



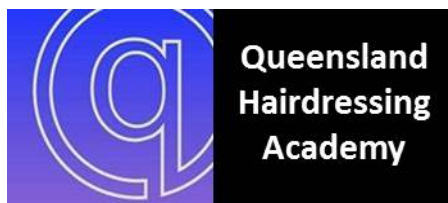
STUDENT HANDBOOK

FEE FOR SERVICE BRISBANE

REGISTERED TRAINING ORGANISATION: 1782
CRICOS PROVIDER: 02207B

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Dear Students

On behalf of our staff at the Queensland Hairdressing Academy, we would like to welcome you.

You have made the commitment to study Hairdressing or Business at our Academy and we are committed to helping you achieve your best while you are here.

Over the years, the Queensland Hairdressing Academy has established itself as a leader in education in the hairdressing industry. Our reputation has not only been established through the education provided, but because of the ability and skill of our students after completing their course.

The Queensland Hairdressing Academy takes pride in the high standard of education and training, as well as the professional approach to hairdressing that we instill in our students.

You'll learn in a friendly environment with the latest technology, to cater for current industry needs.

Our years spent training apprentices; trainees and full time students have allowed us to develop a program, which is not only educational, but also FUN!

We are absolutely committed to practical based delivery; a "hands on" approach with a lot of exposure to clients, to meet the requirements of the hairdressing industry and employers.

We encourage you to take part in all the activities the Academy offers, from workshops to competitions.

The Queensland Hairdressing Academy would like to instill in you, the responsibility for your own learning and progress. The Academy educators and support staff are always available, and willing to help you at any stage.

Welcome, once again!

Yours sincerely

Aiden Watson
Director
The Queensland Hairdressing Academy

WELCOME to the Queensland Hairdressing Academy!

This induction booklet is designed to give you a summary of the Academy's policies, procedures, facilities, and systems. Please read it carefully. If there is something you do not understand please ask before signing the student agreement.

Entry Requirements

Full time students must be a minimum of 15 years of age. Special consideration will be given on consultation with the Director of QHA.

We reserve the right to enroll students that we evaluate as being acceptable to the guidelines and standards of The Queensland Hairdressing Academy; we reserve the right to deny acceptance accordingly, without prejudice.

Enrolment Form

Allows us to record the:

- Personal particulars of the student
- Any previous qualification or competencies
- Individual fee structure
- Start and completion dates

Please take the time to fill in all the enrolment information; bring it with you on your first day at the Academy, or send it by mail (PO Box 213, Stones Corner QLD 4120) prior to your start date.

Language, Literacy & Numeracy

The Queensland Hairdressing Academy seeks to offer the very best learning support. Language, Literacy and Numeracy exercises at the time of induction help identify any individual student needs.

If you need any additional assistance, please inform the Director on enrolment.

Fees

Fee for Service student fees are detailed in their contract, which is part of the Enrolment Form. If the scheduled payments fall in arrears, delivery of education and training will cease, until financial commitments can be met.

Should you foresee any difficulty in meeting these payments, speak to the Director, so that alternative arrangements can be made and your study can continue.

You can continue studying until you attain your qualification at an additional cost

STUDENTS MUST ATTEND FULL-TIME (100%)

Student Identification Cards

The Queensland Hairdressing Academy is a Government approved, Registered Training Organisation; as such, a card can be issued to our students, allowing them a **reduction in price** on public transport, movies etc.

Prior to starting at the Academy or on your first day of attendance, please provide us with a passport-sized photograph of yourself (head only), so that the card can be processed.

Location

We are located at Suite 5, Level 1, 416 Logan Rd Stones Corner QLD 4120, just outside the city with various shops and cafes and bus and train services running regularly.

Parking

Parking is available in the streets off Cleveland Street, which is behind the Advanced Salon on a "first in first served" basis. Parking is also available in the residential area off Montague Street, at Stones Corner; all you need to do is walk across the road to the back entrance of the Academy.

There are two hour parking restrictions in much of the shopping strip along Logan Road, and in the multi-level parking complex attached to the Stones Corner Village, so please check before leaving your car.

Public Transport

Stones Corner is easily reached by both train and bus services.

The Buranda train Station is a seven minute walk from Stones Corner and the Buranda Busway is only a stones throw away; Mt Gravatt buses 174/175 and the buses to Carindale, 204/206 will drop you right outside the door!

Please phone Translink on 13 12 30 for costs and timetables.

Remember: Student I.D. Card = reduction in price.

Student Recreation Room

This room is a lunchroom for all students, equipped with a fridge, microwave, table, chairs, vending machines for drinks and food bars.

The fridge is checked daily and cleaned weekly, so do not leave any lunch boxes/bags behind or you will lose them. The microwave is to be wiped out after use.

Students are requested to tidy up, and clean their recreational room daily.

To prevent dehydration, WATER ONLY can be taken into the classroom to drink during the day.

THIS IS THE ONLY AREA FOR FOOD! Not the locker or the classroom.

Toilets

Toilets in the Academy are located in the walkway behind the stairs used to exit the building.

Lockers

Lockers are available for all students to keep **personal items** safe. Keys are available at Reception; if lost, keys will cost \$15 to replace, if a locksmith is required the fee will be \$50.

Full time students receive a permanent locker key, for which a \$50 bond is required. The key is returned **upon completion of course**, in which case the bond will be refunded.

Phones

Students will be called to the phone immediately if the call is “urgent”, otherwise a message will be taken and given to you.

Phone calls can be made on the **pay phone** outside the Academy, **before class, during lunch break, or after college; AT NO OTHER TIME.**

Mobile phones are not allowed in teaching areas; it makes no difference whether on “silent” or “text” modes.

You will be asked **only once** to put the phone away; if you do not follow instructions, **the phone will be confiscated** and held in the Directors office, to be **picked up at the end of the day.**

Student Noticeboard

The student notice board is displayed on the left side of the Academy entrance, when walking to the student recreational room.

At varying times, notices will be displayed on this board dealing with hairdressing shows, competitions, industry updates and information, college initiatives etc.

