



Professional
Beauty
College of
Australia

PRODUCT, POLICY AND PROCEDURES GUIDE

Incorporating Student Handbook
And (Student) Professional Code of Conduct

The mission of Professional Beauty College of Australia is to be a leader of beauty education focusing on the success and satisfaction of students throughout their training and careers.

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QUALIFICATIONS

WRB04

NATIONAL BEAUTY TRAINING PACKAGE (Reviewed July 2005)

WRB50105	DIPLOMA OF BEAUTY THERAPY
WRB40105	CERTIFICATE IV IN BEAUTY THERAPY
WRB30104	CERTIFICATE III IN BEAUTY SERVICES
WRB20104	CERTIFICATE II IN NAIL TECHNOLOGY
WRB30104	CERTIFICATE III IN NAIL TECHNOLOGY
WRB20204	CERTIFICATE II IN MAKEUP SERVICES
WRB20304	CERTIFICATE II IN RETAIL COSMETIC SERVICES

The Professional Beauty College of Australia (PBCA) is committed to the highest standards in the provision of vocational education and training and other student services. The following guide describes the minimum standards of our operation. These policies and procedures underpin the operations of this organisation. We understand that our registration as a Registered Training Organisation (RTO) requires this organisation to honour the Australian Quality Training Framework (AQTF) Essential Standards of Registration which assures nationally consistent, high quality training and assessment services for our students.

BACKGROUND

The previous RTO, Tamblyn Academy 2000 began as a Joint Venture business arrangement between two Registered Training Organisations – Tamblyn Academy of Advanced Make-up, owned by Lewin Tamblyn, and Academy 2000, originally purchased in 1999, and owned by Denise Dean. Both businesses had been in operation independently for a total of some 14 years prior to the formation of the Professional Beauty College of Australia in 2000.

PBCA is committed to the maintenance of the highest standards of performance and training of its courses, including their development, delivery and assessment. The management team of the college also has a clear appreciation of the educational interests and professional welfare of its students, knowing that this is to be given top priority at all times.

PURPOSE

PBCA provides the cosmetics, television, film, photographic, theatrical, beauty and nail service industries with professionals who are trained to the highest qualification standards as recognised by the Australian Quality Training Framework.

To fulfil this responsibility, the college regularly reviews and updates its policies and guidelines as well as reviewing courses and curriculum resources to ensure their relevancy and pertinence. A self-assessment internal audit is conducted annually to monitor registration and compliance. These processes are conducted by the Principal and an external consultant.

The college offers fully comprehensive beauty therapy, makeup, cosmetics and nail technician training in Brisbane. Training staff are experienced and suitably qualified personnel who train students to the level of competence and confidence required to enter the beauty industry.

IDENTITY

As a Registered Training Organisation, PBCA issues graduates with Australian Qualifications Framework (AQF) endorsed qualifications.

College graduates are in high demand and are filling positions in theatre, film, television, department stores, pharmacies, day spas, wellness centres and beauty salons as well as being much sought after for freelance work.

In addition, PBCA offers skills development programs and workshops where applicable and appropriate, directed at new or emerging skills needed to be employed in the industry or those re-entering the industry including:

- ◆ Airbrushing technology and techniques (makeup and nail art areas)
- ◆ Advanced Make-up and Introduction to special effects techniques

- ◆ Hairstyling workshops
- ◆ Advanced nail technician workshops in speed building and problem solving
- ◆ Workplace Health and Hygiene updates for Cosmetics staff
- ◆ Personal Development and Image Makeover workshops for mature aged people, especially those re-entering the workforce or changing careers.
- ◆ Beauty skills which are 'fashionable' at the time, eg. Brazilian waxing and eyelash extensions.

BENEFITS OF NATIONALLY RECOGNISED TRAINING

The Nationally Recognised Training system provides benefits to both employers and employees.

Employees benefit from:

- ◆ Gaining skills needed by industry
- ◆ A Nationally Recognised Training qualification that equates to high credibility within the industry, in Australia and overseas.
- ◆ Improves graduate self-esteem through national recognition of their skills and achievements
- ◆ A professional approach to their work
- ◆ Seeing and benefiting from the links between national qualifications and industry requirements
- ◆ A fair, valid, reliable and flexible competency based assessment system.

Employers benefit from:

- ◆ Being able to promote their services on the basis of national qualifications
- ◆ Adapting national skill standards to enhance their 'competitive edge'
- ◆ Increasing staff efficiency
- ◆ Simpler identification of the skills held by potential new employees
- ◆ Retaining and 'growing' a more talented and loyal staff
- ◆ Creating a more positive workplace environment

OUR MISSION

The mission of PBCA is to be a leader of beauty education focusing on the success and satisfaction of students throughout their training and careers.

To achieve this mission, PBCA provides the following for our clients:

- ◆ Professional, quality assured, competency-based training programs with Nationally Recognised Training qualifications
- ◆ Industry specialist training in innovative technologies and techniques relevant to the industry, including introductory skills
- ◆ Regular guest speakers to speak with students on industry requirements, expectations and demands
- ◆ Self-employment strategies and placement assistance for all graduates plus those intending freelance graduates
- ◆ Unique work experience programs and exclusive arrangements with major retail department stores and other relevant areas of industry for students to experience first hand, the workplace and its environment.
- ◆ Since 2001, delivered Vocational Education and Training (V.E.T.) for secondary school students, and has a vast network of South East Queensland schools on its database.
- ◆ Job direction and assistance upon completion of studies

LOCATION OF PBCA

PBCA is located conveniently in inner-city professional offices on the 4th Floor, 99 Creek Street, Brisbane. This location is just one block from Central Station and on the main busway of Adelaide Street. There is also an adequate supply of public car parks in the immediate vicinity.

WHAT STUDENTS CAN EXPECT FROM PBCA

PBCA provides training in the skills and underpinning knowledge of the makeup, beauty and nail technology industries. Throughout their training, students learn using professional products and resources. In the case of Makeup Artistry and Nail Technology training, students are provided with their own professional kits as part of their course fees which ensures a high standard of training in a professional manner, expected in the workplace.

PBCA reflects the most up to date aspects of the industry for the full range of specialised requirements to produce nationally recognised training qualifications to meet the demands of industry. PBCA achieves these results by providing:

- ◆ Highly experienced, qualified, skilled and committed training staff
- ◆ A commitment to highest professional standards and ethical practices
- ◆ Up to date, practical learning facilities and resources
- ◆ A Student Handbook outlining a Professional Code of Conduct based on mature and responsible behaviour
- ◆ Encouragement to students to develop and use their full potential
- ◆ A practical environment which is conducive to learning
- ◆ Supportive training in the business applications of freelance operations

Unless stated in pre-course information, all required equipment and learning materials are included in the standard scale of fees.

Students training in the college's make-up artistry qualification are encouraged to commence a photographic portfolio of their work which is then used to enhance employment prospects. The college facilitates this by providing a photographic shoot with a professional photographer who then provides professional quality full colour photographs to proof photo level which the students access at an extra cost.

STUDENT RESPONSIBILITIES

Make-up Artistry, Nail Technology and Beauty Therapy are highly responsible professions where individuals are required to work by themselves and at times, without supervision. To this end, each student is required to read their Student Handbook and accept the conditions therein, plus be aware of the location in each classroom, of the Product, Policy and Procedures Guide for reference to College policies. If required, clarification from Administration may be required where they have a doubt about any issues. Acceptance must be acknowledged by signature of the student or if the student is aged less than 18 years, the signature of a parent or guardian.

Knowledge of expectations placed on students is followed up with a requirement for students to participate fully in group activities, assessments and to keep up to date with research assignments which are done in own time.

