your training.

ORGANISING YOUR TRAINING PROGRESS FOLDER

Your folder will need to include:

- * Progress charts
- * Journals
- * Plastic sleeves to store completed
- * Hair samples and charts of colouring activities
- * Graphic profiles of cutting exercises
- * Styling plan (pli) sheets
- * Research material
- * Product information
- * Productivity sheets

Used effectively, the plastic sleeves will help you to keep organised records of your practical activities.

RECORDING YOUR TRAINING

It is your responsibility as you complete each section of work to see that the relevant unit is signed by your instructor. This will provide you with a continuous record. Full time students must record all their work in the Skills Centre Book and Practical Assessment Books to maintain a current account of their work and training.

REMEMBER - You can also learn by observing other peoples' successes and mistakes. Think about this broadly - the way you treat clients, answer the

telephone, interact with your work colleagues, handle client complaints, as well as your practical skills.

GOAL SETTING

To progress through your course of work efficiently, you will need to:

- * set your goals
- * manage your time
- * maintain your progress records

Goals

Goals are something to aim for. In other words, they are the things you set out to achieve.

To be successful, you will need to:

- * set achievable goals
- * place each goal within a time frame
- * review your progress along the way

To help set your goals:

- * think carefully about your professional goals
- * plan the steps you will take towards achieving your goals

Goals are easier to achieve if you approach them one step at a time. To give you focus, we have given you an example of time frames and broad goals. The steps are for you to complete. Only **you** can determine what you personally will need to concentrate on to reach these goals. Remember, your steps will not be exactly the same as anyone else's.

PERSONAL RECORDS

If requested, students may access their personal records by arrangement with the Principal instructor. Students must provide proof – being photo identity with name, address and date of birth. Personal information will not be given to any other persons unless a student gives written authorisation to the school stating otherwise. If a student is a minor (under 18 years of age) a parent/guardian may be involved in any necessary decisions or action which may affect the successful outcome of training.

MODELS

There may be some theory assessment where you will be advised at the appropriate time to bring in certain models eg – Long Hair and Colour Correction units, so you can be assessed on your practical skills in a salon environment.

UNSATISFACTORY PROGRESS

Students will be provided with every opportunity to succeed in their studies through learning support and student service arrangements. However, all students are expected to achieve satisfactory progress with their studies through participation and attendance **as required**. If they fail to do so they may be asked to show cause why they should not be penalised according to the provisions of the school rules.

GRIEVANCES AND APPEALS

GRIEVANCES

In the event of a grievance concerning any matter in relation to training, a student can:

- Talk directly with the person concerned to resolve the problem
- Seek the assistance of his/her form teacher
- Consult the Principal
- Complete and lodge a Grievance Form (Form G1) for submission to the General Manager
- Seek arbitration by a third party acceptable to all parties to the grievance
- If the grievance is still unresolved, the student will be advised of external organisations, e.g. Consumer Affairs or the relevant Government Department.

All records of any grievance will be kept on file. The school abides by Freedom of Information and privacy principles.

Clients will be given a written statement of outcomes of the grievance including reasons for the decision. Written outcomes will be given within 21 days.

Definitions

A complaint is when you are dissatisfied with a service offered or treatment received at BSH.

An Appeal is when you believe a decision made by BSH is unfair or incorrect and you want to have the decision reviewed.

Policy Principles

The principles which underpin this policy are as follows:

- ☐ Students have the right to be represented by a third person (such as family member, friend, counsellor other professional support person other than a qualified legal practitioner) if they so desire;
- ☐ A student's right to pursue other legal remedies is not restricted at any stage of the complaint procedure;
- ☐ Staff will make all attempts to respond to complaints within the time limits set out in this policy;
- ☐ The consideration of complaints and appeals will be dealt with according to principles of procedural fairness which respect the right of a student to be heard by an impartial party;
- ☐ Students and staff will not be subject to discrimination or harassment resulting from their participation in the complaints process;
- ☐ All communications arising from the complaints process, together with the proceedings will remain confidential, except to the extent necessary to give effect to this Complaint and Appeals Policy.
- ☐ Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.

Complaint Process

Step 1 - Informal

In the first instance, where a student feels that they are dissatisfied with any aspect of the service provided by BSH staff or contractors, the student should speak directly with the person concerned to resolve the problem. Students can also seek assistance from their form teacher or consult the Principal. If a student wishes to appeal the results of an assessment the student can speak to the teacher directly. If the matter is not resolved within 10 working days, the student can follow the formal complaints and appeal procedures.

Step 2 - Formal Complaint and Appeals Process (internal)

If the situation cannot be resolved in step 1, the student is advised to make a formal complaint by filling out a **Grievance Form (Form G1)**. This form is available at reception. A meeting can be arranged with the parties involved. Students have the right to appoint an independent nominee or bring a support person to attend all discussions.

If a meeting is arranged, the minutes of the meeting will be taken and recorded in the student's file.

