



National Provider Number 45331
Unit 5/ 82-84 John St Cabramatta NSW 2166
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Pre-enrolment information

Student Pre-Enrolment Information 2019 - 2020

This information has been prepared to help proposed students make an informed decision about where to study. It includes details of Australian College of Beauty and Nail Technology's policies and procedures that could affect proposed students. It also provides information about the various options that may be available to those students. It is important that students read this information carefully prior to enrolment.

Australian College of Beauty and Nail Technology is operating as a National VET Regulator (NVR) Registered Training Organisation and offering nail and beauty services as detailed below. We will take our registration seriously and endeavour to do all that is required to ensure our policies and procedures comply with the requirements of Standards for RTOs 2015 which outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to proposed students.

Australian College of
Beauty & Nail Technology

General Course Information

Choosing a Course

In the initial stages, Australian College of Beauty and Nail Technology will be registered to deliver:
SHB50115 Diploma of Beauty Therapy
SHB30315 - Certificate III in Nail Technology

Study Modes and Venue

All courses will be delivered face-to-face at Unit 5/ 82-84 John St Cabramatta NSW 2166.

Recognition of Prior Experience or Study

RPL is the acknowledgment of current skills and knowledge which have been gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence provided against a set of criteria in a qualification.

Australian College of Beauty and Nail Technology's RPL Procedure

Should you wish to apply for RPL, you are encouraged to indicate this when enrolling.

Australian College of Beauty and Nail Technology's RPL procedures is as follows:

- Step 1. Student completes RPL Self-Assessment to identify units for which they may be eligible for RPL
- Step 2. Australian College of Beauty and Nail Technology staff prepare RPL Kit containing units for which student believes they are eligible.
- Step 3. The RPL kit is assessed by one of Australian College of Beauty and Nail Technology's qualified assessors and judgment made.
- Step 4. If no gaps are identified, qualification will be awarded. If gap training is recommended, student will discuss options with Australian College of Beauty and Nail Technology staff.

Note fees for RPL are generally charged at 10% of the total course cost. Gap training fees ranging from between \$500 and \$720 (depending on the unit) also apply.

Credit Transfer

Credit transfer is the formal recognition that parts of some courses are equivalent in content and AQF level to parts of others. Australian College of Beauty and Nail Technology has developed a formal credit transfer arrangement. If proposed students are eligible, credit transfer results in:

- automatic status or credit in part(s) of a course/qualification and
- exemption from that part of the course

Status granted through credit transfer is recorded on Student Academic Record. There are no fees when students are granted credit transfer.

National Recognition

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualifications and Statements of Attainment issued by another RTO in Australia.

Australian College of Beauty and Nail Technology will accept Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs. There are no fees for national recognition.

Student Enrolment

When an enrolment form is completed student will be acknowledging that they have been provided with the information contained in this brochure. Candidates are requested to ensure they fill in all sections of the form so that we may support any specific study requirements. This assistance will enable us to ensure students are enrolled in the correct course of study.

Students are encouraged to identify on the enrolment form if they have a disability and require support so that we can make the necessary arrangements to meet those needs.

Unique Student Identifier (USI). From 1st January 2015 every student will need to apply for a USI before enrolment can be processed. To find out more about this, please read the information sheet accompanying this document.

Privacy Policy

Australian College of Beauty and Nail Technology is required to collect and store personal information in order to administer applications and enrolments, to monitor academic progress and to provide other services. Australian College of Beauty and Nail Technology will ensure that information collected is not excessive and is only used for the purpose for which it was collected.

Course Fees

Each course has an established fee which varies between courses, depending on the nature of the course and the materials required. Details relating to specific fees are outlined on the relevant course flyer provided with this letter. If students wish to discuss any aspect, they are encouraged to contact us for clarification.

Australian College of Beauty and Nail Technology's Refund Policy

Policy

Australian College of Beauty and Nail Technology is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

Procedure

A non-refundable deposit is payable on enrolment to any program. (Please refer to marketing flyer for details)

Should a student wish to withdraw prior to course commencement any fees in excess of non-refundable deposit will be refunded. All requests for refunds must be made in writing using Australian College of Beauty and Nail Technology's "Request for Refund" Form.

No refund is available after the course commencement date.

General

Where our training programs have a limited number of places available, these will be filled in order of completed bookings.

If, for any reason, Australian College of Beauty and Nail Technology closes or ceases to deliver any part of the qualification in which a client is enrolled, Australian College of Beauty and Nail Technology will assist the learner in locating another provider or refund the portion of fees for which training and assessment has not been provided.

