

STUDENT HANDBOOK POLICIES AND PROCEDURES

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1. INTRODUCTION

1.1 ESTABLISHMENT

The Niche Education Groups Pty Ltd trading as Australian College of Beauty Therapy (ACBT) offers courses from Certificate III in Beauty Services and Diploma in Beauty Therapy.

The aim of the College is to train students to achieve the highest qualifications and training standards available in Australia today, an important part of the training is to see that all students are well equipped for the workplace and that they are confident in seeking employment.

The College is registered to deliver training and conduct assessments based on National Training Packages. Qualifications are issued to Diploma level, adhering to the Australian Qualification Framework. The College is a Registered Training Organisation, which is, registered the regulatory body ASQA (Australian Skills Quality Authority).

Registration #51373 and CRICOS #02813B

1.2 CLIENT DIVERSITY

The College has dealt with people from all walks of life including:

- International students
- School leavers
- Mature age students
- New career pathways students
- Sole parents (JET)
- Return to work students

1.3 TRAINER QUALIFICATION AND EXPERIENCE

Trainers hold qualifications relevant to the level of qualifications they deliver, as well as being qualified Workplace Trainers and Assessor to Certificate IV level. New training staff are required to complete the Certificate IV in Training and Assessment prior to employment or must complete their qualifications within the first 3 months. All delivery and assessing is conducted with a qualified Trainer and Assessor.

1.4 COLLEGE PROFILE

Niche Education Group Pty Ltd trading as Australian College of Beauty Therapy is a Registered Training Organisation in Australia (National Provider Number 51373), and is registered to provide the following nationally recognised training courses:

- SHB50115 – Diploma of Beauty Therapy
- SHB30115 – Certificate III in Beauty Services

1.5 RESOURCES – TRAINER AND EQUIPMENT

Training resources/equipment held by the College includes the following:

Training rooms: – 1st and 2nd floor, 60 Stirling Street Perth WA

4 beauty practical rooms and Student Clinic/Salon, 1 x theory room, 2 x makeup rooms

Training rooms: – 110 Sugar Road, Maroochydore, Qld

2 beauty practical rooms and Student Clinic/Salon, 1 x theory room, 2 x makeup rooms, 1 x Vichy showers

Training rooms: – 5/249 Coronation Drive, Milton, Qld

2 beauty practical rooms, which includes a Student Clinic/Salon, 1 x theory room, 1 x makeup room

Resources: E-mail and facsimile facilities, website – www.acbt.com.au

Equipment etc:

- Data Projectors
- Laptops
- Laser printer / photocopier / fax machine
- Whiteboards
- Beauty and Massage beds
- Electrical equipment for therapy use
- Costume wardrobe & wigs
- Lecturer/Student Beauty Product and supplies
- Student desks and chairs
- Classroom and resource cupboards
- Autoclave
- Lecturer / Student skin care products
- Product trolleys
- Spray on tanning booth
- Student clinic
- Fresh clean towels daily

Trainers: Access to qualified Trainers with a wide range of experience in:

- Competency based training and assessment
- Customer Service
- Design and development of training programs
- Personal development
- Small business training
- Workplace and technical experience

For the assurance of our customers, The Australian College of Beauty Therapy has established and maintains a quality system based on the Standards for NVR Registered Training Organisations – March 2015.

2. QUALITY POLICY STATEMENT

Australian College of Beauty Therapy has committed to establish and maintain a Quality Management system conforming to the Standards for NVR Registered Training Organisations – March 2015 for quality assurance in design, development, training and assessment, and to use the system as a tool for the continuous improvement of the processes within the College.

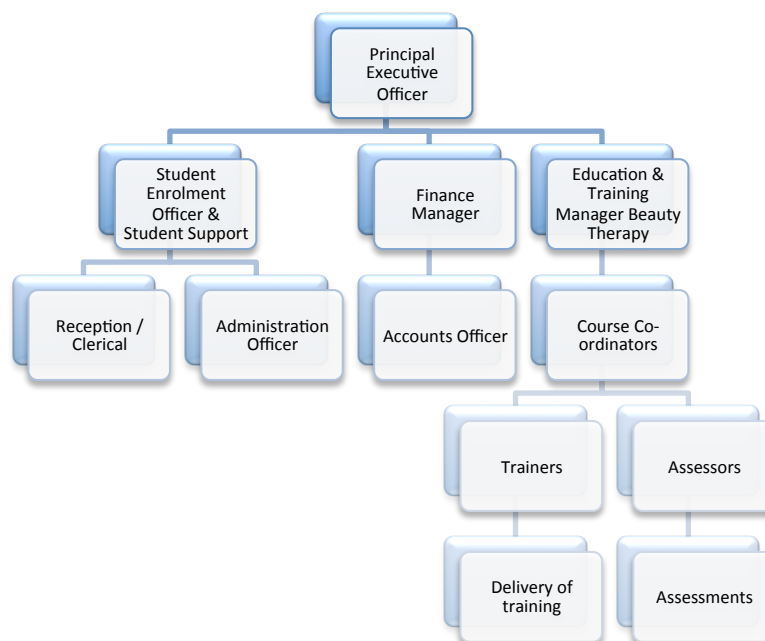
The Australian College of Beauty Therapy is a privately owned College which designs and provides a range of courses to Diploma level, for a student base which is moving into an industry which demands a high level of training and service. The College objectives are to offer a student programme that encourages the development of professional and personal standards and ethics, and to act with integrity and honesty in relationships with the students.

The College is also committed to continuous improvement and excellence in the linking of the theory to practice, based on input from students, lecturers, professional associations, industry representatives, government departments and from observation of international trends and developments. The College encourages personal career development for all its students.

A vital part of the College success is the high level of professionalism of the training and administrative staff to ensure the efficiency of the delivery processes.

The quality of service to the students is the responsibility of every person within the College. It is a policy that all staff and students report any concerns, problems or suggestions they may have with regard to quality, directly to the Principal Executive Officer.

3. ORGANISATIONAL CHART - ACBT



4. RESPONSIBILITY AND AUTHORITY FOR QUALITY

The Principal shall head the Administrative Team to define working relations, responsibility and authority for quality-related activities. The following summaries of the responsibilities and authorities of position of selected key personnel, within the College.

There are four program areas to conduct the business of the Australian College of Beauty Therapy. This has been identified as:

- Principal (PEO)
- Administration;
- Finance; and
- Education and Training.

4.1 PRINCIPAL EXECUTIVE OFFICER

The Principal will be the Chairperson of the Management Team and responsible for:

- The overall operation, financial and administrative management of the College.
- Strategic management and business planning.
- Overseeing quality standards and quality control procedures within the College.
- Organisational planning and development.
- All dealings with ASQA (Australian Skills Quality Authority) regarding RTO and College matters affected by the NVR (National Vocational Education and Training Regulator Act March 2015.)
- Technical support services to Trainers, particularly in relation to the NVR standards.
- Managing quality control procedures of training courses and other aspects within the College, according to the NVR standards.
- Ensuring that the Australian College of Beauty Therapy complies with the NVR Standards for Registered Training Organisations across all of its operations and in all its training/assessment activities, including those undertaken by other persons or bodies on its behalf, as appropriate.

4.2 STUDENT ENROLMENT & STUDENT SUPPORT OFFICER

The Student Enrolment & Student Support Officer has prime responsibility for:

- The enrolment of candidates into courses adhering to the College processes
- Administrative and support services to domestic and liaise with International students.

4.3 ADMINISTRATION OFFICER

The Administration Officer has prime responsibility for:

- Responsible for entering Students results and reporting on the data system.
- Issuing of AQF qualifications and statement of attainment.
- Student's files and records.

4.4 RECEPTION / CLERICAL SUPPORT

The Clerical Support has prime responsibility for:

- The operations of the general office activities.
- Participant in registration and enrolment processing.
- Reception duties, and customer service.

4.5 FINANCE MANAGER & ACCOUNTS OFFICER

The Accounts Officer has prime responsibility for:

- Reporting of financial aspects of ACBT to the Principal and Directors.
- Recording weekly/monthly information regarding ACBT receipts and expenditures (data entry).
- Invoicing and ensuring all student fees and other payments are entered into the date system
- Responsible for collection of bad debts.

4.6 EDUCATION AND TRAINING MANAGER

The Education and Training Manager has prime responsibility for:

- Reports to the Principal Executive Officer.
- Efficient Management of the Academic department of ACBT.
- Provides leadership and support for all Trainers & Assessors.

- Ensures that all delivery and assessment resources meet the requirement for registration and certification.
- Validation and moderation of delivery and assessment materials
- Ensures resources are available to Trainers & Assessors.

The College provides all staff with a job description; a copy of the job description shall also be maintained in the quality records file. This copy is to be signed by the person concerned as having been read and understood.

5. MANAGEMENT SERVICES

5.1 QUALITY ASSURANCE

The Australian College of Beauty Therapy will adopt and maintain a quality assurance system that will include clearly documented procedures for managing and monitoring all educational and training operations and for reviewing student's satisfaction.

The Management Team will review the quality system periodically to ensure it's continued suitability for purpose and effectiveness in satisfying the requirements of ASQA and the NVR, and the College Quality Policy Statement. These reviews should take place at least once a year. They include, but not restricted to:

- Assessment of the results of the annual internal quality audits and internal verification.
- Assessment of the result of any external audits and verification, where required and completed.
- Consideration of the needs and expectations of customer/students. Particular attention will be paid to complaints/grievances that may be received.
- Consideration of the need to update the quality system in respect to any new technology, new operational practices, changing social and environmental conditions, both national and international.
- Consideration of the performance of suppliers / subcontractors, and any changes to be made to the current preferred suppliers list.
- Review of any non-compliance reports, and the corrective or preventive actions taken.
- Consideration of actions to be taken to promote quality improvement.

A record of reviews is kept in the form of minutes. A copy is maintained in relevant files and a copy is circulated to those taking part, plus others as considered necessary.

5.1.1 QUALITY SYSTEM PLANNING

The Management Team considers and plans for the quality requirements of the College's business activities at the Management meetings. In particular, consideration is given to the following activities:

- Identifying and obtaining any equipment, processes, skills or other resources to carry out procedures efficiently and to meet quality requirements.
- Ensuring that the documented procedures that take place are compatible with the processes.
- Updating assessment and other related processes and techniques.
- Ensuring that specifications and standards of acceptability for services performed are clearly expressed and understood.
- Ensuring that suitable quality records are maintained.

