Student Services Handbook

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WELCOME TO THE
JOAN LAWMAN COLLEGE

The College is here to support you in your quest for further studies and personal development.

My dedicated staff will provide you with an environment in which you have the opportunity to achieve your goals.

A characteristic of the learning environment is mutual appreciation and respect for individuals and their personal make-up, by students and staff alike.

Please share with my staff and I in seeing individual differences as something special, and not as a source of conflict or misunderstanding.

We are aware that the hard work will be done by you, but it is our role to give you the support to make this task easier, and as it should be, enjoyable.

Learning is meant to be an exciting and fulfilling experience!

On behalf of my staff, I wish you every success with your studies.

Joan Lawman
Principal
SERVICES FOR STUDENTS

1. Purpose

Services are provided as support mechanisms to ensure all students have the opportunity to be successful, not only in their chosen program of study, but in their chosen career aspirations.

Furthermore, it is our intention that the environment in the Institute be conducive to the development of social interactions and personal development.

2. Introduction

Good and open communication is essential if the best is to be achieved.

To enable an effective flow of communication, we continually make every effort to have avenues in place to ensure that communication channels between students and staff are working.

We encourage open dialogue, so if you have any concern whatsoever, please let us know about it. Please make use of any of the following methods of communication and support.

3. Communication

Personal Contact

Often people are hesitant to put in writing their feelings or concerns. You may prefer talking to a staff member with whom you relate well. This may be a teacher or any other member of staff.

Noticeboard

There is a noticeboard in the entrance of the Institute dedicated to Student Services. Information related to any student service matter is displayed and is continuously updated. Please keep yourself well informed.

Library

Library facilities are available. An area is available for private study or just to relax and read the current journals and newspaper.

Learning Support

Additional learning support is available to all students. Learning support (tutorials) is available to students if required. This learning support is very flexible in its delivery and may cater to individual or course needs.

Learning support should be seen as an integral part of all study programs. When used in the early stages of a course, it has been shown to be highly beneficial in achieving a successful outcome.

A resource teacher may be available to assist full and part time students as part of our learning support program. If you require learning support, please talk with your teacher.
Special Needs Integration/Learning Barriers

As part of our commitment to Social Justice, the issue of integrating students with special needs is one of our priorities. Special assistance is available for:

- Aboriginal and Torres Strait Islanders
- People from non-English speaking background
- The geographically and socially isolated
- People with disabilities

For further information please contact the counsellor or any of the teachers.
HEALTH AND SAFETY

1. Overview

It is our responsibility to encourage all persons working in the Institute to assist in creating a healthy and safe work environment. To achieve this you will need to comply with the following.

- both written and verbal instructions should be followed at all times
- wear safety clothing where required
- equipment should only be used when a person is competent to do so
- the health, safety and well-being of any person should in no way be impinged upon
- all rules should be complied with.

2. Accident Liability

Students are NOT COVERED for personal accidents.

3. Injuries, Illness, Accidents

As the Institute trains to industry standard, you are required to notify the College if your attendance is affected or going to be affected because of injury, illness or accident.

If an accident occurs whilst involved in College activities, please seek first aid assistance immediately. It is also a legal requirement that a “work injury report” be completed, which will provide an accurate record of the event.

If you are taking prescribed medication and you consider it necessary, please inform your teacher.

4. Evacuation Procedures

Students will initially be shown evacuation procedures and exit routes. If you have a disability that may cause you difficulty during an evacuation, please inform your teacher at the start of your course.

Safety measures to be followed during evacuation:

- Follow all instructions
- Keep together as a group
- Walk no more than two abreast in a passageway
- Keep to the left in passageways and staircases to give emergency personnel access

Survival tips:

- Never panic
- Don’t take refuge in the toilets or tea rooms
- If your clothes catch fire, do not run. Roll yourself in a rug or similar article
- If you must escape through a smoke-filled room, crawl to the nearest exit
GENERAL INFORMATION

1. Change of Name or Address

Please advise the Administration of any change to your name, address, telephone number or other important details. It is in your own interest that your personal details held by the College are current.

2. Information

Both general and course information may be sought in the first instance from the College office.

3. Lost Property

Property found on the premises should be handed in to the Principal or a teacher. Enquiries regarding lost property should also be made to the Principal or teachers. The Institute does not accept responsibility for students’ valuables.

4. Messages

The College has no paging system. Only messages of a serious nature will be taken. In such circumstances all effort will be made to contact the student, but no responsibility will be taken for non-delivery of messages.

5. Noticeboards

Noticeboards are an important means of communication. Please feel free to make use of the noticeboard. Ensure that you are up to date with current information by regularly perusing noticeboard.

6. Restricted Area

Unless alternative arrangements are made, all classrooms and practical areas are off-limits to students in on-teaching time.

7. Dress

Students are asked to wear the uniform for The School of Beauty or a white sleeved and collared shirt. (no T-shirt material accepted) High waisted Black pants or skirt. (hipsters not accepted) and closed in footwear, appropriate to their course of study.

8. Drugs and Alcohol

The unauthorised consumption of alcohol and the use of illegal drugs are prohibited at the Institute.
9. Smoking

As smoking is a proven health hazard, not only for the smoker, but for persons in close proximity, smoking is discouraged at the College.

10. Eating and Drinking

Students may eat and drink within Institute buildings only where designated, eg. Tea room or approved locations.

11. Photocopying

Photocopying is available at a nominal cost. All students are required to do their own photocopying for their assessment tools.

