



Job ready
training,
today.

**Australis College
Beauty Student Orientation Handbook**

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Australis College

This document is uncontrolled when printed – always refer to the online version for the most up to date Beauty Student Orientation Handbook.

RTO 31518

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1 WELCOME TO AUSTRALIS COLLEGE

Australis College is an award-winning Vocational Education and Training (VET) provider focused on ensuring that our students graduate with the skills and knowledge they need to gain employment, advance their career, or build on their current skills.

Our vision is to be Australia's most trusted RTO. Our mission is to provide exceptional industry-relevant training that creates real employment outcomes for our students.

Australis College is dedicated to providing industry current and engaging training and assessment material that is quality assured. We are unique in that we engage our own content writers, subject matter experts and leaders in online delivery platforms to provide our students with modern learning techniques. Our Trainers hold a wealth of knowledge and experience in their subject disciplines. They still work in their industry and above all, they are passionate to see their students succeed.

Australis College also employs a specialist team to develop networks and affiliations in each industry. This includes a range of job service providers, employment agencies and mentors. In addition to this we have a number of registered partner organisations that allow us to provide you services across the country. These partners are all experts in their chosen industry and have undergone rigorous training with us to ensure that the level of service you receive from them is at least equivalent to the Australis College standard. You will be fully informed where a partner is involved in your training journey. But rest assured we are here to support you, and the partner organisation every step of the way.

Because we promise "job ready training, today," we always put the student first and all of our training is purpose built with that in mind – to ensure our graduates are equipped with the skills, knowledge and competencies to become job ready in their chosen industry.

Australis College. Job ready training, today.

Vision

To be Australia's most trusted RTO

Mission

To provide exceptional industry-relevant training that creates real employment outcomes for our students

Values

Student-focused | Innovation | Courage | Quality | Learning | Accountability | Health & wellbeing

Australis College Beauty Courses

Australis College is trusted by the beauty industry and networks with companies such as Steiner Cruises, Ella Bache, Pure Indulgence and Brazilian Beauty. Australis College provides a learning environment of which we are justly proud. Our equipment is the latest in the industry, our techniques are leading edge and we introduce students to a top shelf range of products (Thalgo, Dermalogica and Environ) that will become part of your professional lives.

As a beauty student at Australis College you can rest assured that your Trainers and Assessors are highly qualified in their field and have the practical experience to guide you through your journey to learn the skills and underpinning knowledge required as a Beauty Therapist. However, most importantly, you will find that

they have your best interests at heart. Australis College has developed and maintains high standards in all aspects of the provision of VET. Students who complete our beauty qualifications are awarded with highly regarded nationally accredited qualifications, recognised by the beauty industry.

2 STUDENT ORIENTATION AND INDUCTION

Students are to attend an orientation and induction session at the appropriate campus. Each student will be advised of the location of the orientation and induction session during the enrolment process. The exact date and time of this session will be included in the students welcome phone call and follow up email.

On your first day at campus you will attend an orientation to equip you with all the necessary information to commence your training and learn what to expect from the training and support services provided by Australis College for the duration of your course. You will be shown the campus facilities, layout and emergency exit points and procedures, and provided with a named badge. This orientation will also outline:

- Australis Code of Conduct and Dress code.
- Australis College policies related to student administration and services.
- Training and Assessment methods.
- Timetabling and absenteeism.

After attending the orientation the student must sign their copy of the agenda to signify their understanding and acceptance of the terms and conditions explained during the orientation session. The signed copies will be kept by Australis College.

3 WORKPLACE HEALTH AND SAFETY

Australis College is committed to a safe working and learning environment for all staff, students and stakeholders to promote their health and wellbeing.

All students taking part in practical components of their course will therefore carry out induction orientation and training in adherence to the Work, Health and Safety Act 2011.

As a beauty student you will have access and the use of a range of equipment and facilities that may pose some risk of injury to yourself or others. Therefore you will be inducted and trained in each equipment item that you will operate in accordance with manufacturer's instructions and the campus policy and procedures concerning workplace health and safety.