5.2 CODE OF PRACTICE

The Australian College of Beauty Therapy Trainers and staff will act in accordance with the highest level of industry standards to provide vocational education in the field of beauty therapy. The ACBT Code of Practice outlines our operational policies and our commitment to our students.

In performing their duties and responsibilities, the Principal and staff of the Australian College of Beauty Therapy agree to:

- Comply with all aspects of ASQA and the NVR standards.

- Plan and provide quality training and assessment services to ensure that the interest and welfare of students are maintained.
- Provide qualified and experienced trainers, lecturers and assessors.
- Provide the highest standard of service to students, act professionally and undertake their duties with honesty, objective, integrity and diligence.
- Treat students fairly with professional concern for their interest in an honest, respectful, integral and compassionate manner.
- Comply with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:
 - i. Occupational, health and safety
 - ii. Workplace harassment, victimisation and bullying
 - iii. Anti-discrimination, including equal opportunity, racial vilification and disability discrimination
 - iv. Privacy
 - v. Vocational Education and Training (VET)
- Provide an assessment appeals procedure, opportunities for reassessment and complaints procedures.
- Use all information in a confidential, appropriate and proper way.
- Maintain an up-to-date, accurate, confidential and secure training, administrative and financial records.
- Advertise and market training and assessment products and services in a responsible and ethical manner.
- Encourage feedback and evaluation from stakeholders for basis of improvement.

5.3 STATEMENT OF COURSE ASSURANCE

The ACBT is required to ensure that tuition fees paid by students are safeguarded, in the event that the College is unable to continue or cease to offer the course of study in which the student is enrolled.

The student will be able to enrol in a similar course of study offered by another registered training provider and to receive full refund for the unit of study successfully completed as part of the course.

The course assurance is available through the ACBT membership of the Australian Council of Private Education and Training (ACPET), Australian Student Tuition Assurance Scheme (ASTAS) for domestic students and (OSTAS) for International Students.

5.4 MARKETING OF EDUCATION AND TRAINING SERVICES

The ACBT will market its vocational education and training product with integrity, accuracy and professionalism. There will be no false or misleading comparisons with any other provider or course.

The following protocols have been established for marketing of information, from within the College to customers:

- All course information provided by College Staff will be done so ethically and with information that is unambiguous.
- The College must accurately represent its recognised training services to prospective customers.
- AQF Qualifications may only be advertised if the college is registered to issue the qualification.
- Advertisements will identify nationally recognised services separately from a course recognised by other bodies or without recognised status, e.g ITEC Diploma.
- An information Package shall be distributed to prospective customers (local or overseas) containing requested information that is accurate and reflects current training information, as required through the NVR standards.

5.5 STUDENT RECRUITMENT

The Australian College of Beauty Therapy will ensure that recruitment of students is conducted in an ethical and responsible manner at all times, and consistent with the requirements of the NVR standards.

5.6 HONEST DEALING

The Australian College of Beauty Therapy supports the principle of honest and fair dealing. The Australian College of Beauty Therapy will at all times do its utmost to ensure that its students and staff alike are fully and accurately informed to permit them to make decisions in their best interests regarding their future relations with our organisation. This will, however, exclude information that might be considered commercially sensitive or personally confidential.

5.6.1 DISCLOSURE

- The Australian College of Beauty Therapy will disclose any communication relating to individual student to those students on request, unless the matter is confidential.
- The Australian College of Beauty Therapy will provide regular updates on student progress to ensure that students are fully informed of their progress in the course.
- The Principal may provide student information to educational, training and assessing staff of the Australian College of Beauty Therapy.

5.6.2 STUDENT PERSONAL INFORMATION POLICY

Notwithstanding 5.6.1 above, the Australian College of Beauty Therapy will not disclose details of any student to any party or other training institution unless: (refer to Privacy Act 2000 and the Student Personal Information Policy using the following link <http://www.nicheeducation.com.au/wp-content/uploads/2016/02/2.-Niche-Student-Personal-Information-Policy-v1.0.pdf>)

- The student is under age and where parent/guardian has consent.
- The College is required to do so under authority of Australian Law or Regulations, or
- The student has approved in writing the release of information.

In all the above cases the Australian College of Beauty Therapy will provide the minimum information required for the purpose specified.

5.7 COURSE INFORMATION

ACBT will ensure that the prospective students are provided with accurate and clear information regarding the course and units of study that allows them to make an informed decision about the study options. This information will include but not limited to:

- Course program information
- Course fees and charges including refund policy and exemptions
- Student support services
- Recognition of Prior Learning (RPL)
- Complaints and appeals procedures
- Disciplinary procedures
- Facilities and equipment

5.8 STUDENT SERVICES AND WELFARE

Over and above contractual obligation to the student, the Australian College of Beauty Therapy seeks to create a friendly and caring environment, attentive to legitimate needs of students.

Wherever possible, the College will strive to ensure that students have the best chance of success in their course through the provision of:

- A cheerful welcome,
- Friendly, co-operative advice,
- Motivation and support on training and assessment issues,
- Monitoring of performance to determine if issues other than physical/academic ability are impacting on progress,
- Counselling on personal issues, if considered appropriate, and
- Referral to appropriate specialist assistance, if required.

Students who may experience difficulties whilst attending the College are encouraged to discuss and resolve their situation by contacting the Student Enrolment & Support Officer or Principal.

5.9 STUDENT ORIENTATION PROGRAM

Student orientation will take place on the first day of class. All students are introduced to the Trainers, the Education & Training Coordinator and student support officer. The Education and Training Co-ordinator will cover such things as:

1. Student Induction Checklist
2. Ensure that all students have copy of Student Handbook (on-line)
3. Discuss attendance, personal presentation, class requirements, assessment processes, classroom activities, Student Clinic etc.

The Trainer will take the students on a tour of the College and explain housekeeping etc.

5.10 LANGUAGE, LITERACY AND NUMERACY

Where language, literacy or numeracy issues may affect progress, the student will be counselled on the minimum requirements to achieve competency. The Trainer/Assessor will advise the student of an appropriate course of action (including referrals) for remedial assistance. In cases where the language, literacy or numeracy issues are such that it impinges on the individual or group's safety and security, or the safe and efficient use of equipment, the student will be required to undertake remedial development before continuing with the training or assessment.

If Students are having particular difficulties, they may seek assistance from the Student Enrolment & Support Officer or be referred for more professional assistance.

Queries can be directly made to the Student Enrolment & Support Officer:

Australian College of Beauty Therapy

2nd Floor, 60 Stirling Street, Perth WA 6000

Phone: **(08) 9228 4611** between the hours of 8:30am and 5:00pm Monday to Friday.

Email: **enquiries@acbt.edu.au**

Professional referral may incur costs at student expense.

5.11 ACCESS AND EQUITY

The Australian College of Beauty Therapy supports equal opportunity within the parameters of the requirements of the company and appropriate legislation and as such is committed to opening all of its courses to any person who wishes to participate regardless of:

- sex, marital status or pregnancy;
- family responsibility, family status;
- race, religious or political convictions;
- impairment or age;
- disability (physical, learning disabilities)
- homosexuality or transgender status

Provided that the student meets the minimum entry requirements when and where stipulated in the program and/or the Training Packages. The College minimum entry requirement for courses is the completion of a year 12 certificate. If no year 12 certificate achieved then a LLN assessment has to be completed.

Where pre-requisites are not listed any student is able to attend and partake of the training as long as they are able to complete the requirements of the course. When a student cannot complete a training requirement the College may suggest and/or offer alternative arrangements until they are able to finish the training.

Therefore, access to the packages included in the scope of this application are not limited on the basis of age, gender, social or educational background, race, language or religion.

The delivery modes are designed to meet the needs of individual and cultural differences in order to meet the defined competencies required. In fulfilling this policy the College aims to:

- Promote the development of a College culture supportive of equity principles.
- Ensure that all of its management and training policies and practices reflect the social and cultural diversity contained within the College and the community, which it serves.
- Ensure that the appointment and advancement of staff and admission and progression of students within the College are determined on the basis of merit only.
- Provide equal employment and training opportunities within the College and identify and remove barriers to participation and progression in employment and training.
- Comply with State and Federal legislation on discrimination, equal opportunity and binding international human rights instruments.

For staff this policy relates to all aspects of employment including recruitment and selection, academic promotion, job classification, staff development, supervision and interpersonal relationships.

5.12 CONTINUOUS IMPROVEMENT

Australian College of Beauty Therapy is committed to continuously improving their quality management policies, practices and procedures.

The Management of ACBT is responsible for promoting and coordinating the implementation of quality, safety and environmental values and continuous improvement initiatives across the College, working closely with the administration staff, Trainers and students.

CONTINUOUS IMPROVEMENT OBJECTIVES:

ACBT is committed to operating efficiently and effectively in order to meet the needs of clients and stakeholders, especially students. Continuous improvement in all activities is vital for the college's continued success.

ACBT undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of the community, including examining and licensing authorities where relevant.

CONTINUOUS IMPROVEMENT PROCESSES:

ACBT uses the following processes and strategies to improve overall performance:

5.12.1 CLIENT SATISFACTION SURVEYS

Every user of the services of ACBT has the right to provide feedback about the programs and services of the College.

ACBT's quality improvement system provides for identification of opportunities for improvement through a client feedback system, which includes consultation with/ surveys of:

- Staff
- Enrolling students
- Withdrawing students
- On campus students
- Industry based Alumni
- Online students
- Community, industry and other client groups.

ACBT also examines its performance against relevant published comparative and benchmarking data.

5.12.2 UNSOLICITED FEEDBACK

Any employee or client of the ACBT has the right to provide unsolicited feedback on the services or operations of the college.

5.12.3 AD HOC CONTINUOUS IMPROVEMENT WORKING PARTIES

ACBT establishes ad hoc working parties or teams to improve functions that are identified as needing action or improvement. Recent examples of these have been implementation of an advisory board and working partner's feedback.

5.12.4 INTERNAL AND EXTERNAL AUDITS

Internal and external audits are conducted to measure performance against internal and external standards and improvement opportunities are identified and acted upon.