12. Industry Placement / Work Experience

For further information check our Work Experience Procedure Policy.

Work Experience/Salon Placement is arranged in some full time programs to provide you with:

- On the job experience in your study area; and
- Enhance your employment opportunities

It is an opportunity for you to demonstrate your ability.

It is a legal requirement for all persons under 18 years of age to provide written consent from their parent or guardian prior to undertaking the placement.
A. Exemptions/RPL

The student will have the benefit of an orientation program including the following advice:

(i) the learning outcomes to be achieved
(ii) the methods of formative and summative assessment to be used
(iii) the criteria or standards on which assessment will be based
(iv) any time frames for submission of work for assessment
(v) provision of special requirements
(vi) the inter-relationship between on and off-the-job assessment for competency where appropriate.

Where there is more than one stage for a program, a student may not enrol in a higher stage of the program until all pre-requisites for that stage have been completed or competency achieved.

B. Exemptions / Recognition of Prior Learning (RPL)

a. Students seeking exemption from any subject on the grounds they have passed an equivalent examination at another education institution are required to apply to the Principal or delegated officer for such exemption, prior to the commencement of the course.

RECOGNITION OF PRIOR LEARNING POLICY (National Competency Standards)

Objective of RPL

The Joan Lawman College ensures that students have an opportunity to produce qualifications for those areas of training that have been reached, whether it be on a formal or informal basis, including work experience and other life experiences. In order to grant RPL the assessor must be confident that the client is currently competent against the endorsed standard or outcomes specified in the AQF accredited courses.

1. Key Principles of RPL Assessment

- Assessments including assignments, written assessments, oral and practical skills will be in line with National Competency policy and standards.
- Fully qualified Joan Lawman Beauty Trainers will assess these standards
- Applicants have provision to appeal or review such results of assessments
- Special areas of achievement may be presented and consideration given by the trainer
- Joan Lawman College continues to work towards reasonable flexibility when addressing students varying circumstances.

1.1 The Joan Lawman College has implemented an RPL process, which will include the following stages:

- **Application**: formal lodgement of the RPL application by student and assessment times and fee structure will be discussed.
- **Assessments**: students will supply own model for demonstration of practical skills, and written assessments will be supervised at the Joan Lawman College. Holistic/Integrated assessments will be organised when an application for RPL has been made.
• **Information:** any additional information will be discussed and explained at the time of interview.

### 1.2 Assessment Fee Policy

Written assessment of theory, holistic and practical units is charged at the rate of $150.00 inclusive.

The Joan Lawman College will provide a fully equipped training facility with all products and implements appropriate for assessment and an Instructor/Assessor.

The student will provide his or her own model to work on.

Recognition of Prior Learning is explained during the interview. The RPL application form should be completed by the potential student and lodged with the enrolment form.

### 1.3 Procedure for Recording Assessments

Assessments may be given in a written, Practical, Oral, Holistic or Assignment form

#### 1.4 Recording Results

<table>
<thead>
<tr>
<th>Original</th>
<th>Unit status &amp; assessment record for each intake group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back up copy</td>
<td>Not kept on premises/ dropbox internet storage.</td>
</tr>
</tbody>
</table>

Assessor enters each student’s results into the unit title page. Results for each outcome are entered using the C (competent) - NYC (not yet competent). Assessment tools are then stored away in appropriate cabinets.

**a. Written Assessments:** Two attempts will be allowed to reach competency. The second attempt must be completed within a scheduled time. Once two attempts have been made, results will be recorded in unit assessment records.

**b. Practical Assessments:** Students will have their practical assessments that are on going throughout their practical delivery. Prior notification is given with the student for their assessments. When assessment conditions are met, student results are recorded on assessment chart. Once all of the designated tasks are completed for each unit the results are entered into assessment records and assessment forms filed into students file.

**c. Holistic/Integrated assessments:** Students who are in a situation of similar employment to this industry will be assessed “on the job” where units can be clustered and evidence gathered along with written evidence from their peers/employer.

### 2. Student Welfare and Guidance Service

Should at any time a student have a concern or grievance regarding:

- Their assessment results
- Content of unit
- Teaching methods
Students should first discuss concerns with the Director of Studies. If not resolved, Director and student consult with the Principal. If not resolved, Joan Lawman College will take advice as to the next step to bring about a compromise.

As a small organization we have not had a situation where a problem has not been resolved internally. Any problems brought to our attention are resolved with consultation involving all parties concerned.

- Psychologists – Northern Rivers Area Health Service - 66856254
- Social Workers – Northern Rivers Area Health Service - 66856254
- 1 Crisis Counsellor – Northern Rivers Area Health Service - 66856254
- 1 Drug and Alcohol Counsellor – Northern Rivers Area Health Service - 66856254
- 1 Mediation Counsellor – Tony Madden 28 Ross St Lismore Heights - 66243188

3. Literacy/Numeracy Learning Support

Students who are found to have some difficulties with Literacy and Numeracy are advised where necessary to attend a course outside the Joan Lawman College to improve their reading, writing, spelling, comprehension and numeracy

C. Program of Study Progress

a. All students are expected to achieve satisfactory progress with their studies through participation/attendance as required.

b. A student may be informed of their unsatisfactory progress and may be required to show why they should not be penalised by a partial or total enrolment restriction.

c. It is the student’s responsibility to ensure pre-requisite and co-requisite requirements are met. Pre-requisites and co-requisites may be achieved via RPL (Refer to Section 3).