It is also everyone's responsibility to ensure a safe workplace for staff, students and clients. If you notice any hazards, faulty equipment or behaviour that may impact on the safety of students, clients or staff please report this immediately to your supervising Trainer/Assessor on duty or your Campus Manager.

4 BEAUTY CLINIC DAYS AND PRACTICAL PLACEMENTS

Beauty clinic days are scheduled at campuses so students receive practical training and experience that is required under, and is an assessable part of a student's course, leading to the issuing of a Qualification or Statement of Attainment.

Students must complete sixty (60) hours per term of practicals at campus. This must not exceed more than two hundred and forty hours (240) within a calendar year.

In the instance where a student is unable to attend the Australis College's campus for practical assessments in Intense Pulsed Light (IPL) and Laser Hair Reduction (LHR), practical placement may be arranged with the student's existing workplace or an external provider so the student has the opportunity to receive the practical training experience required for completion of the qualification. Practical placement is unpaid and must meet the following criteria:

- The placement is arranged as a requirement of the qualification.
- The student must not receive payment, wages or other conditions related to employment agreements and entitlements.
- The placement must be pre-approved.
- Must not exceed more than two hundred and forty (240) hours within a calendar year.
- A logbook will be required to document assessment criteria and signed off by your placement supervisor.

For further information the student placement handbook can be found on the Australis College website <http://www.australiscollege.edu.au/students/>.

Beauty clinic days and practical placements provide you with an opportunity to apply the theory and skills you have learnt in a practical real life setting and prepares you to become 'job ready.' You will have access to equipment and resources that are currently used in the industry, be able to meet employers and industry experts that can provide you with the knowledge and standards expected of the industry, and practically develop your skills to this standard.

A full salon experience is provided by Australis College in preparation for graduation and transition to the workplace. The Australis College objective is to create the best practice standards in customer care, hygiene and an introduction to commercial operations and retail sales. Attendance at the allocated beauty clinic days is therefore compulsory as skills practised on client days are critical to completing the course.

5 OBLIGATIONS, RESPONSIBILITIES AND CODE OF CONDUCT

Obligations of Australis College

Insurance

Australis College will hold appropriate personal accident insurance and liability insurance to cover students under the Workers Compensation and Rehabilitation Act 2003. For students carrying out their practical clinic days and placement within Queensland they are covered under Work Covers Work Experience and Vocational Placement Policy www.workcoverqld.com.au. This covers death and permanent impairment. Medical expenses are not covered by this policy.

Registration with National VET Regulator

Australis College is registered with the National Regulator the Australian Skills Quality Authority (ASQA) and is approved to deliver qualifications and explicit units of competency on our scope of registration. These are listed on the national register (training.gov.au). Our RTO provider number is 31518. Australis College operates according to the VET Quality Framework governed by the following requirements:

- Standards for National VET Regulator Registered Training Organisations (RTO's) 2015.

- Fit and Proper Persons Requirements (which as of 2015 was absorbed into the Standards for National VET Regulator Registered Training Organisations (RTO's) 2015).
- Financial Viability Risk Assessment Requirements 2011.
- Data Provision Requirements 2012.
- Australian Qualifications Framework.

As an approved VET FEE-HELP provider, the College must also abide by:

- The VET FEE-HELP Guidelines.
- The Higher Education Support Act 2003.

Australis College Code of Conduct

Australis College promotes a duty of care to students and staff. The stated values underpin each and every interaction we have with our student community. All members of the College are expected to value:

- **Behaviour.** We value ethical behaviour, demonstrated by openness, honesty and integrity in all our dealings.
- **Responsibility.** We take responsibility for our actions and stand by our promises to each other, to our students and to our organisation.
- **Respect.** We respect ourselves, our organisation, and our students. We expect students to also show respect and value diversity and tolerance.
- **Caring.** We value caring for our students, our staff and wider community in a holistic and sustainable way.
- **Quality.** We value quality, embracing uncompromising standards in service provision.
- **Flexibility and Innovation.** We value flexibility and innovation, encouraging original solutions and flexibility in our approach to education provision.
- **Learning for Life:** We value life-long learning. We encourage the ongoing pursuit of knowledge and skills in our students as well as our staff through professional development opportunities. As members of the Australis College community, students must conduct themselves in a manner consistent with the expectations communicated within the Australis College Student Handbook and legislative requirements. These standards of behaviour promote a safe and respectful learning environment for all students.