5.12.5 MANAGEMENT REVIEWS

Management regularly reviews and refines college activities through:

- Weekly senior management meetings
- Regular reporting to Board
- Half-yearly planning and budget setting
- Individual executive goal setting.

5.12.6 INVOLVEMENT IN INDUSTRY

ACBT provides the opportunity for its staff and students to engage with industry through its day to day involvement within the beauty student clinic on the premises, encouraging staff to develop their professional skills by having contact with the industry and providing staff with opportunities to attend industry conferences, seminars and expos showcasing latest technologies, treatments and procedures in beauty industry. This then has a trickle down effect into the learning that takes place in our courses from directly impacting on course updates to staff being exposed to a new knowledge, ideas and skills.

5.13 OCCUPATIONAL HEALTH, SAFETY AND WELFARE (OHS & W)

The Australian College of Beauty Therapy is committed to maintaining a safe and healthy environment for staff, students and visitors. This means that students, staff and visitors have a responsibility to conform to all the policies implemented by the Company. All staff are aware of these policies, and will be discussed with students during orientation/induction.

Students have a responsibility to:

- Observe Occupational, Health, Safety and Welfare requirements
- Ensure they are not under the influence of alcohol or drugs, in a state that may endanger their own or others' safety.

The College will achieve the highest level of occupational safety and health for all by:

- The provision of an adequate, responsible financial budget for the function
- Sound workplace planning, design and operation
- A positive and consistent example of all levels of administration and supervision
- Training based on standard proven work methods and written operational and administrative procedures
- Training, counselling and where necessary, rehabilitation of those involved in its activities and the enforcement of statutory and College safety regulations and procedures.

It is the responsibility of all College personnel to ensure the implementation of safety systems appropriate for their operational responsibility and in accordance with current technology.

It is the responsibility of supervisory staff at every level to ensure that safe working procedures are clearly understood and consistently observed.

All accidents on college premises, work experience location or the college's excursions must be reported to the lecturer or administration immediately.

Notwithstanding any of the above, neither the Australian College of Beauty Therapy nor its Trainers/Assessors are liable in any way for the health and safety of students in their own place of work.

5.13.1 EXAMPLES OF UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour includes:

- Disobeying any reasonable direction by a College Trainer/Assessor.
- Discrimination and harassment.
- Bullying and intimidation.
- Making racist or sexist comments.
- Assaulting or attempting to assault anyone while on the College premises or in the workplace, while meeting with a College Trainer/Assessor.
- Behaving in a disruptive manner such as swearing, yelling or using offensive language.
- Viewing or distributing offensive material via the Internet, e-mail or other means (social media).
- Illegal use of drugs or alcohol.
- Vandalising or causing wilful damage to College property.
- Endangering the safety of yourself or others.
- Defaming the college using any social media

5.13.2 CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR

Where behaviour is disruptive or unacceptable, disciplinary action may be taken.

- A Trainer/Assessor may ask a student to leave the training area or refuse entry to a training area if behaviour is disruptive or dangerous.
- A student may be suspended or expelled by the Principal Executive Officer, for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens the College's property.
- The police may be contacted in cases of possible criminal behaviour.

5.14 ASSESSMENT AND MODERATION

The Australian College of Beauty Therapy will continuously review assessments performed within the College to ensure that the skills and knowledge it is assessing and the standards it is setting for these, are relevant and furthermore meet the needs of the relevant industry.

To do this the College has all of their assessment tools and materials reviewed.

5.15 RISK MANAGEMENT

The Management of Australian College of Beauty Therapy is responsible for overseeing and approving risk management strategy and policies, internal compliance and internal control.

The PEO/Compliance Manager is required to assess risk management and associated internal compliance and control procedures and report back on the efficiency and effectiveness of risk management. The process of risk management and internal compliance and control includes:

- Identifying and assessing significant risks that might impact upon the achievement of the company's objectives.
- Developing risk management strategies to manage identified risks, and designing and implementing appropriate risk management policies and procedures.
- Monitoring the performance and improving the effectiveness of risk management procedures.

To this end, procedures are in place directed towards achieving the following objectives:

- Effectiveness and efficiency in the use of the company's resources. Procedures are established for the protection of the company's assets and records from breaches of security, fire and disaster.
- Compliance with applicable laws and regulations. The College has a range of policies and procedures to minimise the risks in areas of occupational health and safety, quality management and NVR Standards compliance.
- Preparation of reliable financial information. The College's accounting procedures and internal and external audit programs are designed to produce accurate financial and operating reporting.

The Management oversees regular assessment of the effectiveness of risk management and internal compliance and control on a regular basis.

6. FEES, CHARGES AND REFUNDS

6.1 COURSE PAYMENT OPTIONS

Niche offers a range of flexible payment options, which include fee for service, payment plan and VET Student Loans where eligible. Find one that suits your budget and preferred way of paying bills.

6.1.1 OPTION 1 – GENERAL FEES

Students studying on campus can pay in full prior to commencing their studies, either by direct transfer, credit or debit card, cash, bank cheque or money order. Fees will vary depending upon the chosen course and study load. This option has no additional costs and is good to minimise the total costs for the study ultimately paid.

6.1.2 OPTION 2 – PAYMENT PLAN

If making payments more manageable is your priority, why not take advantage of our interest free payment plan. Direct Debit gives you the flexibility to pay weekly, fortnightly or monthly with payments transferred automatically from your nominated account. Niche has an installment payment arrangement drawn over the duration of each course. Students choosing this option are required to complete a Direct Debit or Credit Card Authorisation through our Direct Debit Agent (Ezidebit).

NB:

- *Payment plans attract a 1.8% processing fee which can be included in the payment plan*
- *Students using the payment plan option will be issued their qualification once fees have been paid in full*

6.1.3 OPTION 3 – VET STUDENT LOANS

VET Student Loans is an Australian Government loan scheme that assists **eligible** students to pay their tuition fees for **certain** eligible courses listed on the Approved Course List and undertaken at approved course providers. It allows students to borrow funds up to the cap set for their chosen course of study and up to their FEE-HELP limit to help pay for part or all of their tuition fees. Students who access VET Student Loans assistance will have a loan from the Commonwealth who will, on the student's behalf, pay their tuition fees to their approved VET provider up to the capped amount.

Eligible full-fee paying students have the opportunity to apply for a government loan to help pay tuition fees.

Are you eligible? Click the link below to find out. <https://docs.education.gov.au/node/42391>

For more comprehensive information about VET Student Loans and how it can apply to you, please go to the following link: <http://studyassist.gov.au/sites/studyassist/vet%20student%20loans/pages/vet%20student%20loans>

NB:

- Textbooks, uniforms, some kits and other additional course requirements cannot be funded by VET Student Loans
- VET Student Loans are a repayable loan and attracts a 20% loan fee increasing the total amount payable to the government

6.1.4 OPTION 4 – MIX IT UP & REDUCE YOUR DEBT

You can choose to pay some of your fees upfront or via a payment plan and use VET Student Loans (where eligible) for the remainder (where eligible). It will help to reduce the value of any government loan and reduce the additional fees of 20% charged by the government. This allows you to contribute upfront where you can and save on your total cost of study.

6.1.5 OTHER OPTIONS – FEE SUPPORT AND TAX DEDUCTIONS

Student and/or Personal Loans

Most banks offer student/personal loans. For a comparison between student loans, please visit:

<http://www.finder.com.au/student-loans>.

6.2 STUDENT REQUIREMENTS

In addition to Tuition fees, as part of the Students Requirements, all students are required to purchase:

- i. Make-up Brush kit and cape
- ii. Uniform (Trousers & Tops & Shoes)
- iii. Text books

Please note that payment of the above student requirements are not permitted to be added to Vet Student Loan.

6.3 PAYMENT METHOD

6.3.1 COURSE PAYMENT IN FULL AND COURSE DEPOSITS

Students paying their course fees can do so by using one of the following options.

Processing of payments may take a number of days; bank deposits will only be registered once they are credited into the College's account.

In Person

Simply make payments to the College's Reception, we accept payments by cash, cheque, EFTPOS and Credit card.

Direct Deposit

You can electronically transfer funds from your nominated bank account into the College's account. Please contact your bank for details.

The College's account details are as follows:

Bank: NAB Bank - Morley
BSB Number: 086-492 Account Number: 59-272-5266

International Students Direct Deposit bank details:

Bank: NAB Bank – West Perth
BSB Number: 086-492 Account Number: 82-442-1289

Post

Simply mail your cheque or money-order (no notes or coins) to:

Accounts Department
P.O. Box 8477
PERTH WA 6849

6.4 CANCELLATIONS AND REFUND POLICY

6.4.1 REFUND POLICY

Students must pay the stated fees, prior to receiving course material. This refund policy applies to each unit enrolled at ACBT. A refund (where entitled) will be arranged within four weeks of receiving a written claim from the student. The refund is paid directly to the person who enters into the contract with ACBT.

Please refer to our policies found at <http://www.nicheeducation.com.au/policies-and-procedures/>

6.4.2 APPLICATION FOR REFUND AND PROCESS

- If you are eligible for a refund on paid tuition fees, you can apply in writing and complete an Application for Refund Form to the:
Accounts Officer
Australian College of Beauty Therapy
P.O. Box 8477
Perth WA 6849
- Ensure that you briefly explain why you are entitled for a refund and attach any independent supporting documents that would support your claim.
- **The Accounts Officer** will review your application for refund on the basis of your supporting documentations. It is your responsibility to provide the College with all relevant documentation to support your claim.
- The **Accounts Officer** will make a decision whether to refund your paid tuition fees based on your claims.
- The **Accounts Officer** will write to you, normally within 14 days, advising you of the outcome. Students must allow up to 28 working days for refund to be issued.

6.5 ATTENDANCE AT SCHEDULED ASSESSMENTS

All qualifications are based on completion of each Unit of Competency before a nationally recognised qualification may be issued.

Assessments taken outside the enrolment period will be taken as a re-enrolment and the full course fee will be charged for each unit not completed. Any outstanding fees must be paid before re-enrolment can be granted. (Payment Plan payments must be paid as per Enrolment Contract).