(i) Where students are absent from the College they are required to:

   (a) provide legitimate proof of absence
   (b) if that absence is on account of sickness for any period in excess of two days provide a medical certificate.

D. Assessment

a. Assignments must be submitted to the teacher by the time specified for a result to be recorded.

b. Extensions of time will only be granted in exceptional circumstances and must be requested prior to specified assignment receipt time.

c. The onus is on the student to collect an assignment and retain and resubmit if a re-evaluation is required.

d. Due notice of examinations will be given to students.
Sections e. to m. deal explicitly with the following:

e. Times for entry to and departure from examinations
f. What a student may not bring into examination
g. Student compliance with directions
h. Communication / talking during an examination session
i. Cheating
j. Plagiarism and acknowledgment of information sources
k. Removal of any materials from an examination
l. The supervisor’s actions to investigate a possible breach of rules
m. Re-evaluation of assessment

E. Deferred / Special Assessment

a. If by way of illness (a medical certificate needs to be sighted) or other exceptional circumstances a student is unable to sit for a prescribed assessment and it is approved, the student may be allowed to sit for a deferred assessment.

F. Granting of Academic Awards

a. The award level is determined by the level of program taken.

b. To be eligible for any award all program work and assessments must be completed and all fees and due charges must be paid.

G. Trainee Appeals

The College has in place a fair and equitable process for dealing with trainee appeals. In the event that grievances cannot be resolved internally, the School will advise trainees of the appropriate legal body where they can seek further assistance. The registered Training Organisation will act on each substantiated appeal.

- Written appeal to be lodged in writing within 48 hours of decision being made – Director of studies will :-
  - review the situation including all written material
  - interview the trainee
  - develop/ implement and document strategies to overcome grievance
  - strategies to be implemented shall be signed by both the trainee and the Director of studies.
  - A copy of strategies to be placed on the student file.
  - Any resolution reached is also to be documented and placed on the student file.
  - If no outcome can be reached - Principal shall review and make decision
H. Trainee Complaints

- A trainee shall approach the person with whom they have the complaint to seek a resolution.
- If this is unsuccessful the trainee shall approach the Director of Studies with a written complaint that shall be acted upon by the Director within 48 hours.
- The Director shall reply in writing to the complaint within a (7) day period.
- Strategies for resolution may need to be developed, implemented and documented on the trainee file including who is responsible for what task and if said tasks have been completed and when.
- The Principal shall sign off on any strategy developed in order to resolve the complaint.
- All notifications of any concerns are noted in the student log book.

I. Misconduct

a. Misconduct by a student is any behaviour which:

   (i) disrupts the learning of others.
   (ii) prevents staff members from performing their duties.
   (iii) endangers the health and safety of staff or students.
   (iv) interferes with the conduct of School operations.

b. A student is required to observe any lawful direction given by a School staff member in order to ensure the safety of individuals and the orderly conduct of learning programs at the School.

c. A student must at all times maintain a high standard of behaviour within the premises of a School and must not indulge in any acts which may result in damage to School property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of the School.

d. A student must maintain the standard of dress, acceptable to community/industry/commerce standards.

e. Students shall be given a reasonable opportunity to answer any allegation of misconduct.

Assessment / Course Requirements

All students will be informed of the assessment criteria and other course requirements at the start of the program. If for any reason you need clarification on any course details, please approach your teacher early in the program.

Granting of Academic Awards

The award level is determined by the level of program taken, following:

- SIBB50110 Diploma in Beauty Therapy
- SIBB40110 Certificate IV in beauty therapy
- SIBB30110 Certificate III in beauty therapy
- Statement of Attainment
A Result of Assessment is issued after completion of an assessable subject. Many courses/subjects are being competency tested. The results of assessments associated with Competency Based Training (CBT) are usually expressed as:

- C  Competency achieved
- NYC  Competency not yet achieved

For students who do not obtain competency at the completion of training and assessment no fee shall be incurred for a reassessment or additional training as it is deemed part of the original fee.

**Replacement of lost or misplaced qualifications.**
A fee of $15.00 will be charged for replacing and re-issuing of any qualifications.

**Expectations**

We expect that your behaviour reflects consideration, tolerance, understanding and commonsense towards others and all Institute facilities.

**Attendance**

All students are expected to achieve satisfactory progress with their studies through participation/attendance.

A student will be informed of their unsatisfactory progress in a program of study. It is the student’s responsibility to ensure pre-requisite and co-requisite requirements are met.

990 hours is the required number of teaching hours needed to complete the Diploma of Beauty Therapy.

Our trainees are required to attend a minimum of 960 hours to complete the requirements of the Diploma Course.

Failure to complete these hours may result in your Diploma or Certificate being delayed.

Additional practical classes are held on Fridays for students falling behind in their attendance hours. Loss of theory hours may require the student to re-sit the unit (s) before competency is given.

*Medical Certificates are required for time lost if more than two consecutive days.
SOCIAL JUSTICE ISSUES

In support of Government Legislation, the Institute is dedicated to the principles of Social Justice.

To this end every effort is being made to ensure that Social Justice is applied to every aspect of our Institute life.

The main issues concerning students are:

1. **Access and Equity**

Access and equity to training and education is the right of each person. Institute policies are founded on this belief. They ensure that students who may previously have been disadvantaged are provided with equitable opportunities.