STUDENT INFORMATION

PBCA provides accurate, relevant and up to date information to students prior to commencement of their training. This information includes, but is not limited to:

- ◆ Student Handbook detailing issues for students, expectations, etc.
- ◆ Client/student selection criteria, enrolment policy and procedure

- ◆ Course information and career pathways
- ◆ Structure of fees and charges including refund policy
- ◆ Provision of language, literacy and numeracy assessment
- ◆ Client/student support services including employment policy and assistance
- ◆ Flexible learning and assessment procedures
- ◆ Access and Equity policy and procedure including staff responsibilities
- ◆ Welfare and guidance services
- ◆ Certificate issuance procedure
- ◆ Arrangements for Recognition of Prior Learning
- ◆ Complaints and appeals procedures
- ◆ Disciplinary procedures
- ◆ Facilities and equipment and more

PROFESSIONAL CODE OF CONDUCT

Students are required to adhere to a strict code of mature, professional conduct at all times and to demonstrate enthusiasm and willingness to participate and learn.

1. Participation: Students are expected to participate in all class discussions in an active fashion and to make their own notes to supplement those in resource books/handouts provided.

2. Classroom Behaviour: During classes, students are required to avoid: Personal conversations, speaking loudly, using unacceptable language.

Please refer to Disciplinary Procedure for more information.

3. Payment of Training Fees: Full payment of training fees prior to commencement date is preferred. However, if the student has made arrangements for a payment plan after paying the full course deposit, regular payments in advance due by the pre-arranged date, are compulsory or the student will be excluded from class. Payments are preferred at Reception before morning classes commence. A 5% late fee may be charged.

4. Late Fees on Assessments: Students are required to complete all classes and assignments on time to achieve competency within their designated qualification. Failure to complete assignments on time without a documented reason may result in the student being excluded from further tuition on the basis that they are not adequately prepared to undertake it, plus a late fee will be incurred. In this case, arrangements will be made with the student to attend future classes scheduled in the next available intake.

The student may incur further training fees. A student who hands assignments in after the appointed time can expect late fees to be charged. (Please see Competency Based Assessment Policy)

5. Professional Starter Kit: If a professional starter kit is included in the training fees, it will remain the property of the college until all training fees are paid. This means that the kit cannot be removed from the college premises until such time. When the kits are distributed, contents will be checked, and items which may be delayed in transit or on backorder from the supplier, will be noted.

6. Representing the College: Students need to be aware that as representatives of PBCA, they are required to maintain a professional demeanour during classes, at designated breaks and during external visits. Whilst on assignment on behalf of the college, students are required to

wear the college polo shirt. Prospective employers visit the college regularly and it is in the best interest of all students to ensure that they receive a lasting impression by visitors.

7. Punctuality: PBCA expects punctuality from students at all times and requires students to display mature and professional behaviour at all times.

8. Dress and Presentation: PBCA students need to be aware of the value of personal presentation if they wish to work in the beauty industry and to ensure that they meet the college dress code at all times. One college polo shirt is provided to enrolled students, and additional shirts are available to purchase. It is expected the college shirt is coordinated with other suitable clothing in the colour scheme of all black or black and white. Refer to college Dress Code in Student Handbook.

(a) Whilst every care is taken to minimise danger, PBCA cannot be responsible for damage to students' clothing or accessories. Workplace Health and Safety (WH&S) Regulations require students to wear 'safe and sensible' clothing that allows them to move freely and comfortably. This means that bare midriffs, strappy tops and short shorts or skirts are not acceptable at college or in the workplace.

(b) WH&S guidelines also require students to wear practical footwear that is fully enclosed and has a non-slip sole and heels of low to medium height. These regulations are for reasons of student safety and make no judgements on students' personal taste or fashion choices. Inappropriate dress will not be tolerated. Expected dress code regulations are visible in each classroom.

9. Personal Hygiene: The industry calls for very close contact between the professional and their client or customer. As a result, students are required to maintain strict and meticulous personal hygiene at all times.

10. Smoking: Smoking is strictly forbidden on the premises including makeup training studios, reception, offices, lift lobby, stairwells and toilet areas. Students wishing to smoke during breaks must do so outside the building in designated areas. Smokers must also take appropriate steps to freshen their breath before returning to class.

11. Students Use of College Facilities: Facilities at college including theory rooms, makeup training studios, beauty training areas, retail/beauty classroom, nail technology training room, kitchen area with microwave, refrigerator, and resource library provided for the use and amenity of students.

Students are required to maintain these facilities in a clean and tidy condition. This calls for regular but minimal maintenance with students and staff cooperating in simple cleaning procedures such as wiping benches, cleaning mirrors, eliminating rubbish and sweeping floors. (These duties are regular cleaning duties expected whilst working in the beauty industry)

(a) College telephones are not for student use except in the case of emergency. Students are also required to ensure that families and friends make incoming calls only in emergency situations.

12. Student Participation: Students are required to act as subjects/models for each other during practical sessions. If a student is unable to sit as a model for any reason, they must provide a substitute model. A student who is unable to act as a subject/model for any reason and fails to provide a substitute subject/model can expect to gain an incomplete grading in their assessment for that unit. It is important for students to know how products feel, and to understand and experience the sensations they create for their subjects (the college attempts to provide substitute models where possible).

13. Allergy Awareness: Students come into direct contact with a wide range of cosmetics and chemicals especially when acting as subjects/models. The products used will generally have been in common use in the industry for many years and are deemed safe by Government and industry.

During their training, students studying stage, film and television makeup may use professional products which are not “normal” fashion cosmetics. These products may include bald caps, prosthetic latex pieces, face and body paints used in Advanced Make-up training. Students studying nail technology use many chemical based products which require strict observation of Occupational Health and Safety Rules and Regulations during training. The use of protective gear ie. masks, glasses is explained to students and must be used during training. Failure to observe directions from the trainer may result in sickness or injury and is the responsibility of the student or model.

If a student is unable to sit as a subject/model for fellow students due to skin sensitivity or allergies, he or she must obtain a medical certificate from his or her doctor or dermatologist, verifying the condition.

In the situation of 12. above, students will be required to provide a substitute subject for all of the practical sessions in which they would have acted as a subject for another student.

COMPETENCY BASED ASSESSMENT POLICY

PBCA qualifications are delivered from the National Beauty Training Package and as such, follow a competency-based strategy with students being assessed progressively throughout the duration of the course. Assessment includes ongoing in-class assessment activities based on knowledge, practical skills, application, presentation and attendance. Students also undertake written tests and assignments, practical tests, projects and oral presentations, both individually and in groups. Appeals procedures are in place for students who are not satisfied with assessment or training.

To achieve competency in a unit, each assessment criteria must be achieved at a level considered competent at industry standard. An industry benchmark comparable with industry standards has been established and is being used for the assessment of underpinning skills and knowledge.

Therefore, in the case of practical, theory-based assessment and assignment work, students will be allowed more than one opportunity to achieve competency. Additional training will be available for students who are experiencing difficulty achieving competency.

However, after several attempts, if competency has not been achieved, it will be suggested that the student be required to participate in further class sessions subject to availability as required by the trainer and assessor. There may be additional costs for both tuition and additional assessment depending on the situation. The student's record of assessment will be notated and filed for future reference if additional time is required for both practice and classes. At this time, a statement of attendance will be offered, and upon achieving all competencies, the qualification will be issued.

If a student does not attend classes re-scheduled for them by the assessor, additional training and assessing fees will be incurred by the student if another time has to be arranged. It is the responsibility of the student to make further arrangements with the college in regard to their training.

Competency based training assessment key:

C = Competent

NYC = Not Yet Competent

Marks out of 100, points or percentages of assessments will not be issued due to competency based training. This means that only J or M will be issued for all assessments. This is a Department of Education and Training directive.