6.6 DEFERMENTS *(NOT APPLICABLE TO SHORT COURSES OR WORKSHOPS)*

6.6.1 DEFERMENTS

A student unable to continue their course due to health reasons (supported by a Doctors letter/medical certificate) or extenuating circumstances only must send to the college written request for deferment by letter or email, within 7 days of non-attendance or prior to commencement of course. Deferments can only be granted with up to 12 months maximum additional time. Any outstanding fees must be paid before deferment can be granted. (Payment Plan payments must be paid on a continual basis as per Enrolment Contract).

6.6.2 RESCHEDULING/RESIT OF FORMATIVE OR SUMMATIVE ASSESSMENTS:

Students can reschedule providing the unit/s is within the Enrolment Contract time frame. Students may only reschedule without charges, if a medical certificate is supplied or under extenuating circumstances.

All other cases, a rescheduling form must be completed and any costs incurred must be paid before the classes can be rescheduled. Fees incurred will be \$150.00 per unit (admin fee).

6.6.3 NON-ATTENDANCE - WITHOUT NOTICE

Any student that does not attend class for a period of 3 days, without notice in writing, as to the reason for non-attendance, will be deemed to have withdrawn from the unit/course.

6.6.4 EXTENSIONS:

Extensions are available for theory-based units only. (Units requiring practical assessment are excluded)

All extensions except for medical reasons (Medical Certificate must be provided) or extenuating circumstances, (evidence must be provided) a fee of \$50.00 will be charged for up to 2 weeks extension. (Only one extension per unit will be allowed – **NO EXCEPTIONS**)

SCHEDULE OF FEES:

Fees & charges	Reason for fee and/or charges
\$150.00	Invigilation Fee for re-schedule of assessment (Max 3hours)
\$ 50.00 per unit	Extension Fee (up to one week)
\$50.00 per item	Re issue of Certificates or Qualifications or Statement of Attainments
\$0.20	Photocopying charge (per page A4) (black only)
50% of tuition fees per unit	Recognition of Prior Learning (RPL)
No Charge	National Mutual Recognition or Credit transfer

7. FACILITIES AND STUDENT SERVICES

7.1 FACILITIES AND STUDENT SERVICES

7.1.1 COLLEGE ADDRESS

Head Office

1st & 2nd Floor, 60-62 Stirling Street,
Perth WA 6000

The College is situated within easy walking distance to Perth, The State Library of WA, Perth Central Train Station and numerous car-parking facilities.

A lunch bar and café is located adjacent to the College in Stirling Street.

Queensland

110 Sugar Road,
Maroochydore, QLD, 4557

5/249 Coronation Drive,
Milton, QLD, 4061

7.1.2 MAIL ADDRESS

P.O. Box 8477

Perth Business Centre WA 6849

7.1.3 OPERATING HOURS

Although these hours are subject to change, they are generally as follows:

Head Office

Monday:	8:15am – 5:00pm
Tuesday:	8:15am – 5:00pm
Wednesday:	8:15am – 5:00pm
Thursday:	8:15am – 5:00pm
Friday:	8:15am – 5:00pm
Saturday:	8:30am – 5:00pm
Sunday:	Closed

Queensland

Monday:	8:30am – 5:00pm
Tuesday:	8:30am – 5:00pm
Wednesday:	8:30am – 5:00pm
Thursday:	8:30am – 5:00pm
Friday:	8:30am – 5:00pm
Saturday:	Closed
Sunday:	Closed

7.1.4 TELEPHONE

Students are not permitted to use the College phone except in the case of an emergency.

7.1.5 LOST PROPERTY

Lost property is located at the College Reception. Please label your belongings so we could contact you should the need arise. All lost property is held for one semester and then donated to charity.

7.1.6 WATER COOLERS

On the Perth Campus there is free drinking water is available from the water coolers located at the lunchroom.

7.1.7 SMOKING REGULATIONS

SMOKING IS NOT PERMITTED within the College premises, in particular the College entrances, doorways and stairwells. **SMOKING IN COLLEGE UNIFORM IS NOT PERMITTED.** Your professionalism inside and outside the College **whilst in College uniform is a reflection of the College**, therefore any misconduct will not be tolerated and will result in suspension from class.

7.1.8 JOB PLACEMENT ASSISTANCE - ACBT RECRUITMENT SITE

As part of our commitment to our students, ACBT offers students and graduates services to assist in securing employment. Eligible job-ready students and graduates will be referred to the job vacancies that employers make available to the College. The ACBT Job Recruitment site will be available to students who have completed an Activity Criteria and an Assessment to demonstrate they have the professionalism and skills criteria to apply for positions that may be listed on the Recruitment site.

7.1.9 STUDENT CLINIC

The ACBT Student Clinic is located at each campus building. If you are a current student at the College, this is where you are required to practice your skills and knowledge with the work experience program available to you. For this reason, it is important to support the Salon, so tell your family and friends to visit the salon.

7.1.10 LUNCHROOM

The lunchroom is provided for students use. The lunchroom has facilities such as a fridge, microwave, tea and coffee, and a vending machine. Students are responsible for keeping the lunchroom neat and tidy. Students are required to provide their own crockery, cutlery and drinking cup.

7.1.11 PHOTOCOPYING

Photocopying is available at the reception desk. This service is available in black only and will incur a charge of 0.20 cents per page copied.

7.1.12 FIRST AID

A first aid kit and some feminine hygiene products are available at the reception desk. In the event of an injury or accident that requires urgent medical attention, report to your lecturer or the administration immediately.

8. IMPORTANT INFORMATION

8.1 CHANGE IN PERSONAL DETAILS

All correspondence including results will be emailed or posted to the address supplied on the student enrolment form. Students are responsible for notifying the college of any changes to personal details including change in name, address, phone numbers, email address and emergency contacts person's details. Changes can also be done online through the student portal.

The College does not accept responsibility for any documents lost due to failure to notify of new contact details. Student wishing to change their names are required to produce a certified documentary evidence to support any change.

8.2 RESULTS AND AWARDS

ACBT allows a period of two weeks for Administration to determine a learner has met all requirements of their training program, which includes our processes for finalising assessment, and verifying the learner is eligible to be issued with AQF certification documentation. AQF certification documentation is issued within 30 calendar days of a learner being assessed as meeting the requirements of their training program, providing all fees have been paid.

ACBT will:

- Issue AQF certification documentation directly to the learner, not a third party such as a training partner or employer
- Issue learners who complete all units within a qualification with a testamur and a record of results / academic transcript
- Issue learners who complete one or more units, but not a full qualification, a statement of attainment and if requested a record of results
- Not issue AQF certification documentation without a Unique Student Identifier (USI)

8.3 GRADUATION CEREMONIES

Students who complete a Diploma qualification are invited to attend a Graduation Ceremony. The venue, date and time of the graduation ceremony will be available to the students. Students are required to wear Graduation Gown and Hat (mortarboard). Cost to hire gown and hat is at the student's expense.

9. GRIEVANCE POLICY AND PROCEDURE

9.1 COMPLAINTS AND APPEALS

ACBT will attempt to resolve complaints issues on an individual case basis if they arise.

This Policy is designed to facilitate confidential resolution of complaints with a minimum of delay and formality for any student who believes that they have been unfairly treated and has a complaint against the College.

All students, current or prospective are entitled to access the complaints procedures set out in this policy.

Please refer to our policies found at <http://www.nicheeducation.com.au/policies-and-procedures/>

9.1.1 INTERNATIONAL STUDENTS

All International Students enrolled at ACSM are entitled to access the grievance/appeals procedure set out in this policy. In the event of the dispute remaining unresolved, the student can also contact DEEWR at any stage through the ESOS mailbox: esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069.

This process does not prevent an international student from exercising rights to other legal remedies.

Further Points of Contact:

The following external bodies may also be contacted:

- Department of Fair Trading Ph: 13 32 20
- Consumer Protection Advise Line Ph: 1300 30 40 54
- Citizen's Advice Bureau: (\$25 for initial legal advice)
 - (WA) Ph; (08) 9221 5711
 - (BRIS) Ph; (07) 3403 5648

search the white pages for similar services in other states.

10. CODE OF CONDUCT

Students, staff and contractors at the Australian College of Beauty Therapy have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. This right is accompanied by everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality

The right for clients to have a say is balanced with the responsibility to listen to others, students may expect staff to:

- Treat people in a fair and non-discriminatory way.
- Be professional in performing their duties.

Students have a responsibility to:

- Observe any class rules or behaviour guidelines set by Trainers/Assessors.
- Behave in a manner that does not interfere with the learning of others.
- Conduct themselves in a responsible manner while in training or within an industry experience.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

Students will be assessed daily on personal presentation (grooming), professionalism (acting responsibly), manner (behaviour) respect for others and the environment (public property and the belongings of others) and for class teamwork.

10.1 PRESENTATION

10.1.1 UNIFORM AND PRESENTATION REQUIREMENTS

While students are attending the College, students will be trained and assessed for a professional career, therefore the standard of dress, grooming and conduct are extremely important.

Students attending training programs and assessments need to comply with the College requirements of uniform in their training and assessment activities, as detailed in Training/Assessment plans.

Students are required to wear the College uniform from the College preferred uniform supplier. Shoes and uniform should comply with the description set out in the uniform pack available at the college reception. All students should ensure that their hair is clean, neat and tied back, up in a bun and all hair off the collar and face at all times. Nails must be clean and short, well manicured at all times with **no nail polish**. **NO acrylic nails** to be worn in class.

Student's professionalism inside and outside the College whilst in College uniform is a reflection of the College; therefore any breaches of misconduct will not be tolerated.

10.1.2 NON-COMPLIANCE

Non-compliance of uniform will result in exclusion from class.

10.1.3 JEWELRY AND VALUABLES

Students are not to wear any jewelry when attending the College and/or classes. This includes facial and/or body piercing, earrings, necklaces, bracelets/bangles etc. Where possible all tattoos should be covered.

The College accepts no responsibility for lost or stolen valuables.

(This is in compliance with the College OHS and Health & Hygiene standards)

10.2 COLLEGE RESOURCES

In order to help keep the college resources in good working conditions, students are required to assist in maintaining serviceable facilities, resources and equipment. Students are required to report any breakage and/or faults with equipment to their lecturer or the college administration.