2. **Discrimination**

The NSW Anti-Discrimination Act makes it unlawful for any person to be treated unfavourably because of their:

- sex
- impairment
- political belief or activity
- lawful sexual activity
- parental status
- breastfeeding
- association with a person who has any of the above mentioned attributes.

CONTEMPORARY ISSUES

1. **National training Agenda**

The National Training Agenda is also to change the face of training methodology. The main impacts of the national Training Agenda are the examination of how courses are taught (flexible delivery methods) and the introduction of Competency Based Training (CBT). The contents of the courses are more focused on the skills demanded by industry. This may mean for you a change in how your class is run compared to your schooling experiences. More and more, students are being asked to take responsibility for their own learning outcomes.
ENROLMENT

1. Enrolment

Should you decide to change, repeat or withdraw from a subject of a course, please see your teacher and/or counsellor to discuss these changes and to work out together the most suitable career and study plan for you.

The Joan Lawman College RTO guarantees training and assessment services to all students once enrolment is started.

Student related Centrelink payments can be organised through the Joan Lawman College.

When deciding on any changes, please take into account that reducing your study load could affect your related payment from Centrelink. Failure to inform may require you to repay some or all of the monies.

A. Conditions of Enrolment

a. Student fees are charges levied for the provision of vocational, training program.

b. Any student, who has not paid the total charges payable, shall:

   (i) not be entitled to any other type of assessment

   (ii) have their results withheld until all such amounts owing are paid or until alternative paying arrangements are made.

   Note: Students experiencing financial difficulty should approach the Principal or delegated officer for special consideration.

c. Any student who becomes a debtor will have steps taken to recover outstanding debts and consequential court costs.
JOAN LAWMAN SCHOOL OF BEAUTY PTY LTD
FEE STRUCTURE POLICY

Purpose

The purpose of this policy is to guarantee a structured payment throughout the duration of the course.

Aim

This organisation has in place a provision for fee payment being. All fees are payable on enrolment.

Full and part-time students pay their fees by instalments.

(a) Payment Option 1  Semester Payment of deposit
Where a course has a duration of a year, two payments can be made, each of 50% of the deposit of the courses Certificate IV or Diploma. Each payment must be received at least four weeks prior to the commencement of each semester. The instalments can be made fortnightly or monthly thereafter.
This option is only available to students who are enrolling in a full-time professional course.

(c) Option 2. Pay while you study
Students are able to make regular payments during the course. This method of payment is available to all students completing a professional course. This option is subject to an approval process being successful and terms and conditions apply.

• Payment as you complete the course is accepted by direct debit or by credit card, cheque or cash
• A deposit as well as the enrolment fee is required at least five weeks prior to commencement of the course.
• Payment can be made fortnightly or monthly
• Penalties will be incurred for late or missed payments

1.2 Course Costs
Tools of trade, personal stationery, uniforms, textbooks, photocopying and workbooks are not included in the fee. Learners may be required to purchase/pay for these items.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tweezers</td>
<td>from $20.00</td>
</tr>
<tr>
<td>Cuticle Clippers</td>
<td>from $35.00</td>
</tr>
<tr>
<td>Make up brushes</td>
<td>from $65.00</td>
</tr>
<tr>
<td>Uniform</td>
<td>from $65.00</td>
</tr>
<tr>
<td>Textbooks</td>
<td>from $100.00 (optional purchase by students)</td>
</tr>
</tbody>
</table>

Refunds
A step by step approach on the procedure needed to require any refunds or credits that the student requires. This applies to all enrolled at the College.

1. **Policy content**
   (a) Once enrolment fees are lodged they will be deemed non-refundable
   (b) Where a student discontinues a professional beauty therapy course the refund of the amount paid by instalments to date will be calculated by the **number of units completed** and the **amount paid by the student**. With the exception of the enrolment fee which is a minimal amount.
   (c) An administration fee of 10% of the amount paid will apply.
   (d) A student must apply in writing to the principal of the Joan Lawman College to request a refund.

1.1 **Procedure for refunds**
- Students seeking a refund must apply in writing to the Principal. Applications are processed once all required documents have been received.
- Refunds will be granted according to the above guidelines. The principle will review and interview the student before accepting or rejecting the application.
- Payment requisition details will be issued for managements approval
- A refund cheque will be issued when approved
- Details will be entered into client record file
- Details will be entered into financial accounts file
- A signed cheque will be raised for dispatch
- Refund will be dispatched as per instructions.

All refunds are subject to the organisations refund policy and the organisations administration fee for clients, which will be deducted from the refund-

**Replacement of lost or misplaced qualifications.**
A fee of $50.00 will be charged for replacing and re-issuing of any qualifications.
ASSESSEMENT PROCEDURE

Purpose
The Joan Lawman College has in place guidelines for initiating assessment procedures and also has in place an appeals process which is fair and equitable to all of its trainees.

Aim
The aim of this assessment procedure is to ensure a smooth and relaxed transition. The trainees are notified to a format that follows.

- Interviews are held prior to assessment
- Step by step outline of each assessment is delivered
- Tasks are explained
- Date and time is set
- Barriers are indicated and noted. * Where required assessments are tailored to met the individual need of a learner where a barrier for learning is established reasonable adjustments and assisted learning and delivery is noted.
- Post assessment date is noted.

Our assessment methods for gathering evidence include:

- Demonstration
- Oral
- Role Play
- Written test
- Assignments
- Questionnaires
- Problem solving scenarios
- Case study
- Portfolios

Post Assessments
Interviews are held immediately after completion of set activity. Student skill development is assessed quarterly against established benchmarks.