Responsibilities of the Trainer and Assessor

- Supervision of students
- Discuss and provide feedback on student performance
- Assess completed work fairly and without bias
- Where appropriate, demonstrate skills to the student
- Observe, support and encourage students at all times
- Act professionally at all times

Responsibilities of the Student

- Work through the training program using the time lines to complete learning
- Complete assignments/tests as directed on the criteria sheet, and staple this to the front of the work being handed in (DO NOT PRESENT ASSESSMENTS OR ASSIGNMENTS IN FOLDERS OR PLASTIC COVER SHEETS)
- When using reference books, list them in your assignment in a bibliography
- All theory assignments/tests must be either typed or neatly hand written and presented professionally (PRESENTATION IS IMPORTANT AND THIS IS CONSIDERED IN YOUR ASSESSMENT RESULT)
- Return completed assignments/learning guides/tests by due date otherwise penalties will be imposed as set out below.
- It is strongly recommended that students keep a photocopy of their original work because PBCA must file original assignments and tests for presenting at Department audits upon request.

IMPORTANT NOTE REGARDING LATE ASSIGNMENTS/LEARNING GUIDES/TESTS

- Failure to complete assessments on time without documented reason may result in the student being excluded from further tuition.
- Additional assessment fee (\$55 incl. GST) will be charged for handing in late assessments.

- Training fees must be paid in full to be eligible to sit for final tests.
- Failure to sit for final tests at the allocated time, will result in additional fees of \$50 per hour unless arranged prior with the Principal. It is the responsibility of the student to make further arrangements to reschedule assessments.

EMPLOYMENT AND PLACEMENT SERVICES (STUDENT SERVICE)

PBCA provides graduates with an offer to assist with employment opportunities through our vast network of industry contacts. On a day to day basis, the college is contacted by beauty businesses, photographic studios, production houses and individuals seeking graduated therapists and artists to employ and offer work experience. The college is agreeable to link our graduates with industry and provide a continuous source of work from bridal through to short films. Graduated makeup and cosmetics students are assisted with leads to cosmetic houses, department stores and pharmacies, and many are employed prior to finishing their training.

Nail technician and beauty graduates are also assisted through our network of beauty salons, day spas, wellness centres and nail bars. Many employers now rely on the college to provide them with suitable personnel from our graduated student database.

PBCA offers no guarantee of placement for any individual and this offer of assistance is not offered in the form of an inducement to enrol into courses. Placements are offered on the basis of equal treatment for all graduates without discrimination. The college maintains close contact with key players in the industry and assists graduates to present themselves and their skills in the most effective way possible.

Work Experience is offered to all graduates of training courses at PBCA where appropriate. Our work experience programs with beauty salons and spas are offered to our beauty students at the appropriate time during training, and employment outcomes have been increasing each year. We also have created direct links with department stores and pharmacies to supply suitable students for positions upon demand.

RECOGNITION OF PRIOR LEARNING POLICY OR CREDIT TRANSFER

INTRODUCTION

Recognition of Prior Learning (RPL) is the process by which an individual may gain advanced status or exemption from training where he or she can demonstrate the required competency before undertaking training. It is not important where, when or how the individual obtained the required skills, which could be based on work experience and/or life experience, previous training (credit transfer may apply) or other factors. The important issue is that demonstration of the required competencies entitles the individual to credits.

Students, who consider that they can satisfy the requirements of a training program or an individual unit of competence therein, may apply for exemption from the associated training plus reduction in fees. Recognition of Prior Learning may be based on previous training qualifications, practical experience or both. RPL or credit transfer can result in an exemption from components of a short course or credit towards a formal qualification.

PURPOSE

The purpose of RPL is to ensure that an individual's prior learning achieved through formal or informal training, work experience or other life experiences is appropriately recognised.

The objectives of RPL Policy are:

- ◆ To increase access to RPL by individuals

- ◆ To ensure that RPL is an integral component of assessment of an individual's eligibility for an award, qualification or statement of attainment.
- ◆ To encourage RTO's to implement RPL policies consistent with Element 1.5 (Essential Standards for Registered Training Organisations)
- ◆ To ensure that procedures for RPL incorporate a range of valid and reliable techniques designed for the accurate assessment of relevant competencies
- ◆ To promote non-traditional learning processes as valid pathways to competence and Nationally Recognised Training qualifications.

In reference to Element 1.5, the RPL process offered to all applicants on enrolment, is structured to minimise time and cost to the applicant, and provides adequate information for applicants to gather evidence to support their claim.

RPL PROCESS

RPL processes of PBCA align with Assessment Guidelines applicable to the National Beauty Training Package in that they are at all times valid, reliable, flexible and fair. They also:

- ◆ Cover the broad range of skills and knowledge required to demonstrate competence
- ◆ Integrate knowledge and skills within a practical application
- ◆ Involve judgements made on the basis of evidence gathered on a number of occasions and in a variety of contexts
- ◆ Are routinely monitored and reviewed to ensure consistency in the interpretation of evidence
- ◆ Cover both on and off job aspects of training where this is appropriate
- ◆ Provide for the recognition of competence wherever and however acquired
- ◆ Are accessible to individuals so that they can proceed readily from one competency standard to another
- ◆ Are equitable to all groups and individuals
- ◆ Are based on criteria that is clear to individuals seeking assessment
- ◆ Are clearly understood and agreed between assessor and assessee
- ◆ Include opportunities for individuals to challenge assessments and opportunities for reassessment
- ◆ Provide for feedback to the RPL applicant about the outcomes of the assessment process and guidance on future options.

Procedure for RPL:

- ◆ The student/client must arrange an interview with the Principal to discuss evidence required to meet the criteria for RPL process.
- ◆ The student should self-assess their competencies against the specifics/competencies of the full range of criteria in the unit and assemble all documentation relevant to their claim. Documentation should include any certified copies of qualifications, testimonials of support from employers or other evidence such as portfolios or resumes.
- ◆ The Principal, upon deeming the student acceptable for RPL, shall arrange an interview with relevant training staff to consider if the student can demonstrate competence based on evidence provided
- ◆ If all criteria are met by the client/student, the client/student must enrol; pay the deposit for the nominated course or part thereof as arranged with the Principal.
- ◆ Undergo assessment process equivalent to the unit assessment and/or interview if applicable. The assessment process can be theory based testing, assignment or practical based.
- ◆ Await RPL decision and provision of statement of results

- ◆ If successful, the Principal will advise in writing of the offer of RPL
- ◆ If unsuccessful, the student is entitled to appeal the process or attend the relevant classes to attain the qualification or Statement of Attainment.
- ◆ RPL applicants are entitled to have a 'friend' or mentor/s attend pre-interview stages with them.

COST OF RPL SERVICES

RPL fees start from \$200 per day. Each claim is treated on an individual basis and fees will vary. Due to the practical and individual nature of training and associated level of personal attention required during assessment, the fee for RPL is based on the daily cost of the course being undertaken. Where a need for additional training is identified, that training is charged at the standard rate. However, other arrangements are available subject to discussion.

COURSE INFORMATION

COURSE ENTRY REQUIREMENTS

There are no general entry requirements to participate in training for a beauty qualification from the National Beauty Training Package. The level of language, literacy and numeracy requires the ability to read and write simple sentences and the ability to learn to pronounce and spell new words relating to products and techniques in use in the industry.

It is the student's responsibility to judge the relevance of their literacy skills to the training course and to work in the industry. While PBCA has no specialist skills in literacy teaching, a simple test is available that demonstrates the nature and range of literacy demands a student and practitioner are likely to face.

At times, PBCA refers applicants to a conveniently located English Speaking School prior to course enrolment. Special arrangements can be made for foreign language speakers and these are available on application at the prospective student's cost.