The length of time to resolve the complaint or appeal may vary in accordance with the complexities of the case. Under normal circumstances the student can expect at least a provisional response within 10 working days of presenting their complaint. If the process takes longer, the student will be kept informed on the progress of the case.

The student will be informed in writing of the outcome of their complaint or appeal including the reasons for the outcome. The details of internal complaint process and outcomes will be documented in the students' file.

A student will not be charged any fees for making an internal complaint or having that complaint investigated by BSH. BSH will maintain the student's enrolment while the complaints and appeals process is ongoing.

Step 3 – External Appeals

There are several options for students should they choose to take their complaint to an independent body if they are dissatisfied with the outcome of the internal appeal.

This means that an external and independent mediator will investigate a student's complaint.

The student will be notified of the decision within one month of application. Students must lodge their appeal via email and attach the appeal form. The ACPET website provides students with a contact email for lodging the appeal and an Application Form for External Review: student.appeals@acpet.edu.au. There is a fee payable to ACPET to lodge an External Appeal.

International Students:

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Other Options

Dispute Resolution Centres: The Department of Justice and Attorney-General runs a number of Dispute Resolution Centres throughout Queensland. A student can request mediation at one of these Centres in an effort to resolve a problem, however the college or institute will need to consent to being involved, and any outcomes of mediation will not be legally binding. You can find out more about mediation through the Department of Justice and Attorney-General by telephoning: (07) 3239 6269 in Brisbane or 1800 017 from the rest of Queensland.

Enrolment during complaint or appeal process

BSH will maintain the student's enrolment while the complaints and appeals process is ongoing.

Outcome of External Appeal

If either the internal or any external complaint handling or appeal process results in a decision that supports the student, BSH shall immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

This Complaints and Appeals Policy does not remove the student's right to pursue other legal remedies.

STUDENT RULES

Extensive reference has been made to the school rules throughout this handbook concerning enrolment, assessment and misconduct matters. Students can appeal against disciplinary action or academic decisions and should consult with Assessors or instructors for more information.

STUDENT CODE OF CONDUCT

SCHOOL RULES

Professional conduct is the only level of conduct we expect from our students. Professionals do not arrive late; they treat clients, instructors and fellow students with courtesy and awareness. They take the time to follow the rules of good grooming and proper hygiene. The following rules reflect the level of conduct you will be expected to maintain throughout your career. The best way to begin that career is to act like the professional hairdresser you want to be.

- Normal school hours are Mon-Thur: 9.00am - 5.00pm and Fridays 8.30am - 5.00pm, public holidays excluded. Theory classes run from 9.00am - 4.30pm. Students should arrive by 8.50am each day to be able to begin tuition at 9.00am and 8.20am for 8.30am on Fridays.
- Lunch break is 30 minutes in duration and is to be taken at a time designated by the instructor on the floor or the Salon Receptionist/Floor Manager.
- Students should not leave the school during school hours without the permission of Salon Receptionist/Floor Manager, teacher or Principal.
- Students must record only their own attendance records on the school's computer. Logging on or off for someone else is unacceptable.
- Students must telephone school reception between 8.00am and 9.00am if they are unable to attend classes or will be late.
- All programs are continuous and no allowance can be made for absenteeism or lateness.
- Applications for holidays must be approved by the Principal before you purchase tickets or take leave.
- Students should be well groomed and neatly attired at all times. Clean black and/or white clothing and comfortable closed-in shoes should be worn. Soiled and stained clothing is not acceptable. No inappropriate attire will be accepted such as singlets, short skirts or shorts, ripped clothing, low cut tops or midriffs, offensive wording etc. (A BSH T-shirt can be purchased at a very reasonable price from admin).
- Students must wear their name badge during school hours.
- Students are responsible for their own tool kit. Students must not borrow equipment, texts or hair goods from others.
- Each student must clean up his or her workstation including the floor area, after each service. Hair must be swept up immediately after each cut is completed.
- We expect everyone to be courteous and happy in the salon. Under no circumstances will bad manners, bad temper or criticism be tolerated.
- English must be used at all times when with clients unless an instructor or the Salon Receptionist/Floor Manager has granted special permission.
- Students must follow all work instructions given by the Floor Manager, instructors or school management.
- Students must not refuse clients assigned to them by the Salon Receptionist/Floor Manager.
- While a student is working with a client, no other student may visit him or her and students may not help each other without the permission of an instructor.
- An instructor must check all work done by students and are happy to help you with consultation, guidance, sales and advice.
- Students must pay in advance for any school supplies for personal use such as tints, bleaches, rinses etc.
- Students on dispensary duty are responsible for checking out and documenting receipt of all supplies and equipment.
- Students on the duty list will perform the duties listed at the prescribed times.
- Students under 18 must provide a consent form signed by their parent or guardian for all off campus activities, holidays and absenteeism.