Where a student is not yet competent at the conclusion of training and assessment and wishes to be re-assessed, there is a $60.00 re-assessment fee.

Appeals and outcomes
The trainee has the right of appeal should they feel that an unfair assessment review was given.

- Written appeal to be lodged in writing within 48 hours
- Director of studies will review the situation, interview the trainee, and work on strategies to overcome grievance
- If no outcome can be reached - Principal shall review and make decision
- If trainee is unsatisfied with the result an independent review body can be accessed
- Appeals Outcome statement is recorded and filed.

ALL STUDENTS HAVE THE RIGHT OF APPEAL THROUGH AN INDEPENDENT BODY.
CODE OF PRACTICE

The College undertakes to adhere to the following code of practice:

1. **Education Standards**

   At all times this training school is committed to the adoption of policies and management practices which maintain high professional standards in the provision of vocational education, training and client services.

   College policies and governance practices will safeguard the interests and welfare of trainees.

   The college will at all times provide and maintain a learning environment that is conducive to the academic success of its trainees.

   The college will provide adequate facilities, materials and instructors with the skills, resources and industry experience necessary to implement and achieve the objectives of the training and delivery and the outcomes of the qualifications/units for which it is registered.

2. **Marketing**

   The marketing of vocational and training products, will be conducted by the Joan Lawman College, with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course. All relevant information will be published within the guidelines specified within the Scope of Registration.

   Where we chose to use the logos of either the AQF or the NRT they will be used in accordance with their current conditions of use.

   The Joan Lawman College gains written permission from a trainee or client before using information about that individual in any marketing materials.

3. **Trainee Information**

   The College will provide accurate, relevant and up to date information to trainees prior to commencement. This will include but not be limited to:

   - Copy of the Code of Practice
   - Notification to relevant government legislation which is relevant to this operation
   - Admissions policy and procedure
   - Total cost/fees to trainees
   - Refund policy
Complaints and appeals procedure  
Recognition of Qualifications policy  
Recognition of Prior Learning  
Competencies and assessment  
Facilities and equipment  
Trainee support services

3.1 Recruitment of trainees

The college will conduct the recruitment of trainees in an ethical and responsible manner and trainee selection decisions will comply with equal opportunity legislation. In recruitment and selection of students, the following are also to be considered:

- Minimum age 16 years. An important age, generally just out of school and has had time to think seriously about what type of career path to follow. Ideal age for absorbing further learning processes.
- Education – Year 10 level. Has shown a desire to maximise secondary education as a structure on which to build a career. Mature students – experience or qualifications that will be indicative of success in the course.
- Aspirations – students should possess a strong desire to enter the industry.
- Personality – A warm personality that can relax future clients with an assured confidence and knowledge.
- Speech – Clear speech enabling straightforward communication
- Presentation – Should reflect personality and be professional
- Communication – Should be able to effectively communicate with future clients and possess the ability to practice acquired knowledge.
- Human Empathy – Not all aspects of Beauty Therapy are beautiful. Many future clients will present with visibly unaesthetic conditions and /or diseases and student must possess the ability to cope with these situations without making the client feel embarrassed or self-critical.
- Misconception – Students are made clearly aware of what is involved in commitment to becoming a Beauty Therapist. At times the training will be demanding and work load heavy. Competency must be achieved prior to qualification. The profession itself has certain menial and undesirable aspects; eg, extensive cleaning up and hygiene, long hours, clients with skin problems that are not attractive yet still require treatment.
- Self Confidence – The student must display an appropriate level of self-confidence and have the ability to confidently perform treatments and tasks that they have achieved competence in. A confident attitude is necessary when treating the public and in planning and selecting the appropriate treatment.
- Continued Professional Development – Students are made aware that once having graduated they should be self motivated in seeking to further develop their skills by working in the industry, regularly updating products knowledge, becoming involved with professional bodies and industry education seminars and taking post graduate or refresher courses.

3.2 Provision of Training and Assessment Services

The Joan Lawman College has policies and management practices which maintain high professional delivery of training and assessment services, which safeguard the interest, and welfare of trainees.

The Joan Lawman College has a learning environment that is conducive to the success of trainees.
Vocational qualifications. We deliver and assess in the capacity within our scope of registration, provide adequate facilities and our methods and materials are appropriate to meet the need of our trainees. Performance and progress of our trainees are monitored with regular interviews.

Our teaching staff are qualified. All teaching staff have or are obtaining TAE 40110 in Training and Assessment, and show empathy towards learning needs and barriers of our trainees. Assistance to language, literacy and numeracy is outlined to our trainees and our trainers use methods outlined in the Access and Equity Policy. Assessment materials in use at this facility can meet the requirements through reasonable adjustment be modified to take account of the individual needs of students.

Assessments are conducted so they meet the endorsed components of the relevant training packages.

All assessments comply with the principals of validity, reliability, fairness and flexibility.

4 Issuing Qualifications

The Joan Lawman College will issue a statement of attainment or certificate to trainees who have been assessed as competent in accordance with the Units of competency or qualification. All qualifications are issued in accordance with the AQF requirement including the issuance policy and with the National Skills Standards Council policy.

4.1 Recognition of qualifications issued by other RTO’s

The Joan Lawman College recognises the AQF qualifications and Statements issued by any other RTO. Recognition of Qualifications information is available and outlined in our policy and procedure manual. All staff and trainees are made aware of this information.