It is in each student’s interest to be aware and to check the notice board at regular intervals.

Uniform

The Academy is your workplace...your appearance can be fashionable, but it MUST be PROFESSIONAL!

We are proud of our high professional standard and want you to be too, so it is the **student’s responsibility** to maintain their clothing in a clean and neat condition; to come to the Academy looking like a hairdresser, with hair done and make up on.

Full time students are to wear black or white; under no circumstances denim, colours, torn, stained or unclean/un-ironed clothes. Professionals do not show bare midriffs, or wear micro mini’s skirts.

Please remember that you are working with people, so be aware of your personal hygiene.

Shoes

You are on your feet all day, so **wear comfortable, closed in shoes**, in keeping with Workplace, Health & Safety regulations.

Thongs, open shoes, or sports shoes are not to be worn.

If you do not abide by these requirements, **you will be asked to go home and change.** This will be reflected in your attendance record, so **DO THE RIGHT THING, FIRST TIME AROUND!**

College Hours

The Academy is open from 8:30 am – 5:00 pm, Monday to Friday. **It is not open on public holidays.**

Full time students' attendance hours are from 8:30 am – 4:30 pm, Monday to Friday, unless the Director has agreed to other arrangements.

Certificate II in Salon Assistant (SHB20216), Certificate III in Hairdressing (SHB30416) and Certificate III in Barbering (SHB30516) have VETEC approval, and are Austudy, Abstudy, and Youth Allowance approved courses.

Students receiving Austudy, Youth Allowance, or Abstudy should be aware of their attendance, obligations and government requirements. Failure to meet your obligations can mean:

- That you are asked to “show cause”, so that your payments continue
- You may be required to repay the payments you received during the course.

The Queensland Hairdressing Academy is obliged to report on student attendance each Semester.

Information about Austudy, Youth Allowance and Abstudy is available at your nearest Centerlink office.

Lunch Breaks

While working in the Education area, full time students will have lunch from 12:15 pm – 1:00 pm each day.

Once in the Advanced Salon, lunch breaks will be organised by the Educator, between 12:00 noon and 2:00 pm.

All business students attending the Academy will take lunch from 12:00pm – 1:00pm each day, unless otherwise directed by their trainer.

Course Outline

All Certificates that the Queensland Hairdressing Academy delivers are **competency based, involving self-paced learning**. Because of this, for example, the Certificate III in Hairdressing (SHB30416) qualification can take 12 months to complete.

HAIRDRESSING QUALIFICATIONS

SHB20216 Certificate II in Salon Assistant

Unit Code	Unit Name
CORE (8)	
BSBWHS201	Contribute to health and safety of self and others
SHHBAS001	Provide shampoo and basin services
SHBHDES001	Dry hair to shape
SHBHIND001	Maintain and organise tools, equipment and work areas
SHBXCCS001	Conduct salon financial transactions
SHBXCCS003	Greet and prepare clients for salon services
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXIND002	Communicate as part of a salon team
ELECTIVES (4)	
SHHBAS002	Provide head, neck and shoulder massages for relaxation
SHBHCLS001	Apply hair colour products
SIRRMER001	Produce visual merchandise displays
SHBHDES002	Braid hair
OTHER ELECTIVES (5)	
SHBHIND002	Research and use hairdressing industry information
SHBHREF005	Rinse and neutralise chemically restructured hair
SHBXCCS004	Recommend products and services
SIRRINV001	Receive and handle retail stock
SIRXSL001	Sell to the retail customer

SHB30416 Certificate III in Hairdressing

Unit Code	Unit Name
CORE (21)	
BSBSUS201	Participate in environmentally sustainable work practices
SHHBAS001	Provide shampoo and basin services
SHBHCLS002	Colour and lighten hair
SHBHCLS003	Provide full and partial head highlighting treatments
SHBHCLS004	Neutralise unwanted colours and tones
SHBHCLS005	Provide on scalp full head and retouch bleach treatments
SHBHCUT001	Design haircut structures
SHBHCUT002	Create one length or solid haircut structures
SHBHCUT003	Create graduated haircut structures
SHBHCUT004	Create layered haircut structures
SHBHCUT005	Cut hair using over-comb techniques
SHBHDES003	Create finished hair designs
SHBHIND001	Maintain and organize tools, equipment and work areas
SHBHIND003	Develop and expand client base
SHBHREF002	Straighten and relax hair with chemical treatments
SHBHTRI001	Identify and treat hair and scalp conditions
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon services to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXIND002	Communicate as part of a salon team
SHBXWHS001	Apply safe hygiene, health and work practices
ELECTIVES (7)	
SHBHCUT006	Create combined haircut structures
SHBHCUT007	Create combined traditional and classic men's haircut structures
SHBHDES004	Create classic long hair up-styles
SHBHDES002	Braid hair
SHBXCCS004	Recommend products and services
SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
OTHER ELECTIVES (9)	
SHHBAS002	Provide head, neck and shoulder massages for relaxation
SHBHCCS001	Plan hair services for special events
SHBHCUT011	Design and maintain beards and moustaches
SHBHCUT012	Shave heads and faces
SHBHDES005	Select and apply hair extensions

SHBHIND002	Research and use hairdressing industry information
SHBHIND004	Participate in session styling teams
SHBHREF001	Curl and volumise hair with chemical treatments
SHBHREF003	Straighten and relax hair with protein treatments