- The lunchroom must be kept clean and tidy at all times.
- Mobile phones and music players must be turned off during school hours.
- No personal calls are to be made on the business telephone except in an emergency.
- Eating, drinking, smoking, using illicit drugs, consuming alcohol and chewing gum are not permitted in the school.
- Copying, cheating, plagiarism or passing off other student's work as your own is unacceptable. Theft of any school property or from other students will not be tolerated.
- Sexual harassment violence and discrimination on the basis of age, race, gender or sexual preference are unacceptable.
- Visitors are permitted only in the reception area.
- All units must be completed and students must have reached competency in each unit within 20 days of the completion date of the course. If further training is required after that date extra fees will apply.
- Workplace Health & Safety rules apply throughout all areas of the school.

If you feel that you are unable to comply with any of these school rules please make an appointment to discuss your concerns with our General Manager.

DISCIPLINARY PROCEDURE

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Logging on or off attendance, on the computer for other students

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

DRUGS, ALCOHOL AND ARTICLES CONSIDERED DANGEROUS

Student rules prohibit the use of illegal drugs, the consumption of alcohol and the possession of prohibited or dangerous articles on campus grounds.

The student rules also make provision for all students to have equal access to learning opportunities and prohibit behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of the classroom operations.

For these reasons the use of **mobile phones** and pagers is **not permitted** at all in the classroom or on the skill centre/salon floor.

STUDENTS PERSONAL RESPONSIBILITIES

As a student in hairdressing training, you will have particular responsibilities which will ensure smooth running of your day-to-day training.

MOBILE PHONES

Unless permission has been granted, mobile phones are to be turned off for the duration of the day. Phones are not permitted on salon floor or theory rooms. Brisbane School of Hairdressing policies also prohibit students from sending, or displaying messages or images (email, text, or otherwise) on personal mobile devices if those messages or images could be considered harassing, offensive, pornographic, or disruptive to other students or staff. Offensive content may include anything sexual in nature, as well as anything that might offend someone on the basis of his/her race, gender, age, sexual orientation, religious or political beliefs or disability.

SOCIAL MEDIA

Students are reminded that only positive notes about the college and fellow students are displayed on social media sites when making reference to BSH. Under no circumstances should offensive or derogatory comments be made about BSH staff, students or clients on the internet. This may amount to cyber-bullying and could be deemed a disciplinary offence. Circumstances where online use of social media may result in disciplinary action include:

- Use of sites to bully, harass, discriminate or vilify work colleagues and customers;
- Use of the sites as a forum to publicise workplace disputes or grievances;
- Posting of defamatory content on such sites;
- Disclosure of confidential information or intellectual property on the sites; or
- Serious or repeated breaches of this policy.

Students who engage in breaches of this policy, even outside college, can face disciplinary action which may include suspension.

WORKING ENVIRONMENT

Please ensure that you leave all areas clean and tidy when you complete your work. Look after all the hairdressing equipment by treating it with respect, cleaning it after use and reporting any maintenance problems to a member of staff.

STUDENT MISCONDUCT

BSH reserves the right to suspend or expel a student for serious misconduct.

In an instance of misconduct BSH will refer to either the academic or non-academic misconduct policy.

This policy applies to all students of the Brisbane School of Hairdressing including the Gold Coast campus and includes conduct occurring whilst representing the college at any events or activities conducted under the name of the college such as vocational placement, hair shows, charity functions etc.

When students allegedly behave in a manner regarded as being contrary to the principles and ethos of the college, the matter will be dealt with as either Academic Misconduct, or Non-Academic Misconduct.

An allegation of non-academic misconduct may be brought against any student of the college. An allegation may be made by staff, students or an external person with an association to the college. An allegation of non-academic misconduct may be dealt with as follows:

1. Temporary removal situations; or
2. Suspension; or
3. Instant Dismissal

A full copy of this policy is available on request.

GENERAL COURSE INFORMATION

INDEMNITY FORMS

All students and clients are required to complete an indemnity form before a service begins. Make sure you ask your instructor to fully inform you on this important procedure.

We rely on a good bank of models for practicing all the skills. You can help to maintain the supply of models for continuous use by always approaching the clients in a warm and friendly manner. Throughout the service, use polite and courteous behaviour and try to make the client's visit a pleasant and relaxing experience, so that they will want to return to our salon again. If you have a difficult client, advise your instructor of the situation immediately.

WORK PLACE HEALTH & SAFETY/SECURITY

WPHS

The safety of staff, students and clients is of primary importance in all activities carried out by our organisation. The Brisbane School of Hairdressing observes all workplace health and safety legislation and copies of the relevant Act are available to staff and clients. Trainers must incorporate WPH&S considerations when planning and delivering training, and students will be advised of the WPH&S requirements of their programs. Safe Work Instructions are placed throughout the premises and are taught throughout lessons.

Employees and students must always work to comply with Work Place Health and Safety Guidelines and report all hazards and incidents.