5 Financial Situations

Measures have been implemented so trainees receive a refund of fees for services not provided, including service not provided as a result of the financial failure of this organisation. Joan Lawmann College will provide the appropriate resources to ensure that students have every opportunity to complete the training and/or assessment in which a student has enrolled and commenced. Should the RTO be unable to continue delivering a course in which students are enrolled it will make every endeavour to relocate the student with another RTO.

The refund policy is fair and equitable and this policy is outlined in the information package and available in the student handbook. All transactions are documented. Tools of trade, personal stationery, uniforms and textbooks and photocopying are not included in the fee. Trainees may be required to purchase these items.

6 Support

For support outside of tutorial and one-on-one assistance provided as part of their training program, students have the opportunity to speak to counsellors from the Byron Bay Community Health Centre which has available: - Psychologists, social workers, crisis counsellor, mediation counsellor, and drug and alcohol counsellor.
7    Complaints and Appeals

Trainees have access to a fair and equitable process for dealing with complaints. Our complaints and appeals process is set out to deal with issues of our trainees regarding their right to a fair hearing and outcome. This registered training organisation will act on each substantiated complaint. Students have the right to access independent advice or counselling.

8.    Recording Information

Accurate records of attendance and progress of trainees is documented.
(a) Students attendance is recorded in both practical and theory classes
(b) Results are documented in Student folder
(c) Hard copy of results for transcript of academic records is kept on computer file

Financial records reflect methods of payment charges and balances due. Copies are provided on request.
### Code List

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority. Is the national regulator for Australia’s vocational and education sector.</td>
</tr>
<tr>
<td>AQF</td>
<td>The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation. In vocational education and training sector/organisation registered in accordance with the ASQA to provide training and delivery/assessment services.</td>
</tr>
<tr>
<td>RPL</td>
<td>Includes recognition of current competencies.</td>
</tr>
<tr>
<td>National Recognition</td>
<td>The recognition and acceptance by an RTO of AQF qualifications and statement of Attainments.</td>
</tr>
<tr>
<td>NVR</td>
<td>National VET regular</td>
</tr>
<tr>
<td>Registered Provider</td>
<td>An approved provider that is registered by a state.</td>
</tr>
<tr>
<td>Session</td>
<td>Period of study.</td>
</tr>
<tr>
<td>Statement of Attainment</td>
<td>Formal Certification issued by a registered training organisation in recognition that a person has achieved the assessment requirement of national endorsed competency standard/module in accredited courses.</td>
</tr>
<tr>
<td>Qualification</td>
<td>Formal Certificate.</td>
</tr>
<tr>
<td>VET</td>
<td>Vocational Education training</td>
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</tbody>
</table>
STUDENT CODE OF CONDUCT

Background

The purpose of the Code of Conduct for students is to clearly define student and staff rights and responsibilities, which relate to appropriate behaviour.

Aim

The aim of the Joan Lawman College is to foster a learning environment in which all students and staff can participate safely and effectively.

Code of Conduct for Students

- Rights and Responsibilities
- Workplace Health, Safety and Welfare
- Examples of Unacceptable Behaviour

Rights and Responsibilities

Work and Study
All students and staff have the right to work and study in an environment free from harassment. The right is accompanied by everyone's responsibility to:

- respect the rights of others
- respect difference and diversity
- respect privacy and confidentiality.

Your right to have your say must be equalled to the right to listen.

- treat people how you would like to be treated in return

Your rights.

- professional delivery of lessons from staff
- study and work in a non threatening environment
- have an environment free from harassment and discrimination.

Your responsibility is

- respect the rights of teachers and other trainees
- respect others privacy and confidentiality
- make reasonable efforts to protect your health and safety
- observe class rules
- conduct yourself in an acceptable manner
- submit work for assessment on time.
Work Health and Safety

A healthy and safe working environment will be maintained by this institution.

Your responsibility is.

- observe WH&S requirements
- exercise care when using all equipment
- ensure you are not affected by drugs or alcohol which can endanger others safety.

Introduction

This policy designed to comply with Commonwealth Legislation for implementation of the Health and Safety (WHS) Act 2011 and the Work Health and Safety Regulations 2011, and any amends that come to date

Aim

The aims of this policy is to set down procedures to be integrated throughout School Policies and Procedural documents for the development and maintenance safe work practices for the occupational health, safety and welfare of staff, students and clients whilst engaged in the activities in the delivery of beauty therapy and the training of beauty therapy students. All staff and students have a duty of care to their client’s, themselves, their peers and colleagues to maintain a safe working environment and to prevent unsafe or potentially hazardous practices.

The principles underpinning this Occupational Safety Policy are based on the identification, assessment and appropriate management of hazards or potential hazards associated with the beauty therapy industry. All staff, including employers, teachers, contract teachers and self employed contractors and students are bound to comply with the Work Health and Safety Act 2011 and whilst engaged in work on the premises of the Joan Lawman Beauty Salon and / or the Joan Lawman College.


1.1 Employers.

An employer must ensure the health, safety and welfare at work of all the employees of the employer.