SHB30516 Certificate III in Barbering

Unit Code	Unit Name
CORE (21)	
BSBSUS201	Participate in environmentally sustainable work practices
SHBHBAS001	Provide shampoo and basin services
SHBHCUT001	Design haircut structures
SHBHCUT002	Create one length or solid haircut structures
SHBHCUT003	Create graduated haircut structures
SHBHCUT004	Create layered haircut structures
SHBHCUT005	Cut hair using over-comb techniques
SHBHCUT007	Create combined traditional and classic men's haircut structures
SHBHCUT009	Cut hair using freehand clipper techniques
SHHBUT011	Design and maintain beards and moustaches
SHBHCUT012	Shave heads and faces
SHBHCUT013	Provide men;s general grooming services
SHBHDES001	Dry hair to shape
SHBHIND001	Maintain and organize tools, equipment and work areas
SHBHIND003	Develop and expand client base
SHBHTRI001	Identify and treat hair and scalp conditions
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon services to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXIND002	Communicate as part of a salon team
SHBXWHS001	Apply safe hygiene, health and work practices
ELECTIVES (5)	
SHBHBAS002	Provide head, neck and shoulder massages for relaxation
SHBHCUT010	Create haircuts using tracks and carving
SHBXCCS004	Recommend products and services
SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
OTHER ELECTIVES (7)	
SHBHCCS001	Plan hair services for special events
SHBHCLS002	Colour and lighten hair
SHBHCLS003	Provide full and partial head highlighting treatments
SHBHCLS004	Neutralise unwanted colours and tones
SHBHCLS005	Provide on scalp full head and retouch bleach treatments
SHBHCUT006	Create combined haircut structures
SHBHIND002	Research and use hairdressing industry information

SHB40216 Certificate IV in Hairdressing

Unit Code	Unit Name
CORE (2)	
SHBHTS001	Provide technical leadership to hairdressing teams
SHBHLTS002	Research and use hairdressing trends to advance creative work
ELECTIVES (9)	
SHBHCLS006	Solve complex colour problems
SHBHCLS007	Enhance hair designs using creative colouring and lightening techniques
SHBHCUT006	Create combined haircut structures
SHBHCUT008	Design and perform creative haircuts
SHBHDES004	Create classic long hair up-styles
SHBHDES005	Select and apply hair extensions
SHBHDES006	Design and style long hair creatively
SHBHDES007	Apply and maintain wigs and hairpieces
SHBHDES008	Make wigs and hairpieces
OTHER ELECTIVES (14)	
SHBHREF001	Curl and volumise hair with chemical treatments
SHBHREF003	Straighten and relax hair with protein treatments
SHBHREF004	Enhance hair design using chemical reformation techniques

BSBINN301	Promote innovation in a team environment
BSBMKG413	Promote products and services
BSBWOR502	Lead and manage team effectiveness
SHBBMUP003	Design and apply make-up for photography
SHBHTLS003	Work as a session stylist
SHBHTRI002	Conduct trichological assessments
SHBHTRI003	Develop and apply scalp treatment therapies
TAEASS401B	Plan assessment activities and processes
TAEASS402B	Assess competence
TAEDEL301A	Provide work skill instruction
TAEDEL402A	Plan, organise and facilitate learning in the workplace
SHBHIND002	Research and use hairdressing industry information

SHB50216 Diploma of Salon Management

Unit Code	Unit Name
CORE (7)	
BSBHRM404	Review human resource functions
BSBHRM506	Manage recruitment selection and induction processes
BSBSUS501	Develop workplace policy and procedures for sustainability
SHBXPSM001	Lead teams in a personal services environment
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM003	Promote a personal services business
SHBXWHS002	Provide a safe work environment
ELECTIVES (3)	
BSBSMB406	Manage small business finances
BSBWOR501	Manage personal work priorities and professional development
BSBLED501	Develop a workplace learning environment
OTHER ELECTIVES (13)	
BSBFRA401	Manage compliance with franchise obligations and legislative requirements
BSBFRA402	Establish a franchise
BSBFRA403	Manage relationship with franchisor
BSBFRA404	Manage a multiple-site franchise
BSBMGT502	Manage people performance
BSBSMB402	Plan small business finances
BSBSMB403	Market the small business
BSBSMB404	Undertake small business planning
BSBSMB408	Manage personal, family, cultural and business obligations
BSBSMB409	Build and maintain relationships with small business stakeholders
SHBXPSM004	Develop a product and service range
TAEDEL301A	Provide work skill instruction
TAEDEL402A	Plan, organise and facilitate learning in the workplace

Disclaimer

The Queensland Hairdressing Academy provides quality education, training and support.

The Academy, and its staff, are not responsible for student's progression, or failure to reach course competency, by the end of their contractual period.

It is the student's responsibility to reach each competency in all Diploma and Certificate level courses by:

- Abiding by all Queensland Hairdressing Academy policies and procedures
- Setting their priorities correctly
- Abiding by all their contractual obligations
- Attending as required
- Applying themselves in their education and training

Industry Placement Program

This is for the benefit of full time students needing to experience the reality of the workplace. This is a requirement of the course and takes 70 hours in the Certificate II in Salon Assistant and 150 hours in the Certificate III in Hairdressing and Certificate III in Barbering.

A contractual agreement between the Academy, employer and student must be signed and dated before industry placement starts, so that the student is covered by Workcover insurance.

A Feedback Form, given to the employer, allows the Academy to give constructive feedback to each student, on return to the Academy. An Industry Placement Information Booklet is available to all students **prior to industry placement** to assist with this process.

The type of work you'll be allowed to do by the employer will vary from salon to salon, and is specified on the Training Plan.

Class Timetables

In order to meet the flexible nature of competency-based education and training, each Semester (Semester 1 – January to June, Semester 2 – July to December) a student calendar is posted on the student notice board. Copies are also available for students from Reception.

Classes start at 9:00 am sharp, and generally end by 4.00pm.

The student calendar lists all classes and workshops held by the Academy in the course of the Semester.

As the Academy “rolling” commencement dates, the classes are held more than once in a Semester; great for students, because if they don't understand everything the first time they can attend again, and again, until they do.

Punctuality & Absenteeism

All students are required to be ready to commence tutorials and workshops by 9:00 am each day. Exceptions to this rule will be made if special arrangements have been made and approved by your Educator.

Any student who is absent should notify the Academy, or leave a message on the answering machine before 9:00 am. If a student is working in the Advanced salon, they must also call the Advanced salon to advise their educator.

Late arrivals or students departing early must complete the appropriate forms in the Attendance Folder and have them initialed by the Educator.

If you are under 18 years of age, the Academy will require permission from your parent/guardian.

Holiday Leave

Two weeks of annual leave exists for students whose enrolment spans the Christmas period when the Academy is closed.