FIRST AID

There are trained First Aid Officers and a First Aid Kit on each campus. Students requiring first aid should advise their instructor so that they can be directed to the most appropriate First Aid Officer. Transport to the nearest medical facility will be arranged, if necessary.

DISPENSARY

Only allocated students are allowed in Dispensary. It is that student's responsibility to check out and document receipt of all supplies and equipment. No bags are allowed in Dispensary.

TROLLEYS / LOCKERS

On day of orientation you will be allocated a Trolley or Locker with one (1) key that you will sign a register for. Should you forget your key reception will have a spare key available and you will be required to sign a key register to obtain it for the day. The borrowed key must be returned by 5:00pm on the same day. You will be responsible for any keys allocated to you, should you lose any key you will be charged \$10.00 for each replacement. On completion of course, your locker or trolley will need to be emptied, **cleaned**, administration notified and your key handed back to reception.

LOST PROPERTY

The school does not take responsibility for personal property. Students are advised to keep personal belongings with them at all times or use the trolleys/lockers that are made available at each campus. Check with the Administration Office.

If you lose property or find an item, contact the relevant campus Administration Office as it will hold any unclaimed property. If a personal item or school property is lost, stolen or damaged, report this to your teacher or campus Administration Office.

CAMPUS SECURITY

Teaching staff at both campuses will conduct periodic random bag checks to maintain a level of security for students.

The schools' telephone system is for official business only and private calls must be made through public pay phones located outside the schools. Should a very urgent situation require an immediate response, administration staff will make every effort to contact you but the school can accept no responsibility if contact is not established. At no time will a student's address and telephone details be released to another student without prior written permission. **Please note further to this no mobile phones will be allowed to be switched on in classrooms or on the salon floor during school hours. If the matter is urgent please refer your request to your instructor for that day.**

ACCESS TO THE PRODUCTS YOU REQUIRE

Sufficient stock for practical salon sessions will be provided for use from the store room. Only your instructor will have access to the store room. Therefore, if you need an item that is not available, an instructor will collect it for you when needed for clients' hair only.

SCISSOR CARE AND MAINTENANCE

Ensure that scissors are the correct weight and balance and that they are comfortable to hold. Have them sharpened professionally by a grinder to prevent them being ruined. Resharpener edges frequently before they need sharpening. Keep the scissors lubricated for easy movement.

To achieve long and satisfactory service, here are a few simple instructions for scissor care:

1. Clean the hair particles from the pivot area *every day*.
2. Once a week, or whenever necessary, place a drop of light machine oil on the pivot area to lubricate the hinge.
3. Place a drop of oil on a soft cloth and run it down the inside of each blade to give the blades slip, thereby minimising friction and giving longer wear.
4. Keep the scissors dry in storage and place them in the wallet provided at the end of each day; it is designed to protect your scissors.
5. Beware of using scissors with plastic finger rings when you have a perm solution on your hands. Clean these rings regularly.

HEADBLOCK CARE AND MAINTENANCE

1. Place headblock on clamp and brush to detangle. Start at the nape area, using a Denman or vent brush. An instant conditioner will ease detangling.
2. Prepare shampoo, conditioner, towels and large basin comb.
3. Take headblock to basin. Headblock must be upright at all times.
NEVER TURN HEADBLOCK UPSIDE DOWN!
4. Apply shampoo once. **No rubbing action.** Rinse in a direction away from the face. Apply conditioner, **no rubbing action.** Comb conditioner through. Rinse in a direction away from the face.
5. Towel dry. Blotting only. **No rubbing.**
6. Comb hair, wrap headblock in towel. Return to clamp
7. Products are not required for use on mannequins, eg. mousse, hairspray etc are used on clients.

NOTE: Choose appropriate length for the task.

SAFETY AND EVACUATION PROCEDURES

Fire or other emergencies happen without warning. Evacuation procedures are essential in any public building or workplace.

The Workplace Health and Safety Committee will arrange mock alarms from time to time so that we all become familiar with:

- * Sound of the alarms
- * The exits
- * All possible reactions to situations which could arise.

Activity 1.

- Using your floor plan, walk around the area and locate the fire exits in your salon area.
- Mark them on the floor plan.
- Locate the fire extinguishers and clearly mark them on the floor plan.
- Read the instructions and explain the procedure clearly to another person (to check your own understanding).
- With a partner, locate the fire exits.

Activity 2.

You may be working on a client when an alarm sounds. Remember, you could be in the middle of a shampoo, colour or perm. This will place added responsibility on you. Think about how you would help your client to remain calm and to move as quickly as possible to the exit. Discuss this with another student.