That duty extends (without limitation) to the following:

(a) ensuring that any premises controlled by the employer where the employees work (and the means of access to or exit from the premises) are safe and without risks to health,
(b) ensuring that any plant or substance provided for use by the employees at work is safe and without risks to health when properly used,
(c) ensuring that systems of work and the working environment of the employees are safe and without risks to health,
(d) providing such information, instruction, training and supervision as may be necessary to ensure the employees’ health and safety at work,
(e) providing adequate facilities for the welfare of the employees at work.
(f) have in place policies that protect staff, students and clients from potential harm
(g) provide staff and students with appropriate protective equipment and instruction in its use for procedures that may expose them their clients or peers to risk of injury or infection
1.2 Supervisors / Teachers
1. Take precautions that are reasonably practicable to protect employee’s (trainee’s) health and safety.
2. Provide appropriate instruction in the safe handling of equipment and products used as part of their training.
3. Provide employees and trainees with written instructions on the measures and procedures that are to be followed in the workplace during their practice.
4. Ensure that employees / trainees under their supervision use the assistive devices, or wear the equipment / personal protective equipment or clothing that is required by the employer or the HS Act.
5. Ensure that employees / trainees follow the procedures set down for the appropriate treatment of equipment for the control of potential cross infection from staff to clients, client to client, client to staff, staff to staff.
6. Advise employees or trainees under their supervision of potential or actual hazards associated with beauty therapy treatments in order to identify and manage hazards.
7. Report and investigate any accident / incident, injury or near miss occurring in the workplace and implement corrective action.
8. Arrange and ensure attendance of employees / trainees under their supervision at training sessions in HS and emergency procedures.
9. Consult and communicate with employers and employees on a regular basis on all matters affecting health and safety in the workplace.

1.3 Employees / Trainees.
1. Take reasonable care of their own health and safety in the workplace, follow procedures set down for the safety of their clients / models.
2. Report to supervisors any unsafe practices of peers or colleagues.
3. Cooperate with employers and supervisors / teachers in maintaining a safe work environment for self and others.
4. Follow all safety measures and written instructions in the use of equipment / machinery, use equipment / machinery for the purpose for which it is intended.
5. Wear personal protective equipment or apparel as supplied by the employer.
6. Report any hazard or potential hazard detected in the workplace immediately to a supervisor.
7. Report any accident/ injury/ incident / near miss occurring in the workplace immediately to a supervisor and complete an incident report.
8. Attend occupational health and safety training required by the employer / training school.
9. Communicate peers, supervisors, employers and contribute to the HS consultative process established within the workplace.

2. Hazard Identification
Definition of a hazard, a hazard is defined as:
(a) any source of potential harm that may cause death, disease or injury to a person / or persons unless rectified.
(b) any source of potential harm that may cause damage to equipment, property or the environment.

2.1 Hazards can arise from:
- The work environment
- The use of equipment or substances
- Poor work design
- Inappropriate systems and procedures
Poor housekeeping

2.2 Hazards can be classified into five areas:
   - Physical eg. Noise, radiation, light, vibration
   - Chemical eg. Poisons, dust, vapours
   - Biological eg. Micro-organisms, plants, parasites
   - Mechanical / electrical eg. Slips, trips, falls, tools, power cords, electrical equipment
   - Psychological eg. Fatigue, violence, bullying.

2.3 General Policy for Hazard Management.

1. When a hazard has been identified all staff, clients / visitors should be alerted to the hazard and the appropriate action should be implemented to isolate the hazard to prevent injury to other persons.
2. The nature of the hazard should be reported to a supervisor / manager.
3. If the hazard can be managed in house it should be taken care of as soon as possible ie. A solution spill, should be cleaned up as soon as possible using the appropriate equipment.
4. If outside assistance is required to manage the hazard the appropriate authority should be contacted eg. an electrical short circuit may require that all electrical equipment be shut down and an electrician called.
4. A hazard / incident report must completed as soon as is practicable, this report should be forwarded to management by the person identifying the hazard.

3. Policy for the Use and Management of Electrical Equipment

1. All electrical equipment must be used according to the manufacturer’s instructions.
2. Cleaning electrical equipment between clients must be performed using only solutions or products approved and / or provided by the manufacturer.
3. All cords and attachments should be checked for damage prior to use.
4. Client’s should be appropriately assessed for any underlying medical conditions, or implanted medical devices that may contra-indicate the use of that piece of equipment on that client.
5. Trainee’s must be supervised in the use of a piece of equipment unless assessed as competent by a trained assessor.
6. All electrical equipment including extension cords, power boards should be checked annually by a qualified technician / electrician and should have a tag attached with the date checked and the name of the person completing the check.

3.1 Procedure for the Management of Faulty Electrical Equipment.

1. Faulty electrical equipment should be immediately removed from service and tagged as faulty with a coloured sticker or tag that identifies the precise problem (not just “faulty or broke”).
2. The details on the coloured tag should include the date, the time, the name of the person identifying the problem, this tag should not be removed by any other person than the repairer.
3. The fault should be reported to a supervisor / manager and an incident form should be completed if the equipment failed whilst being used on a client, the client’s name, date of the incident and any consequences that the client may have experienced, and action taken.
4. Equipment should not be returned to service until such times as it has been serviced and the tag removed.
5. Faulty equipment should be logged in the equipment faults book.

4. Procedure for the Management of Incidents / Accidents / Near Misses.
1. In the event of an accident/incident or near miss involving a staff member or a client the incident must be reported to a supervisor or management as soon as possible. An incident report must be completed as soon as possible after the event by the persons involved. If an injury has been sustained the extent of the injury should be assessed. First aid should be rendered to the injured party as soon as possible at the time of the event and appropriate medical assistance sought.

2. The details recorded in the incident report may be required by the WorkCover Authority, they are also used by ambulance officers, doctors or hospital staff. These forms are a legal document and may be required at a later date.