Prospective students for professional courses are also interviewed to ascertain the seriousness of their motivations and realities of their aspirations in the beauty industry. The interview includes information and examples on the nature and requirements of freelance work and becoming an employee in the beauty industry, setting up your own business, and again, it is up to the student to judge how these requirements fit with their abilities and lifestyle choices. Nonetheless, if at interview a student demonstrates that they may have difficulty in coping with the requirements on any grounds, they will be advised of this situation.

ADMISSION POLICY

Students are advised of the relevance of a PBCA training program to their needs, abilities and employment aspirations. Students are provided with information outlining behavioural requirements, dress and grooming codes, study expectations and contents of professional kit if being supplied in training.

Prior to enrolment and commencement of training, students are able to access the organisation's Product, Policy and Procedures Guide which is made freely available. The organisation is committed to non-discrimination in any form when recruiting and selecting students.

SELECTION AND ENROLMENT OF CLIENTS/STUDENTS

The selection and enrolment of students is conducted in an ethical and responsible manner which is consistent with the requirements of the curriculum. Student selection decisions comply with equal opportunity legislation. Qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the qualification based on the applicant's proficiencies.

Procedure for prior enrolment and enrolment of clients/students:-

- ◆ Upon enquiry, relevant course information is forwarded to the applicant including the necessary pre-enrolment information regarding policies and procedures of the college.
- ◆ After seven days, enquirers are individually contacted to ensure that the information was received and easily understood. Further information is provided and an interview arranged with the Principal or Administrator if required.
- ◆ At interview, the Principal outlines policies and procedures as detailed in the college Product, Policy and Procedures Guide.
- ◆ Applicants are required to complete and submit an "Enrolment form" available in the college information pack.
- ◆ Applications are processed in order of receipt. A deposit as stated in the fee schedule must be included with the completed enrolment form, which includes a non-refundable administration and registration fee.
- ◆ A letter of confirmation, a copy of the client's enrolment form and receipt are forwarded immediately to the client/applicant when a confirmed place in a training course is offered.
- ◆ Upon commencement of training, the student's confidential details are entered on to the student database.

PRIVACY OF STUDENT INFORMATION POLICY

All applicant/student information and details are classified confidential and treated accordingly. All information provided to PBCA in the enrolment form is for the sole purpose of the college. Student information will not be disclosed to a third party unless consent is granted from the student or the student's parent or guardian.

PAYMENT PLANS

Payment plans are available for students, by individual arrangement with administration. Students entering into individual payment plans are required to adhere strictly to the requirements as per the arrangement and detailed in their confirmation letter. If for any reason, a student is unable to make a payment, they must immediately advise the college administration and make alternative arrangements, otherwise exclusion from training will result.

Whilst it is preferred that payment in full for training qualifications be received two weeks prior commencement of training, students should regard our offer of a Payment Plan as a privilege and not an expectation. Therefore prompt payments are expected on the due date. A 3% service fee is applied to the balance after deposit of all Payment Plans.

Failure to meet these requirements may result in the student being refused tuition unless the payments are brought up to date.

ATTENDANCE POLICY

College students are expected to attend all classes. Absence from class, for valid reasons eg. Illness, medical appointment, compassionate leave, must be notified to the college administration prior 9:30 am on the day of class.

Students must present a medical certificate after an absence of one day. This is strictly enforced during assessment periods. A written notification is required for all other reasons for college records. Attendance records for each intake are completed daily.

Where the student has been absent, 95% attendance at PBCA is expected to achieve the qualification undertaken. PBCA provides competency-based training, and due to the practical nature of the beauty industry, attendance is expected to achieve training competencies. These decisions regarding competency are strictly at the discretion of the Trainer who may also choose to assign additional study or practical work for those whose progress is slower.

Further training and administration fees may be incurred by the student if no valid reasons are provided for absences. Students may choose or be required to attend additional classes, pending availability, to make up any missed training, where this is an option. Such additional training may incur additional fees.

If a trainer considers that a student has missed too much tuition to be able to satisfy their competency, that student may not be permitted to undertake assessment with their class. This situation will require additional instruction and the student may incur additional fees as discussed with the Principal. Deferment will be offered in some cases.

DEFERMENT POLICY

If, following confirmation of enrolment, a student is unable to commence their chosen course, commencement or continuation of training may be deferred for a period of up to 12 months. If a period of longer than 12 months lapses without communication with PBCA, students will be charged a Reinstatement fee. Deferment is based on but not limited to: undue financial hardship, serious illness, relocation or tragedy in the family.

Procedure for Deferment:-

- ◆ Notice of intended deferment by the student must be given in writing
- ◆ Deferment notice will be responded in writing by the Principal within 14 days. This is a one off chance available to students.
- ◆ This decision is subject to consultation with the college Administration.
- ◆ Positions in subsequent courses will be subject to availability.
- ◆ Deferment after commencement of a course will be possible only if course fees are paid in full and notice given in writing.
- ◆ Continuation of training will be subject to availability, and the new course fee difference is due upon re-commencement.

REFUND POLICY

A non-refundable deposit (amounts vary depending on qualification) is required at time of enrolment, with full payment preferred two weeks prior to course commencement. (\$250 is a compulsory administration and registration charge to be used at the college's discretion.)

Pre-paid training fees are held in trust until the specified service has been provided. In the unlikely event of a course being cancelled by PBCA, students will be entitled to a full refund or preferential placement in a future course.

Procedure for Refund of training fees:

The college refund policy states that if a student advises of withdrawal from training, the following table will be referred to depending on when the college was advised of the request for the refund:-

- ◆ At least 21 days before commencement, a full refund less deposit will be made
- ◆ Between 14 and 21 days before commencement, 75% of monies will be refunded less deposit
- ◆ Between 7 and 14 days before commencement, 50% of monies will be refunded less deposit
- ◆ No refund is payable for withdrawals that occur within 7 days of training commencement or after training has commenced
- ◆ Should the student wish to finalise incomplete units in a future qualification, their original fee payment can be used as a credit towards another qualification within the 12 month period
- ◆ If training has commenced and the student wishes to cancel training and if monies are due for training, after consultation with the Principal, the student may be liable for the full training course fees.
- ◆ A refund request is to be made in writing by the student and the Principal will respond within 14 working days.
- ◆ No refund is due post course completion.

As a Trainee undertaking a workplace based traineeship, the above Refund Policy guidelines apply plus:

- If a trainee ceases contracted employment, training fees (paid in full or part) are not refundable. Training can be continued at college if fees are paid in full.
- Trainees and/or their parent or guardian are liable for outstanding course fees if the workplace arrangement ceases.
- The PBCA Deferment policy may be an option in some cases.

PROCEDURE FOR FEES PAID IN ADVANCE BY STUDENTS

Fees for training paid in advance by students will be held in the college working account.

Money or training fees will be accessed if required on a pro-rata basis as students complete their blocks of training. Sufficient funds will be maintained within this account to ensure students' fees can be refunded for unfinished training in the event the college cannot fulfil training.

AUSTUDY/ABSTUDY/YOUTH ALLOWANCE ENTITLEMENT OR FUNDING

PBCA Nationally Recognised Training qualifications (Certificates II, III and IV) are Austudy/Abstudy/Youth allowance approved. Qualifying students are entitled to allowance support to undertake full time day courses. Funding through job agencies may be available for some courses. Further details must be obtained from Centrelink offices. A specific document, complete with training units and codes required for submission to Centrelink, is available from college Administration after a student has enrolled.

INTERNATIONAL STUDENTS

PBCA is bound by the Education (Overseas Students) Act. The college has no intention to deliver training offshore or to accept visiting international students wishing to extend their stay for training or visa purposes at the moment. Consideration may be given in future.

COMPLAINTS POLICY

In the event that a student has a complaint with an aspect of training or the organisation, there is a process in place to ensure the complaint is resolved amicably and as soon as possible.