EMERGENCY EVACUATION PROCEDURES

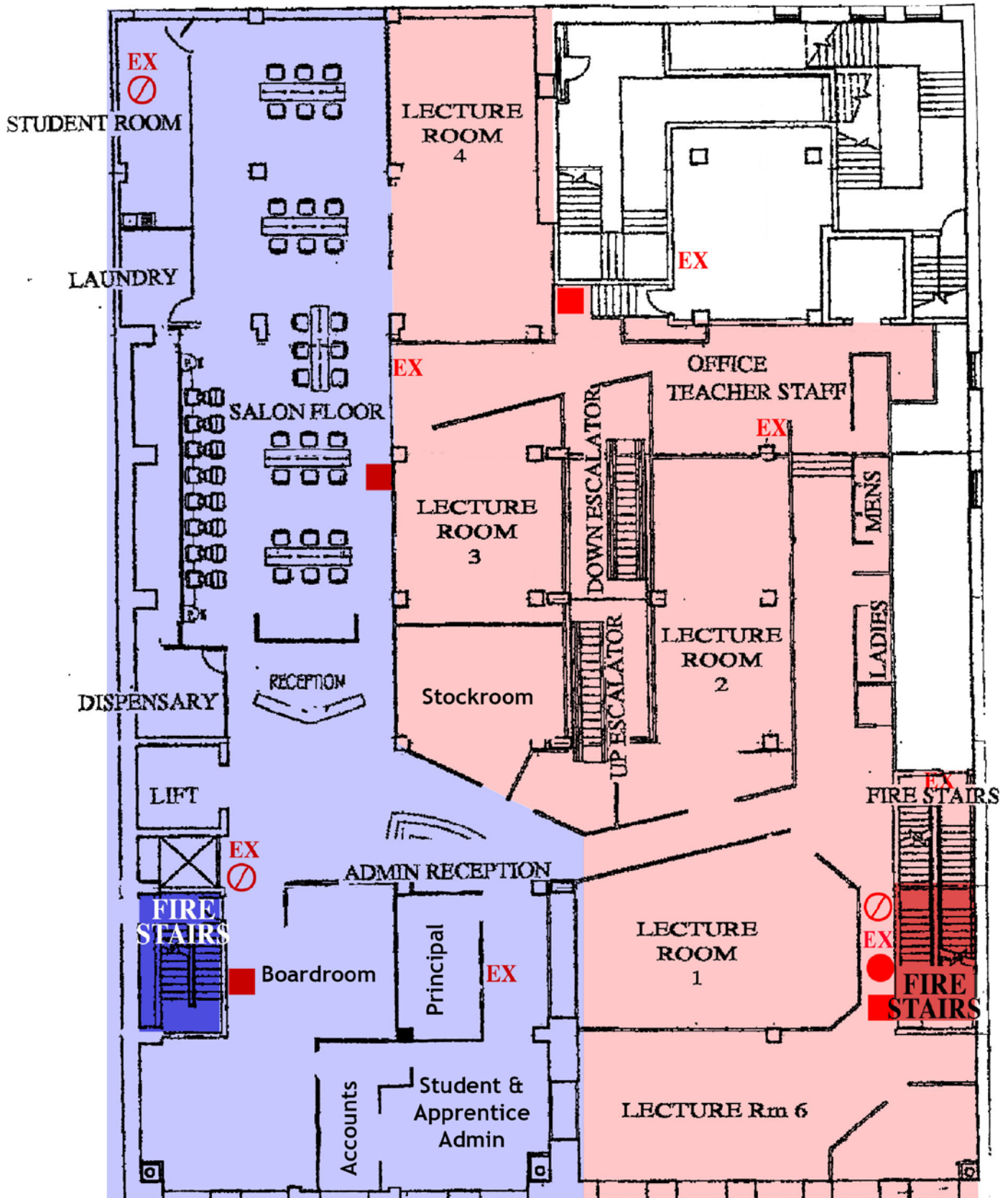
Make yourself familiar with evacuation plans for the college. Follow the instructions of the Yellow Hat Floor Warden.

BRISBANE SCHOOL OF HAIRDRESSING FIRE EVACUATION PROCEDURES

ALL PEOPLE IN PINK ZONE
ARE TO LEAVE BY RED FIRE EXIT

ALL PEOPLE IN THE BLUE ZONE
ARE TO LEAVE BY THE BLUE FIRE EXIT

- EMERGENCY BREAK GLASS
- CONTROL TO CHIEF WARDEN
- ⊘ WATER REEL
- EX EXTINGUISHER DRY



Safety measures to be put into effect prior to Evacuation

Close all windows and doors. Close down all machinery. Turn off power, gas, water, etc. (In real emergency, it may not be possible to perform all or some of these functions).

Safety measures to be followed during evacuations

1. Under no circumstances should you try to retrieve personal belongings except your money wallet (only in practice drills).
2. Move through emergency exits no more than TWO ABREAST. Do **NOT** use elevators or escalators.
3. Keep to the wall in exits to facilitate access by Emergency Personnel.
4. If in a lift at the time of the alarm, leave it at the next floor and join the evacuation. A power or mechanical failure could jam the lift.
5. Coats should be worn and not carried. This will prevent a further hazard by articles being dropped on the stairs.
6. If an accident occurs and someone is attending to the situation, do **NOT** stop - keep moving.
7. Assistance should be given to elderly and/or handicapped during evacuation.
8. Any attempt by a person to re-enter a building shall be prohibited.
9. Personnel must go to their allocation assembly areas so that a roll call by the instructor or senior officer can be made.