Rights and Responsibilities

Australian College of Beauty and Nail Technology is responsible for:

- The quality of the training and assessment conducted by any person engaged by us.
- The issuance of the AQF certification documentation. Once deemed competent, a certificate will be posted to you at the address appearing on the enrolment form. Consequently, it is essential you keep us updated on any changes to your personal details.
- Where there are any changes to the services agreed upon, Australian College of Beauty and Nail Technology will advise the learner as soon as practicable, any change in ownership, either via email, website or phone.

Students' Rights

Australian College of Beauty and Nail Technology recognises that students have the right to:

- expect Australian College of Beauty and Nail Technology to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all Australian College of Beauty and Nail Technology's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination, and be treated with dignity and fairness,
- expect that will be ethical and open in their dealings, their communications and their advertising,
- expect that will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.,
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake

- providing accurate information about themselves at time of enrolment, and to Australian College of Beauty and Nail Technology of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- ensuring they attend classes regularly, punctually and sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to Australian College of Beauty and Nail Technology administration office
- respecting Australian College of Beauty and Nail Technology property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on Australian College of Beauty and Nail Technology property or engaged in a Australian College of Beauty and Nail Technology controlled or sponsored activity
- abstain from acts of self-harm

LEGISLATION

There are a number of policies relating to educational issues that may affect a candidate's study. These policies are available in the student handbook which is provided to students upon enrolment.

- Student Complaints and Appeals Process
- Access & Equity Policy
- Alcohol & Other Drug Policy
- Assessment Policy

The Student Handbook which is made available to every student also contains a range of Health and Safety & Welfare policies

Australian College of Beauty and Nail Technology will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by applying the procedures outlined below:

Australian College of Beauty and Nail Technology is committed to a fair and equitable process for dealing with client complaints and appeals against assessment outcomes.

Complaints and Appeals Policy

POLICY

Australian College of Beauty and Nail Technology will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by applying the procedures outlined below:

Australian College of Beauty and Nail Technology is committed to a fair and equitable process for dealing with client complaints and appeals against assessment outcomes.

To ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, Australian College of Beauty and Nail Technology will:

- Make its complaints and appeals policy publicly available by producing it in Student Handbook and making it available on the organisation's website
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable as outlined in complaints process Point 6
- Provide for review by an appropriate party independent of Australian College of Beauty and Nail Technology and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal
- If an appeal is to be lodged, in the first instance, issues should be raised directly with the relevant person and attempt to resolve the issue.

- All complaints and appeals shall be acknowledged to the complainant/appellant via email within 7 days of receipt, however where it is apparent that a resolution will take more than 60 days to facilitate and resolve, Australian College of Beauty and Nail Technology shall keep the claimant/appellant advised in writing of progress and any reasons for such a delay.

Clients wishing to appeal an assessment result will be required to lodge the appeal on the Appeals Form (Document 45) clearly outlining their reasons for the appeal and lodge same with Australian College of Beauty and Nail Technology within fourteen days of receipt of assessment result. Clients will be advised of the process and of their rights, with regard to complaints and appeals, prior to commencement of program delivery and at induction. This information will also be conveyed as part of any initial program delivery or process.

These processes are outlined in the Student Handbook (Document 20) and Staff Handbook (Document 21)

The steps in the Complaints and Appeals Process are:

(a) Local Level Resolution

1. We encourage open communication and an environment of trust. Therefore, any student with a complaint is encouraged to firstly raise the matter directly with the Australian College of Beauty and Nail Technology staff involved.

2. When a complaint is received – verbal, phone, email or otherwise – it shall be immediately referred to Australian College of Beauty and Nail Technology Chief Executive Officer (or their appointed representative)(herein after referred to as the nominated representative) by the recipient.

3. The nominated representative shall immediately contact the staff member concerned and discuss the matter, obtain all the facts and evidence; and shall attempt to mediate a resolution. In many cases complaints involve fees, or refund requests, and resolution is generally achieved at this level.

4. If a resolution is achieved this shall be advised to the client in writing via email; and also recorded on the in Australian College of Beauty and Nail Technology's Complaints Log (Doc. 67).

5. If no resolution is made, then a formal meeting or phone discussion will be arranged between the claimant and the nominated representative, at which time the matter in dispute will be discussed. It is hoped that resolution will be achieved at this meeting.

6. The claimant has the right to bring an advocate with them to all meetings/discussions during the complaints process.

7. Notes of all discussions and meetings will be retained by Australian College of Beauty and Nail Technology and the claimant will be provided with a copy.