Procedure for Complaints Policy:

- ◆ The student must speak directly with the person concerned to resolve the problem and record in writing to formally address the issue within 21 days.
- ◆ If the matter is still unresolved, the student may make an interview time to speak with the Principal. At this point, a written statement must be made to the Principal expressing the complaint.
- ◆ The Principal will respond in writing within 7 days stating the outcome and reasons for the decision.
- ◆ The matter will be dealt with by reaching a mutually agreeable outcome for both parties.
- ◆ Record of complaints will be kept on a Register and documents filed.

Complaint Hotlines:

- 13 38 73
- VET 1800 600 039

APPEALS POLICY

PBCA seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any issue arising about an assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the situation. The circumstances and results of an appeal are analysed by the Principal. Appeals must be made within 10 working days of receipt of assessment.

Procedure for Appeals Policy:

- ◆ The appellant has the opportunity to formally present their case by notifying the college in writing
- ◆ The Principal will respond in writing within 7 days of the outcome and reasons for the decision.
- ◆ The Principal will seek arbitration by a third party or independent counsellor if required, acceptable to all parties of the appeal eg. another trainer.
- ◆ The matter will be dealt with by reaching a mutually agreeable outcome for both parties
- ◆ Where necessary corrective action will be taken
- ◆ Record of appeals will be kept on a Register and documents filed.

VERSION CONTROL POLICY

PBCA has a policy in place to manage materials relating to the college's Scope of Registration and address the requirements for compliance of the Essential Standards for Registration. The implementation of version control procedures for managing materials relates to learning and assessment materials, course resources and all documents raised by the college to deliver Nationally Recognised Training.

Procedure for Version Control:

- ◆ A register for version control is maintained with respect to issuing and amending documents
- ◆ Version control procedure is documented in the Register for Version Control and maintained by the principal or administrator.
- ◆ When a new document is raised, the person raising the new document must amend the version control number to the next sequential number.
- ◆ Changes in version control are approved by the principal

RECOGNITION OF AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF) QUALIFICATIONS AND STATEMENTS OF ATTAINMENT BY OTHER REGISTERED TRAINING ORGANISATIONS (RTO)

PBCA recognises qualifications and Statements of Attainment issued by other RTO's as standard practice.

The National Training Package delivered by PBCA is subject to the principle of Recognition. All States and Territories in Australia have agreed to recognise Training Packages and accredited courses, and it is a requirement for our registration, that Registered Training Organisations agree to recognise the AQF qualifications and Statements of Attainment issued by other RTO's. This recognition and acceptance enables individuals to receive national recognition of their achievements.

Prior to acceptance of any qualification, the Principal will contact the issuing RTO to verify that the qualification has been legitimately issued.

SYSTEMS FOR QUALITY TRAINING AND ASSESSMENT

PBCA has systems in place to plan and provide quality training and assessment across all of its operations to the national standard and industry expectation.

Whilst there may be different expectations in the workplace for the varied procedures for treatments offered in a salon environment, the aim of training in the college environment is to train, refine and standardise students/trainees in the traditional techniques of treatments offered. This meets the curriculum requirements of the qualification being delivered including underpinning knowledge required for each unit being undertaken.

Additional techniques or new treatments which are product based, and offered in salon which differ from the curriculum standards, must be taught in the workplace, and be the responsibility of the employer.

Ongoing review of product, our policies and procedures focuses on:

- ◆ Effective business plan including risk identification and management
- ◆ Relevance to industry practice, emerging techniques and technology
- ◆ New legislation, technology or work practices
- ◆ Effectiveness of delivery policies, strategies and practices
- ◆ Staff skills, abilities and experience

- ◆ Evaluation policy, strategy and techniques
- ◆ Industry feedback on professional performance of graduates
- ◆ Effective financial management including refund policy
- ◆ Ongoing client feedback satisfaction

Feedback from students is actively encouraged at PBCA, and the training assessment system includes a Student Feedback questionnaire to be filled in on completion of each training block. (For example, in the course of one year for a student completing Certificate IV in Beauty Therapy, a minimum of 4 feedback forms will have been completed)

PROCEDURE FOR ONGOING REVIEW OF TRAINING, ASSESSMENT PROCESSES AND TOOLS

P.B.C.A. has a feedback process in place with evidence gathered from clients and trainers. Actions will be documented to improve quality and consistency of assessment.

Procedure for review of assessment processes and tools:-

- ◆ Feedback is gathered at the conclusion of training courses from clients.
- ◆ Areas of concern are highlighted by the Principal and documented on the Register for Continuous Improvement concerning assessment processes and tools.
- ◆ Action will be taken and implemented by the Principal.
- ◆ Staff has the responsibility of providing feedback in writing to the Principal at any time. The Principal will respond within 14 days.

TRANSITION POLICY

This policy sets out the transition arrangements and management for Professional Beauty College of Australia in relation to expired Training Packages and superseded courses.

Professional Beauty College of Australia is aware of the requirement to transition seamlessly to the new qualification once the Training Package Qualification on its scope expires. PBCA understands as part of its registration as an RTO under AQTF Essential Standards for RTO's, to abide by any processes stipulated by DET or the National Quality Council.

The College Principal is responsible to ensure this process takes place with minimal disruption to students and the organisation. The colleges email address is registered for updates from Service Skills to ensure the RTO is informed of any changes.

Under the policy, all students will be given every opportunity to receive the current national qualification for the Training Package Qualification they are enrolled in.

As part of the transition process, Professional Beauty College of Australia will transition from the old qualification to the new training packages qualification course within 12 months from the date the revised package qualification is released on the National Training Information Service (NTIS).

During the 12 month transition period, a review of the status and progress of existing students will be undertaken to determine which students can complete their studies during the transition and which students must be transitioned to the new qualification.

Students will be advised about the revised qualification and the requirement to complete studies within the transition period or their option to transition to the new qualification.

Students will be made aware that Professional Beauty College of Australia will not be able to issue a qualification in the expired course after the end of any teach-out period, therefore a student must complete their studies or transition.

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TRANSITION PROCEDURE

As soon as practical, the Principal will involve staff in the review of the new or modified / revised training package. Students potentially affected by the change will be informed of what if any changes may need to be implemented.

The principal will undertake an analysis of any transition guide published as well as review the Qualification Guide in the Training package. This will be a primary review to see if the structure of the course has changed and if the college needs to develop or source any new resources.

Following the initial review, a nominated group of staff, will assess each unit currently being delivered in the college to determine any changes that need to then be made to both learning and assessment materials.

Once the review is complete, the Principal will develop an action plan to ensure the identified changes are done.

During this process the Principal will determine if DET will automatically roll the qualification over therefore removing the need to apply for an Extension to Scope.

If DET determines an extension to scope application is necessary, the Principal will aim to apply for an extension to scope within 3 months following its release and publication on NTIS.

The Principal will follow any requirements stipulated by DET.

EXTERNAL MONITORING

PBCA accepts and provides full cooperation with external monitoring conducted by the Department of Education and Training in accordance with compliance with the Australian Quality Training Framework.

POLICY FOR CONTINUOUS IMPROVEMENT

Purpose:

PBCA encourages continuous improvement of RTO quality management systems, policies, procedures and processes based on objective measurement, in order to enhance its organisational effectiveness and efficiency, as well as to improve the satisfaction of clients. The scope for continuous improvement measures client and staff satisfaction to assure conformity to standards, to better meet client needs and create a benchmark of quality services. We value feedback from students, trainers, industry representatives and bodies.

The use and development of process improvement strategies, involves the outcome of management reviews, internal and external monitoring, auditing, self-assessment and performance measurement in the areas of client and employee service and satisfaction, and the productivity of education, training and assessment services. Continuous improvement of staff and improvement and review of assessment and learning strategies is included in our quality systems and auditing processes.