Each campus is expected to abide by the Australis College values outlined in this Orientation Handbook. If a student feels that any Australis College representative delivering training and assessment or support and guidance at the training facility has breached any of these conditions, the College encourages students to contact their assigned Trainer/Assessor or Campus Manager in the first instance and if the situation is not resolved satisfactorily, follow the Complaints, Grievances and Appeals Policy available on the Australis College website <http://www.australiscollege.edu.au/students/>.

Health and Safety

The Australis College campus has a duty of care to the student's carrying out practical activities under their supervision. They must be able to provide a safe environment for the student, free from potential hazards.

Representatives from Australis College will conduct spot checks of facilities and resources before and during clinic days to ensure the safety of our students and clients.

Each Australis College campus must provide the student with an induction which covers workplace health and safety legislation. This will include outlining the student's responsibility to health and safety requirements and demonstrate the locations of emergency exits, fire extinguishers, fire wardens and the response in an emergency.

Training and Assessment Activities

All campuses are required to set defined activities for the purpose of training and assessment, have the necessary resources available to the students to support them in carrying out these activities, and provide support and supervision where necessary.

Obligations of the Student

Student Code of Conduct and Expectations for Behaviour

When attending any of Australis College campuses, or attending clinic days/practical placements, all students must adhere to the following:

- Respect and courtesy are to be upheld at all times regardless of any ethnic, age, gender, religious or sexual orientation.
- Actively discourage and not participate or engage in any form of harassment or unlawful discrimination.
- Personal possessions are the responsibility of the student and interference with another student's or Australis College's property will not be tolerated.
- Consideration without disruption or impediment to employees whilst on campus or placement must be adhered to at all times.
- Inappropriate physical contact or verbal abuse will not be tolerated.
- Clothing and footwear should be appropriate to attending a work facility and not cause offence to other students and staff.
- Mobile phones are to be switched off during campus, clinic days and placement times.
- Eating and drinking is to be confined to designated areas whilst in the training facility.
- Smoking and alcohol are not permitted inside training facilities.
- Drinking alcohol during allocated break times is strictly not permitted.
- Drug usage is strictly prohibited unless you are required to take legally prescribed drugs.
- Respect scheduled start and finish times.
- Be professional in conduct when working with clients, colleagues and members of the public whilst on campus and clinic/placement days. This requires you to be responsive, engaging and helpful with reasonable requests of clients, work colleagues and members of the public.

Please note these guidelines form part of your training as they apply to the standards expected in the workplace.

If a student fails to meet the standards of behaviour, this is deemed misconduct and the student may be subject to disciplinary action. Disciplinary action under the Australis College Code of Conduct Policy will be taken in accordance with the following principles:

- Breaches to the code of conduct will be dealt with in a fair and just manner, consistent with the principles of natural justice.
- Penalties imposed for substantial misconduct will be appropriate, proportionate and consistent in accordance with the Australis College Student Code of Conduct Policy and Student Code of Conduct Procedure.

Decision making on misconduct will be delegated to the appropriate levels of management within Australis College.

Student misconduct at Australis College refers to any action or behaviour that could be reasonably considered as offensive, including but not confined to:

- Discrimination and harassment.
- Bullying and intimidation.
- Sexist or racist remarks.
- Swearing or offensive language.
- Endangering the safety of others or Australis College equipment.

Australis College reserves the right to un-enrol a student for these reasons. Misconduct may include one or more of the following categories:

- Assessment misconduct including plagiarism, and/or assessment tasks completed by an individual other than the student.
- Behaviour which breaches the Student Code of Conduct and Expectations for Behaviour.
- Offensive comments posted on Australis College social media group forums.

Cancellations

Should you need to cancel or postpone clinic days, placements or scheduled workshops, you will need to phone the Campus Manager or your Trainer/Assessor as per the contact details provided on your orientation day so that alternative arrangements can be made. You are required to provide twenty-four hours (24) notice if you are cancelling a scheduled clinic day. If cancelling from a scheduled workshop day you are required to contact the Campus no later than nine (9:00 am) on the day.