Equipment and Resources

Full time hairdressing students must purchase an equipment kit on commencement of their course. This kit can be purchased from the Academy at a discounted price or source the equipment elsewhere. All equipment is to be engraved with the student's name for recognition.

It is the student's responsibility to keep all equipment in good working order; this includes having electrical equipment checked and "tagged" by a qualified electrical, yearly.

The Academy provides additional resources and equipment for each unit of competency (e.g. headblocks, thermal equipment, setting rollers, perm rods, foil, protective gloves and aprons, capes, streaking caps, headblock clamps, pins, water bottles, colour charts and product, as well as a large amount of written resources).

In addition, there is a video library, industry magazines, and specialised equipment like the Rollerball and Climazone.

Resources can be borrowed on a daily basis and returned by the end of the day.

There is a resource management book at Reception, which is used to sign out Academy resources; the student must get the Receptionist or an Educator to sign the resource back in, before putting it away.

Should this process not be done and the resource goes missing, whoever signed it out last will be **responsible for replacing it at their own cost.**

No school resources are to be taken away from school premises, without express approval from the Director.

Any damage to Academy equipment or property must be paid for.

Full time students are to keep all personal items in their lockers. Equipment bags are to be kept under the workstations at all times, in line with Workplace, Health and Safety regulations.

In the salon areas, the Educator will direct you as to where to place your equipment bags. In the Advanced Salon, all stock used, is to be put in the stock bin, for stock control.

The Academy does not take any responsibility for lost or stolen equipment. Be aware that random bag and locker checks do occur.

Disciplinary Procedures

ALL students must abide by the policies and procedures set out in this Induction Booklet.

Expulsion will apply to students who commit theft, should Police investigations uphold the claim. Until then, they will immediately be withdrawn from the Academy.

Expulsion will also apply to any serious act of misconduct, such as drugs, alcohol, or willful destruction of Academy property.

Full time students will receive three verbal warnings, followed by a written warning. After two written warnings for the same infringement, they will be expelled from the Academy.

The Academy reserves the right to call the student's emergency contact/guardian, to get them picked up, if necessary.

The Academy provides protection for the welfare and safety of all students.

Course Progression

The full time student course guideline sets out the structure of all Diploma and Certificate level courses at QHA.

This is given on induction into the Academy. Students are reviewed on a daily basis. Student progression and any concerns are discussed each morning at educators' morning meetings. If any concerns are identified they will be addressed one on one with the full time student co-coordinator. Students can arrange a meeting with the full-time coordinator at a suitable time to discuss any concerns.

The Advanced salon gives hairdressing students much needed experience with clients ensuring they are confident and prepared for the workforce.

Personal Services

Full time hairdressing students can have hair services done during Academy hours providing:

- They are not behind in their study
- Pay for their service **prior** to them being done. (Unless utilizing a free ***Student Services Voucher**).
- Volunteer themselves as assessment models for other students
- Get approval from the Full time Student Coordinator before the service is commenced.

***Student Services Vouchers** are issued upon induction or at reception. Students will receive four student services vouchers to be redeemed throughout the duration of their course under the educator's discretion.

*Students are charged 50% off salon prices. This must be paid prior to having your hair done.

Students are to be quoted for their services beforehand.

Cancellation

Any full time student wishing to terminate, or leave the course **must** notify the Director **in writing**.

The student must clean out their locker and return their locker key to Reception.

If applicable, a refund will be given (see Refund Policy).

Deferment

No other deferments will be allowed, except in **extreme** circumstances, application may be able for deferment from the Course.

Any pre-existing need for a period of deferment during the course **must** be stipulated and written into the agreement at the time of enrolment.

Deferments will be **considered** for circumstances such as:

- Serious student illness requiring recovery period
- Serious student accidents requiring recovery period
- Bereavement

These must be accompanied by a Medical Certificate.

Deferment will be granted for a period of no less than one (1) month and not more than three (3) months. Students are required during this period of deferment to make contact with the Director **each** calendar **month** to keep them informed of the student's progress.

Approved deferment of student of longer than one (1) months will attract a \$500.00 re-enrolment fee. This fee will be charged on recommencement at the Academy.

All deferments must be authorised by the Director in writing. The appropriate documentation needs to be completed **before** deferment, **not after**. A maximum number of two deferral periods will be permitted during the term of the enrolment. During a time of deferment student tuition fees must be continued unless prior arrangement is made with the Director.

Sick Leave

It is understood that illnesses can occur, but fees are still charged as usual. It must be made clear that all periods of absence contribute to difficulties in completing the contract time. You must be aware of this and only take an absent day if legitimate. It is your responsibility to attend, your responsibility to get through the course in the allocated time. Gross absenteeism will mean not being able to achieve your qualification and also additional payments to complete your course after the agreed contract period.

Refunds

Up-Front Payments

Where full course payment has been made prior to commencement of study, the following will apply:

If a student enrolls and pays for a course, but discontinues study or withdraws 75% of the fees will be refunded for any modules not yet commenced and 25% of fees will be retained to cover admin cost.

No fees will be refunded for modules already completed or commenced.

Cooling Off Period

Once you have enrolled, you will have a 10 business days cooling-off period. If you wish to cancel/terminate your enrolment you must notify us in writing within the cooling off period to obtain a refund on any tuition paid.

Payment Plans:

Payment plan arrangements are designed to help you pay for your course over a period of time.

The following will apply:

- First months tuition fee payment must be made up front before any study commences.
- Each month's payment must be paid in advance. If a student is unable to make payment, they will NOT be allowed to attend class.
- Full payment of the course must be completed before 75% of the duration of the full course is completed.

After commencement a student is required to notify the Director in writing, should they wish to cancel at any stage of their course, to obtain a refund.

The current month's fees will suffice as a cancellation fee within the first month of the course. After the first month, the month entered where tuition is received will be forfeited and there will be an additional \$300.00 cancellation fee.

The non-refundable enrolment deposit and the professional hairdressing kit are not negotiable for refund, under any circumstance.

Please note that you are required to cancel by the end of the current month of tuition. There is a cancellation fee of \$300.00.