All feedback whether it is in the form of verbal or written is analysed, and the information is used regularly in strategic planning, product development, service delivery changes and in the implementation of process improvement activities.

Objectives for continuous improvement:

1. To work with staff to improve the quality of training for the whole student body.
2. To work with staff to improve the efficiency of the college
3. To increase the responsiveness of the college to marketplace needs.
4. To demonstrate the relevance and benefits of the application of quality principles to the improvement of training and assessment.
5. To develop self sufficiency in the application of quality principles and practices as a key philosophy in managing the college.

Management also encourages employees to 'own' their respective position and the relevant responsibilities involved, and to examine the instructions included in their position duty statement and advise where improvements could be made. This information may be communicated by way of formal meetings, internal audits and management system reviews, and is expected to point to ways of improvement.

Procedure for Continuous Improvement:-

- ◆ Where possible, we design diagnostic assessment instruments specific to student needs and our industry.
- ◆ Self-assessment audit checklist and indicators conducted on an annual basis continually identifies opportunities for improvement.
- ◆ Quality Improvement Team meets with the Principal annually and outcomes are documented
- ◆ Feedback data from clients and industry expressing areas of concern are responded in writing within 7 days
- ◆ Nomination for training awards is submitted annually when appropriate
- ◆ Staff meetings are conducted on a bi-monthly basis and addresses areas and systems that require attention and improvement.
- ◆ Feedback obtained from various stakeholders, including clients and staff is recorded in the Register for Continuous Improvement which is maintained by the Principal.
- ◆ Through feedback mechanisms in place with clients and staff, any identified opportunities for improvement are acted upon immediately.

CHANGE OF OWNERSHIP

PBCA management agrees and undertakes to comply with the requirements of the Vocational Education and Training (VET) system policy on change of ownership or principal of the business.

ETHICAL MARKETING AND ADVERTISING

PBCA markets training products with integrity, accuracy and professionalism, avoiding ambiguous statements. No false or misleading comparisons are drawn with any other training provider.

Procedure for Advertising and Marketing:-

- ◆ Draft is raised for intended advertisement/marketing
- ◆ Principal approves copy provided by advertising body by signing off on Marketing Approval document noting specific use of NRT logo. A copy of the advertisement is kept on record
- ◆ A marketing approval document is completed and filed.
- ◆ Proof is sighted and signed off by Principal
- ◆ Advertising is entered on the Register for Marketing
- ◆ The approval of marketing and advertising material is authorised by the Principal.

ACCESS AND EQUITY

PBCA acknowledges the need for the principles of access and equity to be respected in all aspects of its training services.

Procedure for Access and Equity:

Selection of students and recommendations for placements on the basis of fair access for all applicants including members of under-represented groups

- ◆ Access and equity issues are considered during curriculum development, training delivery and assessment
- ◆ Staff attends regular professional development training as part of the college's ongoing awareness campaign for staff, and in particular to assist trainers/assessors who deliver courses to under-represented groups.
- ◆ Equality of opportunity without discrimination
- ◆ Equitable access to appropriate, quality vocational education and training programs and services

COMPLIANCE WITH LEGISLATION AND REGULATORY REQUIREMENTS

Workplace Health and Safety Regulations: Our organisation's staff advises and supports the General Manager/Principal in the areas of Occupational Health and Safety for our students who attend our college, plus clients who visit our college for appointments or beauty services. Priorities are set by this group, and depending on available funds, appropriate action is planned. The General Manager/Principal values the support of our students and clients by way of communicating what they see as reasonable safety needs for our college environment.

If policies or regulations change which affect our organisation, the General Manager/Principal will organise training for staff and student body.

Risks are controlled by awareness of the staff and students alike. It is their duty of care to support our organisation in this process. Our OHS policies and procedures including the risk management process for OHS is monitored on a yearly basis, in compliance with the Department of Education and Trainings' standards of requirement as a Registered Training Organisation.

Our organisation has an incident report form which is located in a central location in the main office. It meets OHS standards.

PBCA will ensure compliance with Commonwealth, State legislation and regulatory requirements relevant to its operations, in particular Workplace Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity. Our Policies and Procedures reflect our commitment to ensure compliance is maintained.

Daily Workplace Safety

The safety of personnel and clients is of primary importance in all activities carried out by PBCA. The organisation observes all occupational health and safety legislation and copies of the relevant Act are available to personnel and students via the internet and in our library resources. An accident and report sheet will be completed for any injuries. Risk management practices are in place.

Occupational Health and Safety is a component of all skills based training. Students are advised that they have obligations under Division 3, Section 36 of the Workplace Health and Safety Act:

- ◆ Students and staff are advised of these obligations as part of their introduction to training
- ◆ Students and staff receive appropriate instruction before being required to operate any equipment or undertake any heavy manual tasks
- ◆ Students and staff have obligations under section 36 of the Workplace Health and Safety (WHS) Act 1995.
 - must not act in a manner which endangers the health and safety of themselves or any other person while at college
 - must follow safety directions given by college staff
 - must not wilfully or recklessly interfere with anything provided for health and safety at college
 - must wear appropriate closed-in shoes for classes and participation in class activity. Those found in breach of these rules and wearing inappropriate clothes and footwear, will be excluded from class activities.
- ◆ When personal protective equipment is required for any reason associated with training being undertaken at college, that equipment is provided by PBCA. Students are given an option to purchase their own protective equipment if desired.

EMERGENCY PROCEDURES

In the event of a fire on the premises, or bomb scare, the following alarms will be sounded: Alert Alarm – Beep Beep – this means to prepare to evacuate, walk don't run, single file, no drinks (hot or cold) Trainers to check off attendance record. Please remain calm, quiet, taking personal belongings and proceed in an orderly manner to the college front door.

Evacuation Alarm – Whoop Whoop The Floor Warden or similar designated person, will direct you out of the building. Proceed to the assembly area – Adelaide Street fire stairs exit only – assemble on pavement area up the street towards Wharf Street. If evacuation is the Creek Street fire stairs, assemble across the street. Please wait until you are advised it is safe to return to our building.

Visitors to PBCA ie. Models for students will be required to sign the Visitors Book to ensure all persons are accounted during an emergency procedure.

ISSUING OF AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT (CoR 10)

This organisation complies with the requirements of the Vocational Education, Training and Employment Act 2000 in relation to prescribed timeframes when issuing Qualifications and/or Statements of Attainment. The college will certify a student by issuing the appropriate certificate or statement of attainment once the student has attained the skills and knowledge required for the endorsed National Training Package.

Qualifications and statements of attainment for competencies achieved by the student will be issued within 21 working days of successful completion of the training program. Qualifications will meet the requirements of the Australian Qualifications Framework and the National Beauty Training Package.

Procedure for issuing qualifications and statements of attainment:

- ◆ Upon completion of the training program, the trainer and assessor will ensure that all student records have been signed off in the appropriate student assessment record documentation in preparation for issuance of certificates or statements of attainment.
- ◆ The trainer and assessor will place the completed file of students on the Principal's desk, signed off and dated on the front page with expected date of issuance of awards.
- ◆ The Principal will issue the certificates and statements of attainment within 21 days of completion of training.
- ◆ Templates of all certificates are filed on the Principal's computer under Certificates.
- ◆ Each certificate and statement of attainment will be recorded by student code and number.
- ◆ Copies of certificates and statements of attainments will be filed with the student confidential form in the main filing system located in the locked Store Room beside the Principal's office.
- ◆ Issuing of certificates and statements of attainment will be recorded on the Register of Certificates issued.
- ◆ The Register of Certificates/Statements of Attainment issued is maintained by the Principal and/or Administrator.
- ◆ PBCA will be responsible for re-producing copies of Certificates or Statements of Attainment upon enquiry and dependent on the situation.