Students are required to leave classrooms, lunchroom, change rooms and other public areas in a neat and tidy manner after classes' and/or usage of the rooms and ensuring that the equipment and tools used are clean, working and correctly stored.

Evidently each student is responsible for the care of the College property in the rooms, facilities, public areas and the campus in general. Any student who is responsible for damaging College property will be billed for the necessary repair work. Disciplinary action may also result.

10.3 ATTITUDE AND BEHAVIOUR

10.3.1 GENERAL

Students may not engage in behaviour which infringes on individuals or group rights or which jeopardizes the health and safety of individuals and property.

10.3.2 CLASSROOM RULES

Students have the responsibility to:

- Show courtesy and respect toward fellow students, Trainers and other College staff members;
- Ensure that their behaviour is not disruptive to the learning of others;
- Ensure that the College environment is kept neat, tidy and secure;
- Ensure that they are punctual, polite, prepared and display a positive manner;
- Behave in a way that protects the health, safety and wellbeing of others;
- Respect personal possessions and school property.

Students are **NOT** to:

- Eat, drink (except for water) and/or chew gum in class at all times. Food and drinks are to be consumed in designated eating areas.
- Enter the classroom or the Trainers/staffroom unsupervised.
- Have their mobile phones switched on during class, phone calls can be made or received during break times.
- Have their sounds and photographic equipments switched on during class, unless approved by the Trainer for class purposes.
- Bring children and pets (with exception of Guide dogs) in class due to the disturbance and distraction to other students.

The Principal at her discretion can refuse to permit a student to continue attendance at the College for inappropriate behaviour, such as: theft, verbal or physical abuse or injury caused to another student or Trainer.

Suspension or termination will not affect the liability of outstanding fees and/or expenses. All fees must be paid as per enrolment agreement.

10.4 ATTENDANCE

Students must attend 100% of on campus classes in each semester and/or unit to be deemed competent to undertake the College assessments. The College does not accept liability for information missed by a student through non-attendance and/or absence. Students who have missed classes may be required to re-enrol in the unit at extra charges.

Please ensure that you arrive on time for your classes. Students are expected to arrive at College at least 10 mins before class. Students late for class will not be permitted to enter the classroom. Students must wait in the student's room until the next class break.

Any student leaving the College before class finishes is required to notify their Trainer. In the event that you are unable to attend class or will be late, please notify the College before 8.30am.

10.4.1 PRACTICAL / CLASS TIMES

Students are expected to arrive at the College at least 10 minutes before class starts.

Normal class times are: (can be subject to change per semester)

Diploma Beauty Therapy classes

Days to be advised

9.00am to 4.00pm

Certificate III in Beauty Services classes

Days to be advised

6.00pm to 9.00pm

9.00am to 4.00pm

10.4.2 MISSED CLASSES

Missed classes may affect tasks, assignments, case studies/treatment evidence, also formative and final/summative assessments. Students will not be permitted to sit final/summative assessments if their work is not complete. Attendance of on campus classes is compulsory to gain the necessary knowledge and skills to perform treatments and be assessed in order to achieve qualifications.

10.4.3 NON-ATTENDANCE WITHOUT NOTICE

Any student not attending class for a period of three (3) consequent days without notifying the College will be deemed as a withdrawal. Student will be required to re-enrol in classes not attended and re-enrol into all other scheduled classes.

10.5 ALCOHOL AND OTHER DRUGS

Students are not allowed on the College premises when under the influence of alcohol; consumption of alcohol by any student on the College premises is prohibited. The possession, use or sale of illegal drugs on College premises is not tolerated and will be reported to the police.

Any offender risks suspension, expulsion and/or being reported to the police.

10.6 WEAPONS

Students are not allowed to bring knives and other weapons to the College premises, it is an offence to be in possession of weapons in educational facilities and public places. Threats to any of the College's staff member and/or students will be reported immediately to the police.

Any offender risks suspension, expulsion and/or being reported to the police.

10.7 COPYRIGHT & CONFIDENTIALITY

All rights in and title to the students course of study at ACBT including the course materials and the course curriculum remain the property of ACBT and the Student does not acquire any right, title or interest in them by enrolment, undertaking or completing the course, or otherwise. Any unauthorised provision or use of the course or the course materials or the course curriculum by the Student is to be deemed an infringement of ACBT' intellectual property rights and will be in breach of copyright and will be liable for serious penalties. The Student must not directly or indirectly challenge or assist any third party to challenge the validity of ACBT' rights in or title to the course and must not register any business name, trade mark, corporate name or any other name or mark that relates to the course without the prior written approval of ACBT.

The Student acknowledges that the course materials and course curriculum are confidential and agrees to treat such materials and curriculum in the strictest confidence. The Student must not use or disclose to any person the course materials or the course curriculum provided by ACBT, without the prior written consent of ACBT.

For a period of 5 years after completion of the course and/or the expiration or termination of The enrolment contract, the Student must not and must not assist any third party in any capacity to develop, promote or provide any course, program or training which resembles or is in any way similar to the Course or the Course curriculum, unless express consent has been given by ACBT and which ACBT has full knowledge of. Furthermore, a student who enrolls in an ACBT course with the intention of replicating the course or designing a similar course for future benefit or providing information to a third party to replicate or design a similar course must provide such information to ACBT and receive ACBT' permission to enrol in the course prior to enrolment.

11. DISCIPLINARY PROCEDURES

- Students must abide by the College rules and regulations set out in this student handbook at all times.
- Should a student breach any of the Colleges rules and regulations or behave inappropriate, the lecturer will verbally inform the student of the offence and suggest a more appropriate behaviour to rectify the situation.
- If the student breaches the College rules and regulations for a third (3) time and has been cautioned by their lecturer about their inappropriate behaviour. The matter will be referred to the Principal.
- The Principal will review the situation along with any supporting evidence that the lecturer provides.
- The Principal will then advise the student and ask him/her to respond in writing within five (5) working days. The student will be given the opportunity to respond to all allegations against him/her.
- If the matter is still unresolved, a panel comprising the Administration Manager and the College Principal will hear and attempt to resolve the situation. Should the decision not resolve the matter to the satisfaction of both parties, the College Principal may wish to make further recommendations (in writing) to resolve the matter with in 30 days.
- An independent person may accompany both the College and the student during the meeting.

Should the student be found in breach of the College rules and regulations, possible actions may be taken:

- May be asked to apologise to those involved.
- A Trainer/Assessor may ask a student to leave the training area or refuse entry to a training area.
- Withdraw the student from the unit or course of study and/or hold the students results.
- A student may be suspended or expelled by the Principal, for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens the College's property.
- The police may be contacted in cases of possible criminal behaviour.

The following behaviour is regarded as serious and will result to immediate dismissal without formal warnings or notice:

- Theft
- Discrimination or harassment against other students, lecturers and college staff members
- Being under the influence of recreational drugs or alcohol during college hours
- Deliberate damage to the college property
- Physical violence or threat of physical violence
- Serious breach of safety rules

If you have been found guilty of misconduct, you may appeal the decision or the decision process in writing to the College Principal.

12. ACADEMIC INFORMATION

12.1 DELIVER MODES – ONLINE LEARNING AND IN CLASS PRACTICAL

12.1.1 ONLINE LEARNING

The ACBT has recognised the need to provide learners with flexible course delivery options so that they can study at their own pace in the comfort of their own home.

The online education program offers the student a superior learning environment encompassing both audio and visual lectures, which can be revisited an unlimited number of times during the semester. The theory component of all units is online for students to view and to work on the relevant workbooks to ensure the theoretical component of the course is achieved. Having the knowledge before coming into the class is of great benefit to the students as they have the knowledge to put into the practical application. Online learning enables students to study at their own pace and around their own schedules. It also maximises their time in class performing hands on treatments. Timelines are applicable for each unit of study.

12.1.2 IN CLASS PRACTICAL

The practical component of the course is conducted in a classroom environment and also in the Student Clinic to ensure that the necessary skills are achieved. Students are required to perform a number of treatments and complete a logbook before any qualifications can be issued. The Student Clinic is an ideal opportunity for student to gain employability skills so that they can go into the workplace fully prepared. This enables the student to be competent and experienced and ready for the workplace.

12.2 ASSESSMENT

12.2.1 GENERAL PRINCIPLES

The principles of the Australian Quality Training Framework will be adhered to in relation to competency-based courses. The Australian College of Beauty Therapy sets its standards to industry “best practice” requirements. In competency based and non-competency based courses, training and assessment standards are set to ensure that successful students are highly competitive with those of other training and educational institutions.

12.2.2 DETAIL

- Assessment is open and transparent and not influenced by factors extraneous to actual performance against elements and performance criteria, required knowledge and skills and critical evidence from units of Training Packages.
- The process complies with National Assessment Principles and is a valid, fair, reliable, flexible and consistent assessment of competencies
- Commitment to validity ensures that due allowances are provided to students who are legitimately disadvantaged in assessment due to physical, linguistic or other barriers and, as far as possible, alternative assessment will be provided within the constraints of reliability and allowable adjustments. However, Occupational Health & Safety requirements will not be compromised and where necessary, doubt as to the students apparent disabilities will be referred to Worksafe WA, or other applicable body, for a decision on whether or not it is safe to allow the student to undertake the training or assessment.
- The College ensures it’s Trainers, Assessors and Management are kept informed of industry best practice standards in comparable training establishments to ensure standards are, at all times, equivalent or better. Liaison with appropriate networks ensures this.
- The College ensures its Assessors are cognisant of the mutual recognition requirements. They will recognise the suitable and applicable qualifications issued by another RTO, for assessment and/or skills recognition purposes.

- Students are permitted re-assessment where they have been unable to demonstrate competency to meet appropriate standards, if all classes have been attended. In most cases, consistent with the principles of competency based assessment, students are permitted several re-attempts without charge. However, in cases where more than two assessments are required, or where it appears the client is not making the effort, the Principal of the Australian College of Beauty Therapy, only, may grant permission for further assessment.
- Notwithstanding the above, re-assessment will only be permitted to the extent that it does not conflict with the assessment principles or specific requirements of the applicable Training Package.