Statement of attainment or short course:

Students enrolled in statement of attainment or short course at Queensland Hairdressing Academy are liable for the entire cost whether you complete or not.

NO REFUND WILL BE ISSUED.

Competency-Based Training

This is a system in vocational education, which **allows you to work at your own pace.**

It also rewards you for skills and knowledge you already have by **allowing you to progress more quickly.**

In the past, all students performed tasks the same number of times; now you perform tasks until **you** are competent, not until everyone is competent. I'm sure you'll agree this is an excellent system!

Our Obligations

Queensland Hairdressing Academy is responsible for the quality of training and assessment in compliance with the standards for Registered Training Organisation 2015 and for the issuance of the AQTF Certification documentation.

Recognition of Prior Learning

The Queensland Hairdressing Academy has a Recognition of Prior Learning (RPL) Policy, to ensure that an individual's prior learning, achieved through formal and informal training, work experience or other life experiences, is appropriately recognised.

This recognition may assist students to progress faster through a unit of competency, or allow the student full credit.

Application for RPL may be made to the Director in writing.

Recognition of AQF Qualifications issued by other providers and credit transfer

The Queensland Hairdressing Academy complies with the Australian Quality Training Framework standards for recognition of AQF qualifications issued by other providers and Credit Transfer. The Academy will recognise Statement of Attainment's or Qualifications issued by other Registered Training Organisations as outlined in the Australian Quality Training Framework. If you wish to apply for credit transfer, speak with the Director or your Educator and they will assist you complete the relevant paperwork.

You will need proof of competency by providing a copy of your previous Statement of Attainment/Results.

Flexible Learning and Assessment

The Queensland Hairdressing Academy adopts a range of learning strategies in both theory and practical sessions that are customised to student needs. Queensland Hairdressing Academy achieves this by giving students guidance, mentoring and coaching as well as assistance to train in a workplace environment.

Queensland Hairdressing Academy caters for differences in learning styles by using a variety of delivery and assessment methods such as demonstration, role play, observation, problem solving, self paced learning and self assessment.

Students with English as a second language are given assistance such as being able to provide oral responses to some assessments.

Students with learning difficulties in literacy or numeracy are given extra assistance from Queensland Hairdressing Academy staff in the form of tutorials, additional time in examinations, oral assessments.

Support Services

In the event of a student having a problem with the course, or on a personal level, we would encourage the student to **seek advice from one of the Educators first.**

Each student is treated as an individual, and any assistance would be given confidentially, and in a caring manner. If unresolved, the student would be encouraged to approach the Director if necessary; counseling would be directed to an independent advisor.

Contact numbers for support services are available on request.

Change of Student Details

At any time during your training at the Queensland Hairdressing Academy, you are to report to administration any change of personal details. These changes include:

- Name
- Address
- Phone numbers
- Emergency contact details
- Person responsible for fees
- Guardians details

“Update Personal Details” forms are available on request from Reception, and will need to be completed so that our data is current.

It is your responsibility to update your records with the Academy.

Issuing of Qualification

Upon completion of your studies with The Queensland Hairdressing Academy, you will be issued with either of the following:

- If the course has been completed in full, a qualification (all Diploma and Certificate level qualifications) and a Statement of Results indicating the units of competency that comprise the qualification;
- If the course has not been completed in full, a Statement of Attainment will be issued indicating the units of competency that have been completed.

If at any time you require a replacement of your qualification a \$15 re-issue fee will be charged and for a replacement of your Statement of Attainment a \$10 fee will be charged.

You will be required to complete a Student Training and Employment Survey within 3 months of completing or discontinuing your training.

Please be aware your Qualification or Statement of Attainment will not be issued until you have provided the Academy with your USI Number.

USI Numbers

All students studying in Australia are required to hold a Unique Student Identifier number. This is to be provided to QHA upon enrolment into your chosen course. Your USI will help keep your training records and results together in an online account controlled by you. Proceed to the Government website www.usi.gov.au to create your USI.

Quality Assurance

We need your feedback!

The Queensland Hairdressing Academy has a Quality Assurance system, which is available on request. This ensures the Academy’s focus on quality, so we can keep our current high standard and professionalism, of which we are very proud.

Workplace, Health & Safety Plan

The Queensland Hairdressing Academy Management and staff are committed to the Workplace Health and Safety Plan.

In accordance with the Workplace Health & Safety Act the following is the Queensland Hairdressing Academy Workplace Health & Safety plan. The plan has been developed to ensure the Health & Safety of the:

- ✕ Employees
- ✕ Students
- ✕ Clients
- ✕ Visitors to the Academy

The plan aids in the control of the minimisation of:

- ✕ Injury or illness resulting from the workplace
- ✕ Injury or illness resulting from inaccurate use of Academy supplied product in the workplace

- ✕ Accidents occurring due to inappropriate access to and from the workplace

The Queensland Hairdressing Academy ensures minimisation of risk due to its Risk Management Policy; it is a logical and systematic approach to the reduction of the incidence of injury and disease.

Four simple steps are required:

Step 1 Identifying and containing the hazard

Step 2 Assessing the Risk

Step 3 Deciding on, and implementing, control measures to prevent future levels of risk

Step 4 Monitoring and reviewing the effectiveness of the control measures

STEP 1 – IDENTIFYING THE HAZARD

The process includes but is not limited to a reporting structure through, consultation from the Educators, feedback from the students and employers, and direction from senior management in identifying any hazards that may or have potential impact upon The Queensland Hairdressing Academy.

In accordance with our Quality Assurance System A Non conformance which could reflect unfavourably on The Queensland Hairdressing Academy is immediately reported to the Director. This process identifies hazards immediately. They can be logged by a variety of ways:

- ✕ Internal Improvement Form
- ✕ Student Feedback
- ✕ Employer Feedback
- ✕ Director Incident Log
- ✕ Correction Action Request

STEP 2 – ASSESSING THE RISK

Students upon identifying a Workplace Health & Safety risk are to inform an Educator immediately. The Educator is to immediately inform the Director and familiarise themselves with the Workplace Health & Safety Guide for the Hair & Beauty Industry.