CERTIFICATE COLLECTION BY THE STUDENT

For this procedure to work efficiently, it is the responsibility of the student to ensure each stream is signed off by the trainer before moving on to the next one. In order to receive an award for training:

- Ensure competency in all areas and signed off by trainers. If re-sits or corrections are required, the student must find out what these are, and arrange with the trainer to take further classes until competency is met.
- Allow a reasonable amount of time for marking of tests and assignments by the final trainer (average 4 -6 weeks, longer if Christmas holidays are involved)
- The student must check with the trainer, or leave a message, if there are any corrections or re-sits required.
- Advise by phone call of intention to collect the Statement of Attainment/Certificate. Administration then checks the student's file and if all areas are signed off, the award will be issued.
- It is the responsibility of the student to contact administration to check if ready and collect. The college prefers not to post certificates.

ADMINISTRATIVE AND RECORDS MANAGEMENT

PBCA has implemented effective procedures to assure integrity, accuracy and currency of records. The areas include, but are not limited to:

- ◆ Secure storage including back up of electronic records
- ◆ Retention, archiving and retrieval of student records for a period of 30 years
- ◆ Retention, archiving and retrieval of all other records
- ◆ Access by clients to their personal records.

Procedure for administrative and records management:

- ◆ Upon commencement of a training course, student details as per Student Confidential Enrolment form, are entered on the electronic database
- ◆ Upon completion of a training course, participant's competencies are recorded on the student electronic database record.
- ◆ Student records are filed alphabetically in filing cabinets located in the store room, and are held for a period of one year prior to being archived in storage (box) system.
- ◆ Student records including administrative procedures are backed-up monthly by administration.
- ◆ Student records are filed in their respective categories ie. Nail Technology, Make-up Artistry, Retail Cosmetics or Beauty Therapy.
- ◆ Students who are achieving multi qualifications are filed in a Central filing system with all their competencies stored in one student file. These are filed in alphabetical order and stored in the store room located beside the Principal's office.
- ◆ Upon request for a copy of a student record and/or copies of certificates or statements of attainment, the applicant must apply in writing; the administrator will retrieve the student records, and respond within 14 days. Student records will not be disclosed to a third party without written consent from the student. PBCA will be responsible for re-producing copies of Certificates or Statements of Attainment upon enquiry and dependent on the situation.
- ◆ Student results will be retained electronically and hard copies filed, archived and retrieved if required, for a period of 30 years and transferred when required.
- ◆ A sample of 10% of student assessments will be held for each qualification.
- ◆ Master assessment tools will be maintained for a period of 7 years.
- ◆ This procedure is maintained by the Principal and administrator.

COURSE SPECIFIC INFORMATION**TRAINING FEES**

Training fee information is provided for the relevant course information materials made available to all prospective students upon enquiry.

STUDENT PROFESSIONAL KITS

A comprehensive product starter kit is provided to Makeup Artistry and Nail Technology students on joining the professional course. The value and contents of the kits is made clear to potential students when course information is sent. The professional starter kits are included in training fees. However, if a student has a professional makeup or nail kit of equivalent standard and range in their possession, a credit in value will be deducted from training fees.

It is expected and is a requirement that kits are for use in class, and can be taken off the premises once the course has been paid in full.

STUDENT EQUIPMENT

Students are supplied with training resource books and normally required training materials in the classroom are supplied as part of training fees. The student needs to bring writing tools including highlighter, pens and notebook. Text books are offered as optional.

STUDENT FACILITIES

The college provides refrigerator and microwave facilities for students. There is also a wide range of food outlets within walking distance of the college.

STUDENT SECURITY

PBCA cannot accept responsibility for students' valuables, including mobile phones, in the training rooms. During evening training sessions, building security staff monitors personnel movement.

PHYSICAL RESOURCES STANDARDS

PBCA physical resource standards ensure that the college provides a physical environment that is:

- ◆ Conducive to learning and students' well being
- ◆ Reflects safe workplace practices
- ◆ Satisfies Workplace Health and Safety requirements as stated in the Workplace Health and Safety Act 1995 Regulation, Compliance, Standards and Advisory Standards
- ◆ Satisfies local government requirements
- ◆ Addresses access and equity issues

PBCA physical resources also:

- ◆ Cover the range and level of skills required to achieve each qualification
- ◆ Consider issues of quality and quantity to allow for repetitive practice
- ◆ Are comparable with resources found in industry
- ◆ Are up to date and represent the technologies in use in the industry
- ◆ Allow for and facilitate the achievement of technical competence
- ◆ Include relevant library resources
- ◆ Match the requirements of the National Beauty Training Package.

COPYRIGHT MATERIAL

The use of copyright material direct from text books or the internet requires permission from the copyright owner or writer. Even using part of the work without permission may also infringe copyright. Therefore PBCA requires students to prepare their own written work in their own language, or express the interpretation in own words is required. To copy directly from a text book, the internet or supplied resource book from the college is not allowed.

STUDENT SUPPORT SERVICES

WELFARE AND GUIDANCE

PBCA has sound management practices to ensure effective student services. We have operational standards to ensure timely issuance of training assessments, results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

PBCA does not provide personal counselling services as such. Students with personal problems are offered a private appointment with the Principal to discuss their situation, and where possible, the Principal offers extensions of time to complete training. While there are no formal services on offer, the college is conscientious in ensuring that enrolled students have the best possible opportunity for success in their training, including offering extra tuition where necessary.

In cases of extreme need, students may be referred to other training providers for assistance with language, literacy and numeracy, or other public facilities and services. Any fees incurred are the responsibility of the student for these services.

PBCA programs conducted in the college premises make no additional demands on student physical capabilities beyond those required for employment. College facilities accord with the legislated requirements for training facilities.

STUDENT RECORDS

PBCA provides students access to their personal records, and in the case of a parent or guardian requesting information of a student file, the college will allow access. The student is required to approach the administration staff or the Principal to request access to their file. The file is then retrieved from the central filing system.

LIBRARY SERVICES

PBCA has a technical library for in-house use by staff and students. There are no formal borrowing facilities outside of college hours.

STAFF AND TRAINER CONTRACTORS RECRUITMENT AND INDUCTION

Staff are to be recruited responsibly and ethically at all times and recruitment is to be consistent with curriculum requirements. PBCA is committed to non-discrimination in any form when selecting, and complies with equal opportunity and anti-discrimination legislation. Staff are kept informed of relevant legislative and regulatory requirements, by means of staff notices, our technical library and via the internet. Resources are placed in accessible locations and updated regularly. Staff and Trainers are expected to be aware of these legislative requirements in their day to day operations. Any breaches must be reported to the Principal.

Procedure for Staff and Trainer Contractor induction:

- ◆ Suitable staff or Trainer Contractors are selected from resumes/CV's received either from an advertisement placed in the main Brisbane newspaper in Beauty Services, or from resumes received in the mail from prospective beauty personnel. (Personal details will remain private and confidential and used for the sole purpose of employment)
- ◆ Staff are selected from criteria outlined in the Duty Statement.
- ◆ In the event of a vacancy at PBCA, the most suitable applicant is selected for the position.
- ◆ Upon confirmation of employment or on the signing of an Independent Contractor Agreement, a suitable time is arranged for the induction process which includes discussion of training package delivery if applicable, detailed information regarding policies and procedures for the college, work agreement of employment including hours of training and rate of pay.
- ◆ The Principal is responsible for the recruitment and induction of suitable staff who possess a Blue Card.
- ◆ If new staff members require immediate professional development training to enable them to carry out their duties effectively, the Principal will arrange this with a suitable training organisation.
- ◆ Ongoing professional development will be provided for both administrative and training/assessment staff. Professional Development attended to is recorded in a document specific for each staff member. Review of professional development is conducted quarterly and a Register of Staff Training is kept by the Principal.
- ◆ Yearly performance reviews are conducted with each staff member as part of our commitment to continuous improvement of systems and delivery of training material.
- ◆ A Register for Staff is maintained by the Principal.
- ◆ All documents relating to each staff member are kept on file in the store room, located beside the Principal's office and on an electronic database for payments of wages.