Gold Coast assembly area -Assembly Area 4 (Footpath in Southport Mall).

Brisbane assembly area – Queen Street Mall outside Westpac Bank – exit via stairwells to Adelaide Street and turn left into George Street.

All Instructions Issued By Safety Officers Must Be Adhered To At All Times.

Survival Tips:

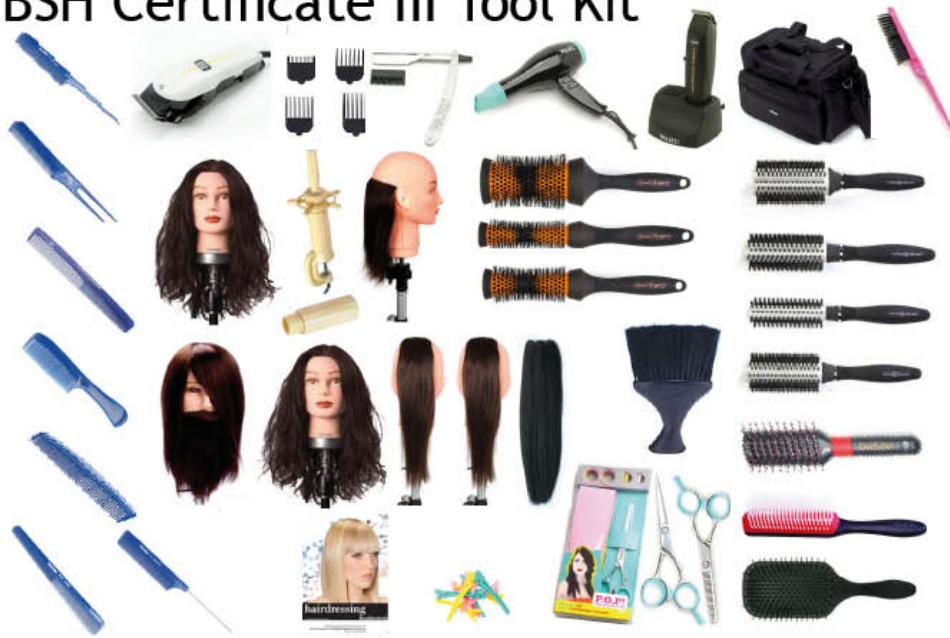
1. Move smartly - DON'T RUN
2. DON'T take refuge in toilets, store rooms or rest rooms.
3. If your clothes catch fire, DO NOT RUN - ROLL YOURSELF IN A RUG OR BAG OR SIMILAR ARTICLE TO SMOTHER FLAMES.
4. Feel a closed door to see if it is hot before opening it. If it is hot, DON'T OPEN.
5. If COOL, shield yourself before slightly opening it in case of fire on the other side. Test by bracing yourself with your feet against the door, open it slightly with one hand while with the other held higher than your head, test for heat in the break between the door. If there is any heat, close the door and seek other means of escape.
6. If you have to escape through a smoke-filled area, simply go down on your hands and knees and crawl.

COURSE RESOURCES

HAIRDRESSING KITS

You are required to bring your kit to class with you every day or each week, as the school does not supply them and are unavailable for loan.

BSH Certificate III Tool Kit



*products may vary slightly and brands may change. Tools and equipment are not to scale.

BSH Tool Kit		PLUS Pivot Point Text Pack 1	
Mannequin pieces <ul style="list-style-type: none"> Ivory clamp Height extension for clamp 2 x female rectangle vertical Male nape Hair Weft 40x40cm Black Male mannequin 2 x female mannequin 		<ul style="list-style-type: none"> A Designers's Approach to Hair Design A Designers's Approach to Sculpture A Designers's Approach to Long Hair A Designers's Approach to Colour A Designers's Approach to Texture 	
Accessories <ul style="list-style-type: none"> WAHL stylist bag WAHL razor with guard POP clips - 12 pack A Designers Approach to Hairdressing Fundamentals Textbook 		PLUS Extras Plus Pack 2 <ul style="list-style-type: none"> GHD BSH T-shirt \$100 BSH Beauty Voucher Long hair mannequin Extra clips Tool pouch Apron 	
Scissors <ul style="list-style-type: none"> POP scissor 5.0" (or lefty version) POP thinner (or lefty version) 		Electrical <ul style="list-style-type: none"> Super taper clipper WAHL #1, #2, #3 & #4 plastic attachment WAHL 8900 cordless trimmer WAHL 5000 POP Hairdryer 	
Brushes <ul style="list-style-type: none"> Denman D3 brush Denman D83 paddle brush Denman neck brush Hot curl thermoceramic 16mm Hot curl thermoceramic 30mm Hot curl thermoceramic 38mm Cushion brush Dress out upstyles brush Denman head hugger 25mm Denman head hugger 33mm Denman head hugger 43mm Denman round bristle 18mm Cutting comb Plastic tail comb Large basin comb Master waver comb Barbers comb Teasing comb S/S tail comb Vent brush 			