STEP 3 – RISK CONTROL MEASURES

During the assessment process the measures that result would be:

1. Corrective. Fix problem immediately by isolating cause.
2. Preventive. Personnel look at the action in consultation with Director, which will eliminate the risk from re-occurring.

STEP 4 – MONITORING AND REVIEWING CONTROL MEASURE

Once again according to our Quality Assurance Manual, all non-conformances are raised at the internal review when matters are revisited to ensure ongoing maintenance.

Access & Equity Policy

The Queensland Hairdressing Academy Management and staff are committed to the Access and Equity Policy.

This policy is to offer students the opportunity to successfully gain skills, knowledge and experience through education and training.

Purpose of our Access and Equity policy:

- ✕ Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.

- ✘ Equality of outcome within Queensland's vocational education and training for all people, without discrimination.
- ✘ Access for all people to appropriate, quality vocational education and training programs and services.
- ✘ Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.

The Queensland Hairdressing Academy's fair access and equity policy strives to meet the needs of all employers and students including but not limited to the following:

- ✘ Women
- ✘ Aboriginals and Torres Straight Islanders
- ✘ People from non-English speaking backgrounds
- ✘ People with a disability
- ✘ Rural and regionally isolated communities
- ✘ People in transition and other special groups
- ✘ People re-entering the workforce
- ✘ Sole parents
- ✘ People with literacy issues
- ✘ The long term unemployed
- ✘ Those who have been institutionalised.

Affirmative Action Policy

The Queensland Hairdressing Academy Management and staff are committed to the Affirmative Action Policy as follows.

The Queensland Hairdressing Academy continually strives for a fair and equitable environment for its staff and students by following all aspects of this affirmative action/equal opportunity policy.

The educational programs at the Academy have been specifically developed to assist with:

- ✘ Women re-entering the workforce
- ✘ Anti Discrimination
- ✘ Skills Upgrade

Our programs are constantly under evaluation and are reviewed annually for improvements in the areas of development, implementation, delivery and industry relevance.

Privacy Policy

This Privacy Policy applies Aiden Watson PTY LTD, ABN 35 603 432 033 trading as The Queensland Hairdressing Academy.

Your personal information is important to us and we are committed to protecting your privacy. We recognise that you have a right to control how your personal information is collected and used.

The Queensland Hairdressing Academy is bound by the National privacy principles contained in the Privacy Act 1988.

Any personal information you give us, we use solely for our business purposes, such as:

- ✕ Enrolling you in a course
- ✕ Establishing your account with us
- ✕ Fulfilling our obligations under any contract with us
- ✕ Providing you with information about our advanced course
- ✕ Developing our courses to better suit your needs and preferences

We will not use, or disclose, any personal information for any other purpose without your consent, except in very limited circumstances such as where:

- ✕ **Disclosure is required by law**
- ✕ **You are in default of your account with us, in which case we may disclose your personal information to a collection agency for the purposes of recovering the debt**
- ✕ **For Government statistical requirements**
- ✕ **A guardian is involved, or**
- ✕ **Where someone is solely paying your course, other than yourself.**

We have taken all reasonable steps to keep any personal information, which we hold about you, secure against unauthorised access.

We do not store any credit card details electronically, thereby safe guarding your credit card details against computer fraud and hacking.

Only authorised personal are entitled to access your personal information.

All of our authorised personnel are contractually obligated to respect the confidentiality of any personal information held by us.

If at any time you want to know what information we hold about you, or wish to have personal information updated, corrected or deleted, please contact the Director on (07) 3847 3874.

Changes to Policy

Our commitment to being a leading hairdressing industry provider means that our business will continue to evolve as we introduce new services and products. Because of this, we may review and revise our policies, from time to time.

Accordingly, we reserve the right to change our policies at anytime.

Appeals Policy – Assessment

Students may appeal against any result they believe to be incorrect or unfair.

We will always be fair and adopt principles of natural justice by informing those involved of any allegations and provide an opportunity for those involved to give their side of the matter. We will always operate in a fair and unbiased way.

A fair and equitable process is available and we ensure the principles of natural justice and procedural fairness is adopted and available to all students. Copies of our complaints and appeals policy are publicly available.

Procedure for appeal:

- ✕ Director must receive the appeal in writing
- ✕ This appeal is to be within 14 days after assessment

- ✘ Student will be interviewed and appeal reviewed
- ✘ Response will be given within seven working days, in writing, informing the appellant of the outcome
- ✘ The reason for the decision will also be stated
- ✘ If the appeal is upheld, there will be an opportunity to be re-assessed
- ✘ An independent assessor may give the re-assessment, at a time, which is mutually suitable.

Complaints Policy

In the event of a student having a problem against a person or process, The Queensland Hairdressing Academy would suggest that the following process occurs:

- ✘ Students with a grievance must communicate this to their Educator first
- ✘ If no agreement has been reached, complete contact Reception to schedule a meeting with the Director
- ✘ The meeting will be held within seven days
- ✘ After the grievance has been confirmed, the Director will respond to the student in writing, outlining outcomes within a 14 day timeframe
- ✘ In the event that the outcome is unsatisfactory to the student, an independent advisor will be appointed as a mediator.
- ✘ If a student is concerned about the actions of this organization, they may approach the National Authority the Australian Skills Quality Authority (ASQA). The Director General has the power to suspend or cancel the Academy's registration or course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the Academy should be addressed to ASQA through the online complaint form at the attached link provided

<http://www.asqa.gov.au/about-vet/student-information/student-information.html>

If a student has a dispute with regard to fees, the issue should be address with the Director in the first instance.

General Policies

These policies must be strictly adhered to.