12.2.3 ASSESSMENT POLICY

The Assessments are used as a process of collecting evidence and making judgments on whether competency has been achieved, to confirm that a Student can perform to the standard required in the workplace, as specified in a training package or a vocational education and training (VET) accredited course.

Each assessment is marked “Achieved” or “Not yet Achieved”;

1. Assessments must be completed by the due date specified in the Unit Guide for each corresponding unit in the Unit Cluster.
2. If a student does not meet the due date as specified or does not meet the criteria required, they will be deemed “Not Yet Achieved”.
3. A student will have the opportunity to re-sit a “Not Yet Achieved” assessment.
4. If a student consistently demonstrates “Not Yet Achieved” in assessments they will be deemed “Not Yet Competent” for that unit
5. If a student is deemed “Not Yet Competent” for a unit, they will be required to re-enrol into the unit.

12.3 CASE STUDIES/TREATMENT EVIDENCE

Case studies are an essential learning tool and an important aspect of an assessment. As case studies are essential to student training and recorded performance, Trainers will outline the Case Studies required at the commencement of each unit or group of units.

- All case studies are required to be completed on or before the due date.
- Failure to submit a case study will result in automatic failure of that unit.
- All assessments, classroom tasks, assignments and case studies must be completed, in order for the student to be able to sit for their final examination.

12.4 PLAIGARISM AND CHEATING

Workbooks, assignments and other forms of assessments must be of the student’s own original work, students found cheating will face disciplinary actions. Copying directly from textbooks and other research material without proper referencing is plagiarism; therefore their work would not be accepted and may result to disciplinary action.

12.5 CLASS REQUIREMENTS

All equipment used in the classroom is provided free of charge. Texts and implements are required for some courses. Refer to the course brochure for requirements of the course. Student kits are expected to be with the student everyday. Without these tools and books the student is unable to perform tasks in the simulated salon environment of the College.

Student's salon duties are for students to perform treatment on the public. The Trainer will discuss this process with students. The Trainer will supervise the student and sign in the student logbook. Student training record book is to be completed, signed and returned to the College before a student is able to receive their qualifications.

12.6 MODELS AND GUESTS

Students are required to arrange models for practical hands-on work. The Trainer will supervise the students in the class and student clinic to ensure that they perform treatments satisfactorily.

It is the student's responsibility to inform their models/guests of the appropriate behaviour whilst on College premises. The College will not tolerate unacceptable behaviour; therefore students are responsible for their model/guest behaviours.

Students must inform their models/clients that NO Children or pets are allowed in the College unsupervised. Models/Clients who bring children in to the college must arrange for supervision of that child/children at all times.

12.7 FEEDBACK

12.7.1 GENERAL PRINCIPLE

Feedback on student's progress is essential to the development of students. The Australian College of Beauty Therapy is committed to providing honest feedback in a constructive, consistent and fair manner.

12.7.2 DETAIL

1. Where the Australian College of Beauty Therapy courses are competency based, students will be progressively informed of their attainment of each Element of a Unit, either verbally or with appropriate documentation
2. The Australian College of Beauty Therapy ensures Trainers and Assessors are kept informed of skills training standards in comparable Institutions to ensure standards are, at all times, equivalent or better. In achieving this commitment, the Australian College of Beauty Therapy grading will be subjected to moderation at regular intervals.

12.8 EMPLOYABILITY SKILLS/WORK EXPERIENCE

All students are required to undertake work experience in our Student Clinic, to ensure they can demonstrate their skills and knowledge in the workplace environment and can demonstrate employability skills. A number of treatments need to be performed as part of the College assessment process. Work experience taken outside of the College will also be credited towards the student's performance and employability skills. All treatments must be signed off in their Logbook for verification. Students must complete their Log Book by the finish date of their course.

12.9 FLEXIBILITY

12.9.1 GENERAL PRINCIPLE

The Australian College of Beauty Therapy is mindful of maximising the progress of each individual student and adopts a positive attitude to tailoring training solutions for individual students.

12.9.2 DETAIL

- a. The Australian College of Beauty Therapy explores flexible training delivery and assessment solutions designed for individual and groups of students.
- b. Application of Skills Recognition (Recognition of Prior Learning and Recognition of Current Competencies), standard exemptions and credits will be consistent with national assessment standards, including National Recognition principles.
- c. Eligibility for entry to training programs will be applied equitably and holistically taking into account the students assessment, training and work history, attitude, motivation and apparent learning capacity.
- d. The exceptions to the above will be where they conflict with specific requirements of Training Package guidelines, Australian Law or Regulation.

12.9.3 ASSESSOR QUALIFICATIONS AND ASSESSMENT INSTRUMENTS

Assessors must be Workplace Assessors, qualified against national Workplace Assessor Standards and have the appropriate practical experience and qualification prescribed for the unit being assessed. When appropriately qualified and experienced assessors are not available, a qualified assessor may work with appropriately experienced and qualified trainers, facilitators and supervisors to complete assessment activities. This ensures flexibility in the assessment process.

Trainers and Assessors have, as a minimum, the specialist knowledge and at least three years practical experience relevant to the content of the Training Package. In addition, Trainers are to possess a nationally recognised qualification in workplace training and are experienced in providing training in an industry setting.

Assessors hold a nationally recognised qualification against the national standards for planning, conducting and reviewing assessments.

12.9.4 NO GUARANTEE

The College cannot guarantee that all students will achieve a successful outcome following the training and/or assessment. However, Trainers/Assessors will make every reasonable efforts to assist the students to achieve the outcomes advertised.

12.10 ASSESSMENT AND ISSUANCE OF QUALIFICATIONS

12.10.1 FORMAL ASSESSMENT REQUIRED

The Australian College of Beauty Therapy requires students to undergo a formal assessment process prior to the issue of any qualifications. Qualified Workplace Assessors follow the criteria for assessment included in the Assessment Tools. These tools have been developed in line with the units of competency and performance criteria of the Hair and Beauty Training Package.

12.10.2 ACCESS TO RECORDS

Students may have access to their records and may receive a paper copy, on written application.

12.11 CERTIFICATION ON COMPLETION OR PARTIAL COMPLETION OF THE COURSE

12.11.1 RECORDS OF ACHIEVEMENT

The following will be issued as follows:

- Records of Achievement where a client successfully completes the core/common units and the minimum elective units to satisfy an AQF level certificate, according to the Qualification Framework from the Hair and Beauty Training Package.

12.11.2 STATEMENT OF ATTAINMENT

For students who achieve fewer units of competency or modules than required for a qualification, The College will issue:

- Statement of Attainment, listing all the units of competency (or modules) achieved. This is issued for partial completion of a qualification

12.11.3 ACADEMIC RESULTS AND RECORDS

ACBT allows a period of two weeks for Administration to determine a learner has met all requirements of their training program, which includes our processes for finalising assessment, and verifying the learner is eligible to be issued with AQF certification documentation. AQF certification documentation is issued within 30 calendar days of a learner being assessed as meeting the requirements of their training program, providing all fees have been paid.

12.12 STUDENTS WITH DISABILITIES OR MEDICAL CONDITIONS

The Australian College of Beauty Therapy is committed to assisting students with disabilities to achieve their education and career goals, and also to be independent and take responsibility for their course of study.

Every effort is made to accommodate for students with disabilities, assistance may include but not limited to:

- Pre-course counselling
- Assistance with the enrolment process
- Assessment modifications

12.12.1 ALTERNATIVE ASSESSMENTS FOR STUDENTS WITH DISABILITIES

Students with disabilities or medical conditions may need modified assessment conditions to suit their needs. Alternative assessment refers to any alteration to the standard form of assessment (examinations and/or assignments), various forms of alternative assessments may be considered, These adjustments may also be available to students with temporary disabilities:

- Use of Specific Personnel
- Oral Examination
- Time Related Changes

Use of Specific Personnel

Students who have been physically disadvantaged may use specific personnel such as an interpreter, reader or a personal assistant to assist in personal and/or practical ways during the course of an examination.

Oral Examination

Students whose ability to write and type has been impaired may take their examination orally. These examinations may involve the oral presentation of examination questions and/or the student delivering examination answers orally, when the standard mode is writing.

Time Related Changes

Most common alternative assessment assistance, the College provides, is additional time allowance. Students with disabilities are allowed 25% additional time to complete their examinations.

In order to gain consideration for alternative assessment, students should notify the Administration Officer in writing of their disability and provide supporting medical evidence if required.

12.13 INTERNATIONAL EXAMINATIONS (CIDESCO, ITEC)

Through Industry consultation it is apparent that International Qualifications are widely recognised in areas such as working overseas, on cruise ships and spa resorts. The College offers International Examinations through CIDESCO & ITEC for those students who wish to pursue additional qualifications.

The College representative will conduct a Presentation briefing for students wishing to sit the exams.

To enrol for the CIDESCO & ITEC examinations students must complete an Enrolment Form and submit payment of tutorial and examination fees to Reception.

Extra study may be required to fulfil the requirements on the CIDESCO & ITEC syllabus. The College representative will advise of this at the Presentation briefing.

13. SKILLS RECOGNITION

13.1 SKILLS RECOGNITION

You may already have skill and knowledge that may help you gain a qualification. The skills, knowledge and expertise you have acquired through study, self-tuition, work or life experiences can contribute towards Skills Recognition.

You could be recognised to your skills through one of the following process:

- Recognition of Prior Learning (RPL)
- Credit transfer
- Mutual recognition

Recognition of Prior Learning (RPL)

RPL is the assessment process that assesses the individual, regardless of how or where these skills may have been attained, through non-formal or formal learning to determine the extent of which that individual has achieved the required learning outcomes, competency outcomes or standards for entry to and/or partial or total completion or a qualification.

Students approved for RPL may not be required to undertake study in the corresponding class, but must still enrol into it and pay prior to submitting an application form.

Credit transfer

From the AQF Definition: A process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. That is, a recognised qualification from a recognised Registered training Provider (Private or TAFE College etc.) is transferable across states and institutions.

National Mutual recognition

The recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework qualifications and Statements of Attainment issued by other RTOs, enabling individuals to receive national recognition of their achievements. Applies nationally.

13.2 APPLYING FOR RPL – (RECOGNITION OF PRIOR LEARNING)

- Complete and submit the RPL application form.
- The fee for RPL is charged at 50% of the unit fee.
- You will receive a RPL booklet with instructions of what you need to provide for assessment.

