

Studio Hairdressing and Beauty Services

Part 4 - Code of Practice

The Code addresses the following elements:

1. Educational Standards

Recognition of Prior Learning.

- Recognition of Prior Learning will be considered upon **recent proof** of successful completion of an equivalent course or satisfactory performance upon a test or video, or testimony from qualified employers. (This means that trainees may be exempt from some modules if they achieve Recognition of Prior Learning).
- Studio Hairdressing and Beauty Services will recognise accredited training provided by other Registered Training Organisations through Credit Transfer.
- We can also recognise prior learning and achievement of competency providing credible evidence is provided.
- RPL procedures will be in accordance with the policies and procedures defined by industry.

Completion of Course

- Trainees must successfully complete all units of competency within the qualification to attain a Certificate.
- A Statement of Attainment will be issued for completed units of competency if a trainee does not complete the whole course. (This means that a trainee can complete the course at a later date or apply for Credit Transfer/RPL when applying for further courses).

2. Marketing

Our organisation undertakes to market our training products with integrity, accuracy and professionalism and to avoid vague and ambiguous statements. We will not deliberately give false information nor will any misleading comparisons be drawn with any other provider or course.

3. Selection Criteria- for all qualification

As a minimum applicants must address the following:

- Completed year 10. (or within the last few months)
- Mature age trainees who believe they have the interest and ability to apply themselves to the course they have chosen, and who possess the discipline of training and study, may apply without evidence of Year 10 studies.
- Applicants must disclose all **training, medical conditions and medication.**
- All applicants will be treated fairly and without prejudice.

Recruitment of trainees will be conducted at all times in an ethical and responsible manner that is consistent with social justice. Trainee selection decisions will comply with Equal Employment Opportunity legislation.

Both Studio hairdressing and Beauty Services and the trainee, have a three-month period in which either can leave the agreement/contract. The trainee must train for the hours agreed upon prior to starting except for illness upon which a doctor's certificate is provided. As cleaning, housework, sterilisation and sensitisation is very much a part of hairdressing and beauty, trainee's need to know this is included in all training curricula. Assessment is critical in this area of the courses

Hairdressing trainees will pay a fee of \$30.00 to have a hair colour, foils or permanent wave. To have a straightening service the cost is \$150.00.

Beauty trainees **will pay student prices** if they use the salon make-up, wax, and all other products on each other.etc.

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4. Student Payment and Refund Policy

Should the course be discontinued or cancelled or not completed, trainees who have paid upfront will receive a refund, calculated against units already started or assessed, plus over-heads incurred.

Deposit Refunds:

For trainees paying in full prior to commencement:

- a) Should a trainee withdraw one month prior to commencement, the deposit refund is 90%
- b) Should a trainee withdraw one fortnight prior to course commencement, the deposit refund is 50%
- c) NIL refunds apply if a trainee decides to leave after paying the first or subsequent monthly payments
- d) Should the course be discontinued or cancelled, trainees will receive a full refund, less subjects assessed, including overheads
- e) Should a trainee withdraw part way through the course to take up a position in the Hairdressing /Beauty Industry, **a reasonable fee of \$100 will apply**, as placements are limited. The fee will cover working out of work achieved, preparation, printing of Statement of Attainment, additional administration and disruption to course members.

Instalments:

If a course is to be paid monthly, this is to be paid preferably by direct debit, on the first working week of the month, or three monthly for the duration of the course. Should payments get in arrears, a 3% fee will be added to the amount in arrears. Should these get in arrears the trainee must not attend until brought up to date and in credit mode.

Should there be a need to recover overdue payments, the costs incurred will be paid by the trainee or person responsible for making the payments

There will be NIL refund should a student leave after paying the first or subsequent monthly payments.

There will be nil refund should a unit be commenced but not completed.

5. Trainee Grievances / Appeals

- Where a trainee is having difficulties or grievances with a tutor or unit, he/she should approach the tutor to attempt to solve the problem immediately
- If the tutor cannot solve the problem, the trainee should then take the grievance to the Principal at the earliest time possible..
- If no resolution is reached, an independent arbitrator shall be brought in to solve the problem.

Support:

We also offer additional assistance to overcome a learning problem. The staff are available to guide you to achieve the objectives being sought. We feel it is important for you to know that support is at hand in case minor problems are encountered.

6. Assessments / R.P.L. / R.C.C.

Assessments conform to our requirements as a Registered Training Organisation and are in accordance with the requirements of the industry. Details of assessment methods are provided in each unit of competency for off-the-job assessment. Trainees must complete each unit prior to being assessed. Trainees will be assessed on both theory and practical work.

Theory will take the form of:

- ◆ Verbal question and answer
- ◆ Multi-choice and true/false questionnaires
- ◆ Labelling of diagrams
- ◆ Essays/photographs
- ◆ Knowledge checks requiring short written answers
- ◆ Oral presentations

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Practical:

Trainees will need to display confidence and practical knowledge when being assessed for each set task of the unit.

Assessment Codes are shown as follows:

C	:	Competent
NYC	:	Not Yet Competent

Learning outcomes need not be assessed separately. A holistic approach to assessment may be used. Competencies will be assessed during the performance of tasks(if we see you cleaning during your time with us without us asking you to do it, doing washing or washing up etc)
Trainees will have the right to be re-assessed when convenient to both student and assessor.
Only Qualified Assessors will conduct assessment activities.

7. Registration as a Training Organisation

This organisation has gained status as a Recognised Training Organisation, which means we must meet high standards of operation and we are subject to regular audit.

It is our belief that as an organization, this is absolutely necessary and desirable to develop our reputation for excellence and for our trainees to develop competency, confidence and careers of which we can be proud.

All relevant Commonwealth and State legislative and regulatory requirements will be followed.

Trainees are encouraged to read the relevant acts, which are available and filed in our Procedures and Information Manual.

8. Access and Equity

The organisation is committed to access and equity principles. Under no circumstances will management tolerate blatant discrimination by trainees/clients or staff. A grievance policy exists (in the organisation's Policy/Procedure Manual) to provide an avenue for any complaints. Should a resolution not be resolved by the organisation, an independent arbitrator will consult with the client to ensure an objective evaluation of the complaint.

9. Quality Management Focus

The Principal of the organisation has spent many years as a manager of several hairdressing and beauty salons and has always demonstrated a focus on quality, consistency and customer care.

As we rely heavily on customer satisfaction and quality control, we constantly seek feedback from both salon clients and trainees.

Quality management extends to developing staff understanding duty of care to trainees and salon clients.

10. External Review Process

The organisation agrees to participate in external monitoring and audit processes as required. We see this process as vital to the industry and to our own development but more so to the safeguarding of our trainees in their professional development.