You must supply the following

Stationery	Coloured pencils
	Lead pencils
	Red, blue, black pens
	Eraser
	Ruler
	Sharpener
	Liquid paper
	Paper scissors
	Note book
	Folder to hold handouts

You will be provided with certain hair goods for the Haircutting, Chemical Reformation and Colour unit. **It is your responsibility to replace them if lost or cut too short to properly complete the required activities**

The care of your personal belongings and professional equipment will be your responsibility. We suggest you cover all books and clearly label them with your name. All equipment will need to be marked for clear identification.

FEES CHARGES, REFUNDS AND RE-ASSESSMENTS

- Students are required to contribute to the cost of course delivery through the payment of Tuition Fees.
- A breakdown of these fees can be referred to in the Course Information Kit
- The Refund Policy is also outlined in the application forms and contracts for new students.
- To be eligible to receive Certificates, all fees are to be paid in full, practical and theory components must be completed and 90% of total course hours must also have been completed.

Time to Pay Fees (instalment plans)

Students may select payment options which allow them to pay fees by instalments at an agreed rate. It should be noted that students taking up payment by instalments over an agreed period of time and who default in their payments will

- have their results withheld
- be refused further enrolment
- be suspended till payments are up to date
- and may be subject to legal action to recover the fees owing.

A 5% administration fee applies to any instalment paid more than 7 days after the due date.

REFUND POLICY

STUDENT DEFAULT

ALL STUDENTS

1. The AUD\$1000 Application Fee is not refundable under any circumstances.
2. Any pre-paid tuition fees are held in trust until the commencement of the course.
3. This agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's Consumer Protection laws.

CANCELLATION BEFORE COURSE COMMENCEMENT

1. If a student withdraws/cancels from a course prior to the scheduled commencement date, tuition fees prepaid will be refunded (not including \$1000 application fee).

CANCELLATION/WITHDRAWAL AFTER COURSE COMMENCEMENT

1. If a student withdraws from a course after the scheduled commencement date, then the student is obligated to pay the full balance of fees and no refunds are possible. All fees must be paid for the entire course package even if you choose to withdraw, or if you are asked to leave the college for non-compliance of school rules, or if your visa is cancelled.
2. If the school cancels a course, all fees will be refunded (incl. application fee) or transferred to a future course.

PROVIDER DEFAULT

In the unlikely event that the college is unable to deliver the course in full, the college will notify the Secretary (or delegate) and Tuition Protection Service (TPS) General Manager within 3 business days of the default and will have a period of 14 days to satisfy its tuition protection obligations in relation to an affected student.

The student will be offered a place in a suitable alternative course at another college at no extra cost or will be provided with a refund of all unexpended prepaid tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.

The student has the right to choose whether to receive a refund of the course fees, or accept a place in another course at another college.

The college defaults when:

- it fails to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.

If the college is unable to provide a refund or placement in an alternative course, or if it appears to the TPS General Manager that the college is unlikely to satisfy those obligations, the student will have access to an online placement facility. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS General Manager.

REQUESTS FOR REFUNDS

1. Applications for refunds must be made on an "Application for Refund Form" and submitted as soon as practicable.
2. If a student is under 18 years of age a guardian must co-sign the Application for Refund form.
3. The school will consider extenuating circumstances and reserves the right to decide if it will pay a refund. Please contact our General Manager in writing.
4. Refunds are only paid in Australian Dollars and will take up to 21 days to process from the date we receive the completed Application for Refund.
5. If a student's fees remain outstanding no certificates or statements will be issued.

COURSE DEFERMENT

Students physically unable to continue their studies due to exceptional circumstances may complete a "Course Deferment Form" and an interview with the principal. A deferment is valid for up to 3 months from the date it is granted. Fees due during deferment must continue to be paid.

SPECIAL CLAUSES FOR INTERNATIONAL STUDENTS ONLY

1. If, for reasons beyond the student's control, a Student Visa is not issued a full refund of all money paid will be made upon the school's receipt of confirmation from the visa-issuing authority.
2. If your visa is cancelled because of poor attendance, poor academic progress or for some other reason, all tuition fees become due and payable immediately. No refund will be made. The School is obliged to inform the Department of Immigration and Border Protection (DIBP) of any student who cancels their enrolment or commencement date.
3. The school will not refund any commissions already paid to your Agent (if applicable).
4. Compulsory Overseas Student Health Cover will be refunded if applicable. If your course has commenced or if we have already paid the health cover provider on your behalf, you will need to apply directly to them for a refund of OSHC fees.
5. The ESOS Act limits the circumstances in which a student can transfer to a different provider prior to completing 6 months of the Principal Course which is the final course in the package of courses used to get your student visa to come to Australia.
6. The provisions of the ESOS Act 2000 and the ESOS Regulations 2007 cover provider default.