13.3 APPLYING FOR CREDIT TRANSFER OR NATIONAL MUTUAL RECOGNITION

1. Complete and submit application form, Supply evidence of Record of Achievement or Statement of Attainment, which states the Units of Competency you are applying for exemption.

13.4 SKILLS RECOGNITION PROCESS

A process is in place to enable students to apply for recognition of competencies they already possess, when applying for training courses with the Australian College of Beauty Therapy. The process for Skills Recognition will be:

- Applicants for Skills Recognition either attend a briefing session on the process or receive a Guide, indicating the evidence requirements against the performance criteria for each unit of competency.
- Applicants indicate their acceptance of the process by a signed declaration of the Application. This is returned to the ACBT.
- Applicants complete a self-assessment against the performance criteria and prepare a portfolio of evidence to support their claim.
- Applicants advise their readiness for assessment to the Education and Training Coordinator, at the Australian College of Beauty Therapy.
- Following the review of evidence, the Workplace Assessor may:
 - Provide recognition against the competencies claimed, or
 - Request provision of additional evidence, or
 - Arrange an interview to obtain additional evidence and verify evidence previously provided.
- Following the review / interview, a practical demonstration with the Assessor will determine whether or not Skills Recognition will be given for a unit or units.
- In addition knowledge evidence will need to be assessed
- Applicants are advised in writing as soon as the decision has been made.
- Applicants have the right to appeal against the assessment decision in accordance with the appeals procedure.

14. EMERGENCY EVACUATION

14.1 CRITICAL INCIDENT PROCEDURE

In the event of a critical incident it is important to contact the College Principal on 9228 4611.

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff member
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incidence of violence
- Natural disaster e.g earthquake, flood, windstorm, hailstorm, or extremes of temperature.
- Fire, bomb-threat, explosion, gas, or chemical hazard
- Social issues, e.g sexual assault, drug use, alcohol abuse.

Critical Incident Admin Team.

- The Critical Admin Team consists of:
 - Principal Executive Officer
 - Administration

14.2 EMERGENCY SERVICES:

Emergency Services	Police, Fire & Ambulance		000
	Police Headquarters (24hrs)		131 444
	Building Security: ADT Security Systems		131 238
	Frank Knight - Office After hours		9225 2557 0479 059 028
Specialist Counselling Providers	Crisis Care – 24 hour Crisis Care Freecall		13 74 68 1800 199 008
	Lifeline - 24 hr crisis /suicide line		13 11 14
	Beyond blue		1300 551 800
	Analysis WA - Counselling Service – Freecall		1300 886 410
	Salvation Army – 24 hr crisis		13 72 58
	Samaritans – 24 hr suicide emergency line		13 52 47
Occupational Safety and Health	Fire Wardens – Administration Officer – Admin/Student Support –	Perth (08) 9228 4611	Queensland
	First Aid: Jacque Kelly (nurse) Admin/Student Support	(08) 9328 6760 (08) 9328 6760	(07) 5479 2164 OR (07) 3876 2224

Level of Risk	Responsibility	Examples
Severe	Principal	<ul style="list-style-type: none"> • Death, suicide or life threatening injury • Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms,
Significant	Principal	<ul style="list-style-type: none"> • Severe OS&H risk • Serious injury incurred by staff/student • Activity where evacuation is required • A minor requires someone to act in place of parent/guardian after-hours.
Moderate	Principal	<ul style="list-style-type: none"> • OS&H risk • Suspicious package left unattended • Students suffers epileptic fit.
Minor – on campus only	Receptionist Principal	<ul style="list-style-type: none"> • Minor Injury • Plumbing issues • Electrical failure

In the event of a threatening situation or a fire of any description in the College, the students must report it to the Lecturer immediately.

The Trainer/Lecturer will evacuate the students from the room where the fire is, contact the front reception desk, advise the Fire Wardens giving details of the fire and it's whereabouts.

If it is a small fire the nearest fire extinguisher is to be used to put out the fire. Two staff members should be present at all times.

The students will only return to the room when it is completely safe, the fire has been extinguished, and all debris has been removed. Also, the room must be clean.

Should the fire persist:

- The Trainer/Lecturer will advise the Fire Warden and the Administration Department.
- The Fire Warden will sound the Fire alarm (located at the rear of the building on the wall at the end of the passage near the fire escape) and then ring the Fire Brigade immediately.
- The Fire Warden will contact the Fire Wardens on the floors below.
- All the students and trainers will be evacuated from the building via the appropriate stairs (Either the fire escape at the rear of the building or the stairs near the lift).
- **LIFTS ARE NOT TO BE USED.**
- The Trainers will ensure that the students vacate in an orderly manner, do not panic or run down the stairs. Students do not take any personal items with them.
- **The Trainers will assemble all students inside the front area of the College**
- The Trainer will mark the attendance sheet to account for his or her students and to ascertain if anyone is missing.
- The Trainer will then report to the Fire Warden. All students will remain with their Trainer until the Fire Warden instructs the students that it is safe to return to their classroom or they can leave the premises for home.
- All Trainers are to instruct all new students of the evacuation procedures.

15. ACCIDENT / INCIDENT REPORTING

All accidents and injuries are to be reported and treated, if needed, as outlined below:

Students

- Students must report promptly to their Trainer/assessor any injury incurred.
- The Trainer/assessor is responsible for initiating an Accident/Injury Report for each reported student accident/injury.
- “Incident / Accident Report Form” is available through the College reception and should accompany the Trainer to the treatment site or in the event of a need for immediate treatment, the form may be brought thereafter.
- The “Incident / Accident Report Form” shall be forwarded to the Administration Officer
- It is required that students and/or their Trainer/assessor report all injuries promptly to the College administration.

ACBT Financial Responsibility Statement

Australian College of Beauty Therapy does not assume financial responsibility for cost of medical treatment for any injury/illness when determined not caused by the College, or for an employee’s injury/illness determined not job-related by either time of occurrence or location on/off the College premises.

16. FIRST AID POLICY

Australian College of Beauty Therapy is committed to providing staff, students, contractors and visitors with a healthy and safe environment.

The College recognises that an important element of a healthy and safe environment is the provision of an emergency first aid program. At the core of this program is the availability of emergency treatment. In addition, the promotion of injury prevention and the creation of a positive safety culture that accompanies first aid training will assist in providing a holistic approach to health and safety.

Australian College of Beauty Therapy will ensure that, as far as reasonably practicable, a first aid system which includes appropriately trained first aiders and adequately stocked first aid kits are provided and maintained in accordance with current relevant legislative requirements.

First Aid kit is located at Reception or Administration.

INTERNATIONAL STUDENTS (Head Office)

IMPORTANT INFORMATION

1. ATTENDANCE OF CLASSES:

To maintain a full time study commitment all ACBT students must attend 100% of all classes on campus.

The Lecturer will internally monitor and record the students attendance in every class and will be responsible for reporting the student's attendance to the Course Coordinator/Student Support Officer if the student misses 2.5 classes (20%) of a unit in any 20 week study period.

In the case of illness or bereavement, students must provide evidence of each event by providing a Medical Certificate from a Registered Medical Practitioner. The lecturer will take a copy of the medical certificate to be placed in the students file. Students should keep the original copy.

ACBT is obliged to notify DEEWR should an Overseas student's attendance fall below 80% in any semester (20 week period).

2. INFORM OF ANY VISA RESTRICTIONS OR CHANGES IN VISA APPLICATIONS.

It is imperative that Students report to the Enrolment Officer any changes in Visa conditions or restrictions. This must be monitored and our records must be up to date for Immigration purposes.

3. ADHERE TO VISA CONDITIONS

Students must ensure that they adhere to their Visa conditions at all times.

- Must report any changes to their visa status
- Change of any personal details Including address, contact numbers etc.
- Work up to 40 hrs per fortnight only
- Must attend no less than 80% of on campus classes
- Maintain satisfactory progress throughout their course.

4. COMPLAINTS & APPEALS POLICY

(Refer To Page 19 Of The Domestic Student Handbook)

5. OVERSEAS STUDENT HEALTH COVER

Overseas students studying in Australia must have private health insurance as a condition of their Student Visa. ACBT does not arrange for overseas student health cover. It is the student's responsibility to organise their own health cover prior to and for the duration of their stay in Australia. Please note that you must apply for OSHC **before** you apply for you student visa.

6. STUDENT REFUND POLICY

Overseas students must pay the stated fees two weeks prior to each semester. These fees comprise each semester's tuition and registration fee. The Confirmation of Enrolment is issued for study at ACBT campus only.

This refund policy applies to each semester enrolled at ACBT.

A refund will be arranged within four weeks of receiving a written claim* from the student. The written claim for the refund must be received by ACBT within 6 months after the students default. The refund is paid directly to the person who enters into the contract with ACBT in the same currency in which the fees were paid (unless payment in the currency is not practical).

A refund will be arranged in the following circumstances:

Circumstance	Refund Entitlement
Student application for student visa is unsuccessful <ul style="list-style-type: none"> • Before semester/education service commences 	<ul style="list-style-type: none"> • Refund of tuition fees paid minus an administration fee of \$250.00
Student with a student visa withdraws prior to commencement of semester classes: <ul style="list-style-type: none"> • More than 10 weeks before semester/education service commences • More than 4 weeks and up to 10 weeks before semester/ education service commences • 4 weeks or less before semester/education service commences 	<ul style="list-style-type: none"> • Full Refund of the total tuition fees paid less administration fee • Refund 70% of tuition fees paid less administration fee • Refund of 40% of the total tuition fees less administration fee
Student withdraws after the commencement of semester classes: <ul style="list-style-type: none"> • During the first four weeks of semester classes at the college • After the end of the fourth week of semester classes at the college 	<ul style="list-style-type: none"> • Refund of 30% of the total tuition fees for the semester less administration fee • No refund of tuition fees paid for the semester
Any fees paid for subsequent semesters	<ul style="list-style-type: none"> • Refunded minus an administration fee of \$250.00
If after the commencement of semester classes ACBT is forced to withdraw a student from a course due to student default including serious breach of international student visa conditions or ACBT Policies and Procedures including misbehaviour or the student fails to pay an amount he or she is liable to pay the provider, directly or indirectly, in order to undertake the course.	<ul style="list-style-type: none"> • No refund of current semester fees. Any fees paid for subsequent semesters will be refunded, minus an administration fee of \$250.00
If a provider withdraws offer, fails to provide a program offered or terminates an Education Service before semester/education service commences or after semester education service commences	<ul style="list-style-type: none"> • The provider default provisions of the Commonwealth ESOS ACT 2000 apply (see below for details)

In the following circumstances student refunds are covered by the ESOS Act 2000 and the ESOS Regulations 2001:

- If the course does not commence on the agreed starting date.
- If the course ceases to be provided at any time after it starts, but before it is completed.
- If the course is not provided in full to the student, because of any sanctions imposed upon the registered provider.