If in the event that Australis College needs to cancel or re-schedule beauty clinic days, the Campus Manager, Trainer/Assessor or another Australis College representative will contact you as soon as practicably possible to make alternative arrangements.

Change of details notification

If your personal information changes during your course program, for example; name change, address or contact information, please complete the Student Change of Details Form available on the Australis College website <http://www.australiscollege.edu.au/students/>.

For a change in emergency contact details and/or medical information please notify your Australis College Trainer/Assessor to complete another Student Medical Form.

Complaints

Australis College is committed to dealing with any complaint, grievance or appeal with confidentiality and professionalism. A copy of our Complaints, Grievances and Appeals Policy is available on our <http://www.australiscollege.edu.au/students/>.

6 STUDENT HANDBOOK

Please familiarise yourself with the Australis College Student Handbook available in the Students section of our website <http://www.australiscollege.edu.au/students/>. This outlines our commitment to the quality of your training and assessment and the terms and conditions of your enrolment. Other items covered in our Student Handbook include:

- Delivery and assessment training methods.
- VET FEE-HELP.
- Fees and charges.
- Code of conduct including expectations for behaviour.
- Support services.
- Information on Australis College complaints, appeals, access and equity and privacy policies.
- Unique Student Identifier (USI) information.
- Internal and external contact information.

7 GROOMING STANDARDS

Uniform

- As a student you will be required to wear black full length, business-style trousers, a black tunic and black closed-in shoes (front, back and sides) with low heels and non-slip soles are essential at all times e.g. court shoes.
- In cooler weather it is acceptable to wear a plain black singlet or a long sleeved tight fitting top underneath the tunic.
- It is recommended that undergarments are either navy or black.
- Uniforms must be freshly washed, stain free and ironed for all Australis College attendance.

Hair

- Hair must be neat, well groomed, tied back if long and must not come into contact with clothing. Hair must not be able to fall forward. For example if the hair is particularly long, a high pony-tail is not adequate as it will fall forward, in which case it needs to be braided or in a bun.

Make up

- Students are to wear appropriate make up and take care that they present well at all times. Re-application during the day may be required to maintain impeccable presentation which is a standard in this industry.
- Students must never apply make up in view of the public or in a working environment.

Nails

- Nails (including gels/acrylics) must be clean, neat and short with no chipped polish.

Jewellery

- Only one wedding ring or plain band ring allowed. No bangles or bracelets or large earrings. Nurse's watch required for assessments preferred.
- No item of personal jewellery is permitted to dangle over the top of uniforms.
- No facial piercings due to safety reasons and industry standards. Some clear studs may be acceptable – please check with staff.

Hygiene

- Students are to ensure that their breath is always fresh and that their personal hygiene is of a high standard at all times. Deodorant and breath freshener form very important parts of personal grooming, as Beauty Therapists work in close proximity to clients.
- No hint of any form of body odour is acceptable in a Beauty Therapist.

Posture

- Correct posture is essential for appearance and health. It is vital that Beauty Therapists maintain correct posture whilst performing treatments.

Smoking

- Smoking is not permitted whilst in uniform. If students do smoke they must change out of their uniform and smoke must not be detected on them when they are in uniform.

8 FORMS

It is necessary for Australis College to obtain certain information and your consent in order to provide you with quality training services and ensure the safety of yourselves and others.

Your privacy is of utmost priority to us and therefore this information will only be used for the purposes of providing training and assessment activities. Please refer to our website for information on our privacy policy australiscollege.edu.au/students/. Forms you may be required at orientation to read and sign may include but not limited to:

- Medical assistance form including your doctor's details and emergency contact.
- Confidentiality Agreement.
- Advertising Talent Permission Form.
- Student Change of Details Form.

9 APPENDIX

Student Induction Agenda

Student Handbook (<http://www.australicollege.edu.au/students/>)

Student-related policies and procedures (<http://www.australicollege.edu.au/students/>)