(b) Resolution by nominated representative

The claimant will be provided with Australian College of Beauty and Nail Technology's Complaints Form (Doc 46) which must be completed and emailed to info@acbnt.edu.au

- The nominated representative will:
 - acknowledge receipt of the complaint via email as soon as possible
 - document the date acknowledgment was made on the Complaints Form
 - attach a copy of the acknowledgement to the Complaints Form
 - file the form in the student's personal file
- The claimant will be given opportunity to discuss the complaint with the nominated representative
- During the process all actions and decisions will be documented
- Once all aspects have been considered and a decision reached, the outcome will be presented to the claimant, they will be given the option of receiving this information either face to face or via email.

(c) Resolution by Arbitration

- Should the matter remain unresolved following step (b), the nominated representative will contact a member of Leadr (a national mediation service) at the claimant's own cost, to review the dispute and suggest an amicable resolution.



Appeals Process

Note: Appeals against decisions or assessment outcomes must be lodged immediately and no later than 14 days from the date of the receipt of the outcome. It is Australian College of Beauty and Nail Technology's desire to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Should a client wish to appeal a decision or assessment outcome, they should follow the process outlined below:

- The appeal must be lodged on the Appeal Form (Document 45) within 14 days of receipt of the result and acknowledged via email. Acknowledgment is documented in section 2 of the Appeals Form.
- Discussion on the appeal will be conducted between the relevant parties within 24 hours of receipt of notice of the appeal.
- Australian College of Beauty and Nail Technology will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal
- the appellant will be notified in writing of the result
- The appellant will be notified in writing of the outcome with reasons for the decision, and the 'Appeals Register' updated (Doc.68). The appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

Access and Equity

Australian College of Beauty and Nail Technology is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Australian College of Beauty and Nail Technology's scope of registration.

Any issues or questions raised regarding access and equity can be directed to the title.

Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English
- numeracy support
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Language, Literacy and Numeracy (LLN) Requirements

All Students must set for LLN test at the time of enrolment as part of the enrolment process and must achieve the minimum level as set by Australian College of Beauty and Nails on the table below. If student does not achieve the required level the enrolment process will discontinue.

LLN Core Skills	Minimum Level for SHB30315 Certificate III in Nail Technology	Minimum Level for SHB50115 Diploma of Beauty Therapy
Reading	Level 3	Level 3
Writing	Level 2	Level 3
Oral Communication	Level 3	Level 3
Numeracy	Level 2	Level 2

Access premise

All students must be able to access the theory classes at Australian College of Beauty and Nails Technology located at Unit 5 82-84 John St Cabramatta NSW 2166. via the stairs, as there is no **lift** service in the premise.

Support Services

To ensure educational and support services are sufficient to meet the needs of the learner cohort/s wishing to enrol with Australian College of Beauty and Nail Technology, students indicating a need for support will be interviewed to identify specific needs.

The following processes will be applied for students:

- Learning and assessment materials are written in plain English.
- Entry to courses is in accordance with equal opportunity legislation, anti-discrimination legislation.
- Australian College of Beauty and Nail Technology is committed to ensuring that people with a disability or in a situation ie crisis are able to participate in study as effectively as people who do not have a disability or in that situation

Australian College of Beauty and Nail Technology recognizes that providing Reasonable Adjustment is a key strategy in achieving this outcome. Australian College of Beauty and Nail Technology will make Reasonable Adjustments to the learning environment to ensure equal opportunity for everyone to meet the requirements of the units and of the course without imposing unjustifiable hardship on the learner, Australian College of Beauty and Nail Technology, or compromising the integrity of the Qualification Standards.

Support strategies include:

- Identifying particular requirements (such as physical capabilities) learners would need to complete each course
- Developing strategies to make support available where gaps are identified.

Dependent on the individual needs, support available includes:

- Assistive technology
- Additional tutorials
- Additional practical

Health and Safety

Workplace Health and Safety legislation requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,

- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Sustainability

Australian College of Beauty and Nail Technology is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Opportunities to "Tell us what you think"

We like to hear about service that exceeds student expectations too!

Australian College of Beauty and Nail Technology is committed to listening and responding to what students have to say, so that we can continuously improve our services to you. We will listen with respect to feedback, treat all feedback confidentially, and take appropriate action. Feedback is welcome and will help Australian College of Beauty and Nail Technology to improve services to you.

Disclaimer

Every effort has been made to ensure that the information in the proposed student pre-enrolment information brochure is correct as at Jan 2020

Australian College of Beauty and Nail Technology reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure.

Australian College of
Beauty & Nail Technology