In the unlikely event that ACBT is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ACBT at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If ACBT is unable to provide a refund or place you in an alternative course the Australian Tuition Protection Scheme (TPS) Director will place you in a suitable alternative course at no extra cost to you.

Finally, if the Tuition Protection Scheme (TPS) Director cannot place you in a suitable alternative course, the TPS will refund you the tuition fees you have paid for the part of the course that you haven't yet received.

*The refund policy does not remove the right to take further action under Australia's consumer protection laws. ACBT Grievance and Appeals Policy and Procedures do not circumscribe the student's right to pursue other legal remedies. ACBT encourages all prospective students to read through the ACBT Grievance Policy included in the Policies and Procedures document.

This document can be found on our website www.aacds.edu.au or from ACBT campus.

7. ENGLISH LANGUAGE PROFICIENCY

The Diploma of Beauty Therapy is taught in English. ACBT requires a high level of proficiency in written and oral English.

The minimum English Language proficiency is IELTS score of 6 with no less than 5.5 in each of the four components and/or TOEFL score of 560 pen and paper test and 220 computer based test. Evidence of English language proficiency must be provided for entry into the course.

Students who have only achieved the minimum scores are encouraged to undertake further English language study. (See overseas student support services)

Evidence Required

Students are required to provide and submit evidence of their IELTS score at the application for enrolment stage. Evidence is requested both on the enrolment form and in the interview process

Minimum Age

Minimum age for enrolment is 18 years old.

Evidence Required

Students are required to provide and submit evidence of their date of birth at the application for enrolment stage. Evidence is requested on the application for enrolment and the enrolment form.

8. STUDENT SUPPORT SERVICES

Accommodation in Perth

Perth has a wide variety of student accommodation to suit different budgets and needs. Students can choose to live with an Australian family or in shared rental accommodation with other students or friends.

ACBT provides help to students in finding accommodation, understanding leases and tenancy agreements.

Temporary accommodation can be arranged prior to the student's arrival, giving the student time to investigate the various styles of accommodation available.

Finding the right place to live involves consulting ACBT, gaining advice from friends, and checking local newspapers advertisements and student support agencies such as Perth Education City <http://studypertth.com.au/live-perth/accommodation>

Accommodation choices include:

Homestays: Students live with an Australian family gaining valuable English language conversation skills and experiencing the unique and friendly Western Australian culture and lifestyle.

Rental houses and rooms: Students seeking independence may prefer rental accommodation and can chose to share with friends or other students to share living expenses.

Other: Hostels, Guesthouses and Hotels offer alternative accommodation for students.

Cost of Living in Perth

Australia has the position of having one of the world's highest living standards.

Visit the link to find out the living expenses: <http://studypertth.com.au/live-perth/accommodation>

Flexible Pathways

The Australian Qualifications Framework (AQF) is a national system of learning pathways linking universities, vocational education and training, The AQF structure allows students to move easily from one level of study to the next and from one institution to another subject to visa restrictions.

For example ACBT pathways may be linked in the following way, if the student chooses; Diploma of Beauty Therapy/Nursing to Advanced Diploma of Dermal Science to Bachelor of Health Science. Further study and/or career option advice is available from Student Support Officers at ACBT.

Counselling Support

If a student experiences difficulty completing studies due to personal issues, the Student Support Officer will provide whatever assistance is appropriate reasonable and equitable. This service is at no charge to the student.

Internal and external counselling services are available to students so they may receive advice in the following areas:

- personal, emotional and cultural issues.
- study skills
- education information
- applications for further study
- information on student visas, student health cover and international students obligations with regard to DEST and DIMA
- issues relating to accommodation options, such as homestay

ACBT Student Support Officer is responsible for all support services including counselling to overseas students.

ACBT Student Support Officer is:

Courtney Hubon

Ph: (08) 9228 4611

Email: enquiries@acbt.edu.au

Local external counselling services are listed below.

Relationships Australia

Ph: 08-9489 6363 or 1300 364 277

email: info@wa.relationships.com.au

Baptistcare

Pathways Counselling and Family Service

Ph: 1300 660 640

Life-line 24 hour Crisis Telephone Counselling

Ph: 131 114

Institute of Accredited Clinical Psychologists

Ph: 1300 788 348

Pregnancy Counselling Australia

Ph: 1300 139 313

Legal Aid WA

Ph: 1300 650 579

Language, Literacy and Numeracy Referral Service:

If a student is having difficulty with language, literacy and numeracy skills (either identified by self or lecturer), the Student Support Officer and the relevant lecturer will provide whatever assistance is appropriate reasonable and equitable. This service is at no charge to the student.

If further assistance is required, a student may be referred to a specialist from the following providers:

- TAFE International WA: 08-9320 3746
(English for International students)
- Dyslexia Speld WA Inc. 08-9474 3494
- Reading and Writing Hotline 1300 655 506

English Language Intensive Courses for Overseas Students (ELICOS)

Aspect College 1325 Hay Street, West Perth, WA, 6005 Ph: 08 9322 4136 Email: australia@aspectworld.com.au	Perth International College of English Level 2, 100 Murray Street, Perth City, WA, 6000 Ph: 08-9221 2295 Email: info@pice.com.au
Cambridge International College 297 Hay Street, East Perth, WA, 6004 Ph: 08-9221 9990 Email: cicp@cambridge.com.au	Phoenix Academy 223 Vincent Street, West Perth, WA, 6005 Ph: 08-9235 6000 Email: info@phoenix.wa.com.au Web: www.phoenix.wa.com.au
Centre for English Language Teaching The University of Western Australia 35 Stirling Highway, Crawley, WA, 6009 Ph: 08-6488 3539 Email: celt@uwa.edu.au	Language Links 90 Beaufort Street, Perth, WA, 6000 Ph: 08-9328 1266 Email: enquiries@languagelinks.wa.edu.au Web: www.languagelinks.wa.edu.au

Please note that the above services are not within the scope of ACBT and may incur a fee from the provider.

Study Skills

If a student is having difficulty with study skills (either identified by self or lecturer), private one-on-one tutoring with the Student Support Officer and/or the relevant lecturer is available. A student must approach the Student Support Officer to arrange a suitable time for the tutorial session. This service is at no charge to the student.

If a learning difficulty becomes apparent and further in-depth assistance is required, the student may be referred to a specialist tutor. This service is not within the scope of ACBT and may incur a fee from the provider.

More Information

The Council of International Students in Western Australia offers free support and advice for overseas students studying and living in Western Australia.

Email: info@ciswa.com

Website: www.ciswa.com.au

9. MONITORING COURSE AND ACADEMIC PROGRESS AND COURSE COMPLETION WITHIN EXPECTED DURATION

ACBT requires each student to progress through the course of study at a rate that will enable the student to complete the course in the nominated duration. The attendance of each student enrolled will be closely monitored to ensure there is a full time study commitment.

To maintain a full time study commitment no student's attendance can fall below 80% in any semester (20 week period). The Lecturer will internally monitor and record the students attendance in every class and will be responsible for reporting the student's attendance to the Course Coordinator/Student Support Officer if the student misses 20% of a unit in any 20 week study period.

In the case of illness or bereavement, students must provide evidence of each event by providing a Medical Certificate from a Registered Medical Practitioner. The lecturer will take a copy of the medical certificate to be placed in the students file. Students should keep the original copy.

9.1 ACBT Satisfactory Academic Progress Policy

ACBT policy on Academic Performance states that students must obtain "**Competency**" in all summative assessments. If a student is deemed "**Not Yet Competent**" in any one assessment, they will have one further opportunity to be deemed competent.

Each student's academic standard is internally monitored and recorded by their lecturer for each and every unit of study. Students receive feedback on the results of every assessment. If a student fails to meet the above academic standard in any assessment the student will be deemed to be at risk and offered support and intervention strategies by their lecturer.

9.2 Student Support and Intervention Strategies

Each lecturer will report a student who is at risk to the Course Coordinator /Student Support Officer through their classroom monitoring of academic progress and attendance. The student will be notified by the lecturer that a support meeting is to take place between the student and the lecturer and/or Course Coordinator/Student Support Officer to put in place early support and intervention strategies.

These intervention strategies may consist of:

- attending special tutorials and/or coaching
- receiving assistance with personal issues that are influencing progress

Intervention measures discussed and the strategies implemented will be recorded by the staff involved in the meeting. This will include a designated time frame to review the student's progress and this time frame will be determined on a case by case basis.

A copy of discussions, strategies implemented and the review period will be kept in the students file.

It is the student's responsibility to follow through with the programme of support and strategies implemented on their behalf as well as to maintain contact with the staff involved.

The student will be monitored throughout the duration of their documented strategies by their lecturer and if improvement in their academic and/or attendance performance is observed by the lecturer and only after approval by the Course Coordinator/Student Support Officer the intervention strategy will be withdrawn and/or adapted accordingly.

If the student has not met ACBT Academic Progress and /or Course Progress requirements after support and intervention within the designated time frame the student will be informed in writing of ACBT's intention to report the student to Department of Education, Employment and Workplace Relations (DEEWR) via Prisms for unsatisfactory student progress. The letter will also inform the student of their right to lodge an appeal through ACBT Complaints and Appeals Process and that the student has 14 working days from the nominated date in which to do so. All following action will be taken in accordance with the ACBT Appeals and Complaints Policy

Evidence will be obtained in the student's file of the written notice to report, documentation of the Complaints and Appeals Process and if applicable a copy of a Section 20 notice to cancel student visa for final reporting to DEEWR via Prisms.