DRESS REQUIREMENTS FOR STUDENTS

At Professional Beauty College of Australia, we promote a healthy and safe environment for students. As your training is preparing you for the beauty industry, we insist you are suitably presented at all times. As you do not have to purchase a special expensive uniform, we insist you adhere to our Dress Code. Your presentation is also being assessed for appropriateness when you sit for testing. Spot checks are carried out by the Principal.

The following list is a guideline/standard for the beauty industry and beauty training. Employers are looking for “5 Star” grooming at all times. There are also health, safety and legal implications if you do not comply.

- ❖ Long hair (below shoulders) must be tied back
- ❖ It is preferred you wear the college t-shirt with appropriate bottoms, ie skirt/trousers. This enables you to accessorise and individualise your look. No denim or black jeans allowed. Alternatively a white business shirt with dark bottoms would be appropriate.
- ❖ Shoes must be enclosed (joggers or sport shoes, thongs or open toed shoes are not acceptable) This is a Brisbane City Council Workplace, Health and Safety requirement.
- ❖ Exposed midriffs or plunging necklines are not acceptable. The less skin you show, the more professional you look.
- ❖ No excessive jewellery, in particular NO dangling earrings, bracelet, rings or necklaces which would get in the way of work. Facial piercings, whilst not recommended for the beauty industry, will only be tolerated if a plastic insert is replaced for college hours. Noticeable piercings and jewellery are not allowed.

Failure to comply will result in the student being sent home to change. Remember, attending college should be regarded as attending work and therefore, you should dress appropriately, in a manner which a workplace would expect.

Wearing inappropriate clothing means you are taking a risk, and in your position of learning, you should not take a risk.

DRESS REQUIREMENTS FOR STAFF

It is a requirement of working in the capacity of a trainer or administration staff with PBCA that the following guidelines are met in regard to dress standards.

Our staff are regarded as role models within the training environment and in line with this requirement, need to reflect the professional dress and grooming standards as expected for those working in the beauty industry.

- ❖ Hair must be worn in a neat and fashionable manner. At times, hair may have to be worn tied back (if longer than shoulders) for practical activities. Choose appropriate accessories in this instance.
- ❖ Grooming must be immaculate (“5 star” as required for the beauty industry) including full makeup, fingernails manicured with no chipped polish, and always use deodorant. Appropriate light fragrance is acceptable.
- ❖ No set uniform/colour is required, therefore professional business attire is required in the form of jackets with trousers or skirt coordinated with accessories to individualise your look.

- ❖ The college polo shirt can be worn, however it must be coordinated with professional business attire at all times.
- ❖ No denim or black jeans allowed.
- ❖ Shoes must be enclosed and reflect a professional standard in accordance with professional business attire. (thongs or open toed shoes are not acceptable) Closed-in shoes are a Brisbane City Council Workplace, Health and Safety requirement.
- ❖ Exposed midriffs or plunging necklines are not acceptable.
- ❖ No excessive jewellery, in particular NO dangling earrings, multiple bracelets, rings or necklaces which would get in the way of work.

STAFF PROFESSIONAL DEVELOPMENT

PBCA encourages Professional Development for all staff via workshops, seminars, liaison with the relevant industry training bodies, professional associations and relevant publications.

Procedure for Staff Professional Development:

- Documents are held for each staff member regarding completed professional development
- Staff are encouraged to report to the principal when information is collected on suitable professional development to undertake
- The principal notes when suitable professional development is sited and encourages staff to participate in sessions.
- The principal liaises with other RTO's and/or Professional Development organisations/consultants to present suitable training sessions to update staff competencies for continuous improvement.

SEXUAL HARRASSMENT/BULLYING

Our organisation does not tolerate sexual harassment or bullying in any way by either staff or students. In the instance of an incident being raised, it must be reported to the Principal immediately. The following details strategies for students who feel unsafe or threatened:

- ❖ Stay in sight of peers and adults
- ❖ Stay calm, be firm and clear, look bullies in the eye and tell them to stop
- ❖ If the situation continues, walk quietly, quickly and confidently away. Dramatic reactions only encourage and entertain the bully
- ❖ Tell bullies their behaviour is offensive
- ❖ Tell the Principal or trainer what has happened to you.

MANUAL HANDLING

Staff, contractors and students must adhere to the correct methods of manual handling, in particular heavy boxes of products and the like. Instructions on correct methods are displayed on the Staff and Student noticeboards.

IDENTIFYING FAULTY EQUIPMENT

Staff, contractors and students must identify and put aside faulty equipment until repaired. In the first instance, it must be reported to the Principal or administration for attention and/or repair.

REPORTING HAZARDS

Staff, contractors and students must identify and report a hazard within the work and learning environment. In the first instance, it must be reported to the Principal or administration for attention. A hazard has potential to cause injury.

REPORTING INCIDENTS

Staff, contractors and students must identify and report an incident that has occurred within the work and learning environment to the Principal or administration. The incident may be a near miss, a fall by a person, a mirror coming off the wall or property damage.

MOBILE PHONE POLICY

The college recognises that increased ownership of mobile phones requires teachers, students and college administrators to take steps to ensure that they are used responsibly. The college also recognises that there are times when it is genuinely appropriate and useful for students to have access to a mobile phone. The following guidelines must be adhered to:

- ❖ Mobile phone should not be used in a manner which is disruptive to the normal routines of the college or to other people.
- ❖ They must be switched off during all classes. In exceptional circumstances, or as required by a parent, phones should be on 'silent' or 'vibrate' mode while in class. In this case, the student or staff member will excuse themselves and leave the classroom to take the important call. The trainer must be made aware of this situation.
- ❖ The camera function must not be used – this is a privacy issue for staff and students.
- ❖ Students and staff must be aware that mobile phones are a target for theft and accordingly, are used entirely at their owner's risk whilst on the college premises.
- ❖ The college cannot accept any responsibility for theft, loss, damage or health effects resulting from mobile phone use.

RISK MANAGEMENT STRATEGY FOR CHILD PROTECTION

PBCA has a strategy in place designed to protect all young people under the age of 18 years, within our organisation, in relation to educational activities. The strategy is written in line with the requirements set out by the Commission for Children and Young People and Child Guardian and the Commission for Young People and Child Guardian Act 2000.

PBCA is committed to the safety and wellbeing of all its staff and students with a special commitment to members aged under 18 in recognition of the moral and legal responsibility it has for young people involved in its programs.

Please see the Principal for the full Code of Conduct for Child Protection.

COLLEGE OPERATIONS

PBCA is open from 0900 hours (9:00 am) to 1700 hours (5:00 pm) Monday to Friday. Full time classes commence promptly at 0:30 am (course times vary from course to course) and complete at 3:30 pm, 4:00 pm or 4:30 pm. A lunch break of 30 or 60 minutes is allocated (varies from course to course) along with short tea breaks mid morning and afternoon at the trainer's discretion.

Part time evening courses commence at 1800 (6:00 pm) and conclude at 2100 (9:00 pm) on Monday and Tuesday evenings with no breaks. Punctuality is essential, as access to the building is not available after 1800 (6:00 pm). Late arrival is to be notified to the trainer concerned who will arrange entry into the building.

Wherever possible, classes scheduled on a Public Holiday will be re-scheduled at the trainer's discretion in conjunction with the Principal. These situations are advised well in advance and students are required to plan accordingly.

CONTACT DETAILS

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