The Queensland Hairdressing Academy reserves the right to alter or adjust these policies at any time, without notice:

- ✘ In the interest of student health and safety, there is no smoking on school premises. This includes sitting on the steps of the downstairs shops; the businesses underneath the Academy do not appreciate it.
- ✘ No eating, drinking or chewing gum on school premises, other than in the students' recreational room. No food is to be stored in lockers.
- ✘ Students are to keep all personal items, mobiles etc in lockers; only equipment to be on salon floor.
- ✘ Daily cleaning duties are the responsibility of all students at the Academy.
- ✘ No equipment or products are to be removed from Academy premises.
- ✘ Students must use professional salon ethics at all times
- ✘ Students must demonstrate a strong commitment to their studies and practical tasks.
- ✘ Students are accountable to their Educator and need to let them know if they have to leave the floor.
- ✘ Students must obey all legal direction given to them by an Educator.
- ✘ Any work done prior to the loss of a workbook must be redone.

- ✘ Recording attendance on attendance sheets are the students responsibility; absence from the Academy will be assumed where attendance is not recorded.
- ✘ Expulsion will apply to any student who consumes, stores or carry's drugs or alcohol within, or near the proximity of the Academy. Any student exhibiting symptoms of drug or alcohol use will be asked to leave the premises immediately. The student is not to return until such time as they are free of exhibition of substance abuse.
- ✘ We reserve the right to request that a student have counseling with the appropriate authority, should this situation be on going.

The Queensland Hairdressing Academy reserves the right to nominate the emergency contact person and request that they make arrangements for the student's safe passage home.

- ✘ The Queensland Hairdressing Academy requires all students to abide by the standards of:
 - No sexual discrimination and harassment
 - No religious discrimination
 - No gender discrimination
 - No age discrimination
 - No racial discrimination

Assessment

Every unit of competency has a workbook, which is issued to you in stages your Educator, on request. Practical work is to be signed off in your practice log book until you are ready to be assessed.

Assessment must be completed at the Academy and consist of:

- Self assessments
- Short answer tests, case study's, assignments, role plays
- Practical tasks (recorded in the Practice Practical Log Book/Assessment Book).

We suggest you do at least two hours of theory daily. Theory time is allocated between 8:30 am – 10:30 am; you can choose to do self-paced learning or attend one of the Academy's tutorial classes.

Once the self assessment in your workbook has been put in for marking, and you feel ready to do the corresponding exam, ask your Educator. These exams are to be done under their supervision.

Any answers that are incomplete or incorrect will be discussed and your competency reviewed. In the event a student is not competent, the exam will have to be re-sat. Once your assessment criteria are competent, the students training plan will be updated.

The full-time coordinator will do final review of student progression one month prior to the end of the students' completion date to ensure competency will be achieved by the contract end date.

Models

The Queensland Hairdressing Academy does all in its power to provide the necessary models for your practical component. However, students may need to take some initiative to provide additional models for particular services, such as perming, chemical

straightening, cap highlights and full head bleaching. These models are to be booked in to the Advanced Salon as personal assessment. Models will receive a 50% discount of the total cost of the service. This price will be given during the consultation.

Salon Floor Procedures (Hairdressing students only)

The Advanced salon is an integral part of training and development for all students.

The salon is run in a professional manner, giving students the opportunity to gain experience in how a real salon operates.

Students must dress appropriately and behave in a professional manner at all times. Should you not abide by The Queensland Hairdressing Policies and Procedures you will be asked to leave the premises to change your clothes or until satisfactory behaviour is demonstrated.

- ✘ Report to both Administration and Advanced Academy if you are sick and cannot attend (see Punctuality & Absenteeism); a medical certificate will be required, just like it is in the workplace.
- ✘
- ✘ Students are to arrive to work on time, ready to start the day at 8:30 am.

Warnings will be issued for students not abiding by these rules.

It is your choice, so do the right thing!

It is COMPULSORY at the salon stage to:

- ✘ Attend full time (except where their contract states otherwise, or on “Industry” days).
- ✘ Ensure Salon procedures are followed e.g. Indemnity forms to be signed and dated, Consultation/Analysis forms to be completed, checked and signed by the Educator before you begin and the cost of services quoted and set down.
- ✘ Students are not to clutter the floor with bags, lockers are available so please use them.
- ✘ Workstations must be kept spotless
- ✘ If you need to speak to a student regarding a “salon matter”, do so in a professional manner
- ✘ Any student who refuses a client will be suspended.
- ✘ You will be asked to clean the Salon as part of your Workplace, Health & Safety requirements. It is the responsibility of each student to ensure the salon is left clean & tidy at the end of each day.
- ✘ No tracksuits, open-toed shoes, sports shoes, bare midriffs or micro minis to be worn on the Salon floor.
- ✘ Students are asked not to walk up to another student and commence a conversation while clients are being serviced.
- ✘ Reception desk is not a “meeting place” for students; do not congregate around the reception area.
- ✘ Students are not allowed to service a client without prior consultation and the Educators approval.
- ✘ All of the equipment needed for the salon must be with you every day.
- ✘ You are not to lend or borrow equipment, UNLESS you have approval from the person you are lending off.
- ✘ Students are responsible for having the Educator sign off their work on the same day, not two days later.

- ✕ Student equipment or workbooks are not to be left in the Salon, cupboards or dispensary.
- ✕ Used stock must be thrown in the Stock Control Bin for monitoring.
- ✕ Gloves and protective capes are to be worn when doing chemical work.
- ✕ You have a “duty of care” for all your clients.
- ✕ Educator must be notified when you need to leave the floor.
- ✕ Students are not to quote prices over the phone.

Don't forget to re-book your client, recommend services you believe will make her look great, let her know what to expect, and teach her how to look after her new look!

Stock Control

Students are to put all used tubes, bottles and jars in the stock bin, sitting along side the rubbish bin in the back of the salon for monitoring and controlling stock usage.

Graduation

Once the student has achieved competency in all required units, you will be issued with your Certificate for your relevant qualification, including a Statement of Results outlining the units of competency.

Should the student not show the necessary competency to attain their qualification, a Statement of Attainment will be issued for those units showing total competency.

After the contractual period has ended, the student can choose to continue his/her study until they reach competency for all units necessary to gain their Certificate and qualification; additional costs apply.

Employment Prospects (Hairdressing students only)

The Hairdressing Industry is currently suffering a skills shortage. As a result The Queensland Hairdressing Academy has numerous phone calls from employers needing staff. Please see the student notice board for advertised positions.