Additional Student Information - Apprenticeship Pathway

APPRENTICE CLASS RULES

FULL TIME AND BLOCK APPRENTICE ATTENDANCE

If you are a full time apprentice then **WEEKLY** classes are to be attended to be effective in the apprenticeship. For rural apprentices block training is also an option to assist you to complete your studies. Please contact your apprentice coordinator to make arrangements which will suit your needs.

PART TIME AND SCHOOL BASED APPRENTICE ATTENDANCE

If you are a part-time or school-based apprentice then **FORTNIGHTLY** classes are the preferred attendance style. This can be negotiated by your employer with our school.

APPRENTICE HOURS

College hours are **9am prompt start to 4.30pm.**

Any changes to these times **must** be advised to the school **in writing** from your employer. **If you are unable to attend school you must call before 8.45am** on your allocated day. If you are unable to attend on your chosen day **DO NOT** come in on another day without first calling Jan Martin on 3229 2999 to arrange a spare place.

TEXT BOOK

A Salon Fundamentals and Study Guide is available and recommended for your training. You can purchase this set from us at \$230.00.

PAYMENT FOR TUITION AND SERVICES

Each unit of work is to be paid for before commencing the unit.

****CURRENT HEALTH CARE CARDS** are essential to receive the concession rate for payment of hairdressing units. Go to Centrelink immediately with 8 payslips to start the process, since it takes a few weeks.

RESPECT FOR BREAK TIMES

Lunch break is for ½ hour, Morning Break ¼ hour
Afternoon breaks. ¼ hour, when suitable to the teacher.

NO FOOD OR DRINK

Please wait until your designated break time.

DRESS CODE

Closed-in shoes are essential for workplace health regulations, and black and white attire is preferable to wear. You will be asked to change if you are in open toed sandals or thongs.

MOBILE PHONES

No mobile phone calls to or from your mobile will be allowed while in class or on the salon floor. Mobiles at school are for emergencies only or break times.

MP3 PLAYERS AND IPODS

No personal music players will be allowed while in class or on the salon floor.

COMPULSORY STATIONERY REQUIRED

Please bring a pen, glue stick, coloured pencils and an A4 folder for your notes, since we do not supply stationery.

****NOTE: THIS IS IMPORTANT TO HAVE BEFORE YOU COMMENCE.**

APPRENTICE STUDENT CONTRIBUTION FEES

Apprentice student fees payable towards apprenticeship training for

Certificate II in Hairdressing SIH20111* and
Certificate III in Hairdressing SIH30111 –

As part of apprentice training, a fee is charged as contribution towards the participant's cost of tuition. This fee is determined annually by DETE and the current price list is issued to the apprentice on enrolment.

*Please Note - SIH20111 is funded 100% by DETE **only** when the apprentice is **school-based**. If the apprentice is not school-based, the contribution is 50% towards training, plus the student contribution fee.

Partial exemption of Tuition fees will be allowed when;

- The apprentice was or will be under 17 at the end of February in the year in which the RTO provides training, and the student has not completed year 12.
- The apprentice holds a current health care card or pensioner concession card, issued under commonwealth law; or is the partner or a dependant of a person who holds a health care card or pensioner concession card. The apprentice must be named on the card or provides an official form under commonwealth law confirming that the apprentice is entitled to concessions under a health care card or pensioner concession card.
- The apprentice is an Aboriginal or Torres Strait Islander person. Acceptable evidence of this is identified on the national Apprenticeship Contract of the apprentice.

Refund Policy – When an apprentice does not commence a Unit of Competency students will be reimbursed for fees paid in relation to that unit, and if the unit has been commenced partial refunds are applicable.

Refusal to provide services - The RTO can refuse to provide services when an apprentice does not pay their Student Contribution fee, despite being advised of the RTO fees policy prior to enrolment.

STUDENT INDUCTION AND ORIENTATION RETURN SLIP

This is verification that I, _____
enrolled in, _____,
have received the Brisbane/Gold Coast School of Hairdressing Student Handbook.

I understand it is my responsibility to familiarise myself with its contents and abide by the Brisbane/Gold Coast Schools Student Rules outlined in it. I have completed a Brisbane/Gold Coast School Safety Induction and have been made aware of my responsibility with regard to the Sexual Harassment and Anti-discrimination Act 1991. I authorise the Brisbane School of Hairdressing to use images of me and my work in marketing the school if required. I understand this form will be collected and filed once it is signed and dated.

STUDENT SIGNATURE _____

DATE _____

GUARDIAN SIGNATURE _____
(IF UNDER 18 YEARS)

DATE _____

INSTRUCTOR SIGNATURE _____

DATE _____