Due to the fact that this Qualification has not been achieved through a ‘Trade Period’ (apprenticeship of 3 years) you will be required to work in a salon in order to obtain Trade Recognition, which sees you as a senior stylist.

Those under the age of 21 will need to go into the apprenticeship pathway; the minimum level of employment would be a **3rd year** level. This starting level is open to negotiation with the employer. If you are over 21, you have the option of applying to the Department of Employment, Training and the Arts to sit a Trades Test. On successful completion, your qualification will be Trade recognised.

CONTACT PHONE NUMBERS

ANTI-DISCRIMINATION COMMISSION QLD	1300 130 670
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CENTRELINK	
Youth Allowance, Students, Austudy	13 24 90
Abstudy	13 23 17
Assistance for Isolated Children	13 23 18

DEPT OF ABORIGINAL & TORRES STRAIT ISLANDER POLICY	(07) 3224 2011
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DEPT OF EMPLOYMENT & TRAINING	
General Enquiries	1300 369 936
<input type="checkbox"/> Overseas Qualification and Trade Skills Recognition	
<input type="checkbox"/> Adult Community Education	
<input type="checkbox"/> QLD Adult English Language, Literacy & Numeracy	
Apprenticeships/Traineeships	1300 369 935
Registered Training Organisations	1800 600 039
Vocational, Education Training	
<input type="checkbox"/> General Enquiries	(07) 3225 2416

DEPT OF FAMILIES	(07) 3224 8045
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DEPT OF IMMIGRATION & MULTICULTURAL & INDIGENOUS AFFAIRS	
General Enquiries	13 18 81
Australian Citizenship Enquiries	13 18 80

DISABILITY SERVICES QUEENSLAND	(07) 3224 8031
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EDUCATION QUEENSLAND	
Aboriginal & Torres Strait Islander	(07) 3223 1000
Disability Services Support Unit	(07) 3240 9333

KIDS HELP LINE	(07) 3369 1588
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OFFICE OF FAIR TRADING	1300 658 030
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RACQ	
Road Service	13 11 11

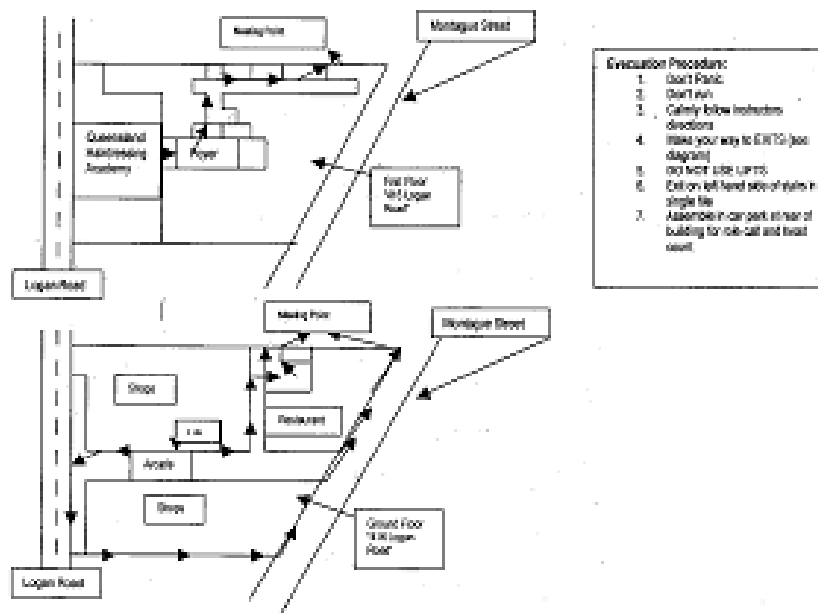
TAXI SERVICE	
Black & White	13 10 08
Yellow Cab Co	13 19 24

TRANS INFO (All transport – buses, trains, ferries)	13 12 30
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Fairwork	13 13 94
www.fairwork.gov.au	

EVACUATION PROCEDURE

Evacuation Procedure



HAIRDRESSING STUDENT KIT LIST

CODE	QTY	ITEM DESCRIPTION
268	1	Plastic Alloy Sectioning Clips 12 Piece
TOOLBAG03	1	Hi Lift Tool Roll - Fits Combs and Scissors
BDSF04	1	StarFlite # 858 Cutting Comb
BD02	1	Black Diamond # 98 Plastic Tail Comb
BDSF07	1	StarFlite # 123 Vent Styler Comb
BD01	1	Black Diamond # 40 Metal Tail Comb
BD08	1	Black Diamond # 40T Metal Tail Teasing Comb
BD03	1	Black Diamond # 16 Long Stylist Comb
BD09	1	Black Diamond # 37 Wide Tooth Basin Comb
HLCC10	1	Hi Lift Afro Comb
HLB5022	1	Hi Lift Super Grip Ionic Paddle Brush 11 Rows
HLB6999	1	Hi Lift Teasing Brush 3 Rows
HLB9004	1	Hi Lift D-Style Brush 7 Rows
HLB5002	1	Hi Lift Super Grip Ionic Hot Tube Brush 25mm
HLB5004	1	Hi Lift Super Grip Ionic Hot Tube Brush 35mm
HLB5006	1	Hi Lift Super Grip Ionic Hot Tube Brush 43mm
HLB5008	1	Hi Lift Super Grip Ionic Hot Tube Brush 53mm
HLBCJ010	1	Hi Lift Ceramic Vent Brush
HLB9001	1	Hi Lift Crystal Large 6 Rows
KP2775	1	Kiepe 5 Inch Scissors
KP27255	1	Kiepe 5-5 Inch Thinning Scissors
KP122	1	Kiepe Slim Razor includes 10 Blades
RS138	1	Universal Hairdryer Diffuser
SP2000BL	1	Speedy Ceramic 3600 Hairdryer Black
MU3000C7	1	Turbo Taper Clipper Includes 4 Attachments, Oil & Brush
TOOLBAG04	1	Hi Lift Wheelie Bag
HLCC05	1	Hi Lift Teasing Comb