3. The incident should be investigated by the management and the injured party should be contacted to follow up the outcome of the investigation.

4.1 The details that would be required to be recorded include:

- Date and time of incident
- Name and phone number of the victim
- How the incident occurred
- Who was involved in the incident eg. The therapist and any other people that may have been involved
- The name and phone number of witnesses
- The signature of the person completing the form
- An evaluation of the incident by a supervisor or Manager
- What action was taken to render assistance eg. First aid, other medical assistance.
- Follow up, outcome of investigation.

5. Procedure for the Safe Storage of Chemicals

As a general rule the products used in the beauty therapy industry are classified as chemicals, however, extensive research and product development have rendered them safe as products for use as external applications. These chemical products have been approved by the relevant Government Departments for their intended use and are not classified as hazardous substances. The manufacturers and suppliers conduct product training for staff and students in the use and storage of these products and as such they do not require special storage facilities, some products may need to be stored out of reach of children, or may require controlled temperature environment. They all come with printed information for their storage, mode of and application and actions. All chemical based cosmetic products have the potential in some sensitive people to cause discomfort, skin irritation and some hypersensitive people may have more severe reactions. Client’s with existing sensitivities often have a higher risk of coexisting sensitivities.


Clients new to a product should be assessed for any existing allergies or hypersensitivities to other products this is undertaken at the initial client interview.

Questionnaires should include the following, any:

- allergies to food, plant or contact allergies
- medical conditions or medications that affect the density of skin
- reactions to detergents or other cleaning agents
- sensitivity to latex
- sensitivity to perfumes, some products may be perfumed.

If a client has a local reaction depending on the severity of the reaction, the treatment should be ceased, the site should be cleaned off with a tissue, if the product is water soluble wash the site under cold running water and seek further medical assistance if required.

For hypersensitive reactions cease the treatment clean the site as above, render first aid and seek further medical assistance.

7. **Storage and Mixing Chemicals For Sterilization/ Disinfection of Instruments.**
Chemical products used for disinfection or sterilization of instruments are often more toxic than other chemicals used in the salon or school these chemicals should come with Material Safety Data Sheets providing instruction for their storage and safe handling including dilution ratios. Appropriate storage facilities are supplied for these chemicals and dilution instructions are to be followed according to the manufacturers instructions.

7.1 Procedure To Be Followed In The Case of Spill.
In general a spill of diluted sterilizing agent on the floor can be cleaned up with a mop and bucket using sufficient water to dilute the product and reduce the risk of slipping the area should be quarantined with a sign warning of the danger until the area is dry. A spill on a bench top can be cleaned up with a towel and the towel placed in the general laundry after rinsing under cold running water.
A spill of concentrated solution may require further dilution with sufficient water to render it harmless and treated in the same manner as above.

8.1 Maximum Load
The maximum load to be lifted should be zero, however, there are some situations in which lifting is an unavoidable and therefore a National Code of Practice for Manual Handling has been included HS/Work Cover Policies. It has been identified that the risk increases when:
- Weights of more than 4.5 kg are lifted while seated
- Weights above the range of 16-20 kg are lifted
- Pushing pulling and sliding objects that are difficult to move
- Weights of 55 kg should not be lifted without mechanical or team assistance
- Persons under the age of 18 and females should not be required to lift lower or carry more than 16 kg of weight without mechanical or team assistance
- All staff and students should assess their work situation in order to comply with these policies, team lifting in all cases as recommended above.
- Work tables should be adjusted to an appropriate working height to relieve strain on the back, if a table is not able to be adjusted to the students height they should use a stable foot stool or working platform to raise them to an appropriate height.
- Weight of linen bags should be assessed by the delegated staff and should be team lifted.
- Moving equipment and adjusting backrests should be conducted by two people

8.2 Recommendations for Safe Lifting Technique
- always maintain a straight back when lifting, bend the knees and push up with the legs.
- maintain the load as close to the body as possible and do not twist the body while lifting.
- if the lifter must turn to place the load down pivot on both feet and lower the load maintaining a straight back
- in team lifting one person should control the lift by giving clear instructions to the other team members on how the lift is to conducted ie. Countdown, which way to move, the direction of the movement, and the point of relocation of the object.
Note: It is estimated that the load placed on the spine when lifting with a bent back increases the weight of the load ten times which is more than sufficient to cause spinal injury. In this situation a load weighing 20 kg puts a load of 200 kg on the discs between the bones in the spine, most back injuries result in injury to a disc which either displaces or ruptures.

UNACCEPTABLE BEHAVIOUR

- disobeying reasonable direction
- discrimination and harassment
- bullying
- racist remarks
- sexist remarks
- disruptive behaviour that will disrupt teaching or learning
- using illegal drugs or alcohol
- vandalising
- cheating or plagiarising

Outcomes of unacceptable behaviour

- trainee may be asked to leave lesson
- trainee may be suspended by principle if behaviour threatens the safety of others
- police may be contacted if nature of behaviour is of a criminal nature

This institution will endeavour to supply qualified teachers and a harmonious work environment in return for

- respect
- good behaviour
- punctuality
- observing the dress code
ACCESS AND EQUITY POLICY

Background

The purpose of the Joan Lawman College access and equity policy is to set out strategies for dealing with the issues of social justice, equal opportunity and discrimination. The access and equity policy is delivered acknowledging that it is the right of each person to training and education, to ensure that students who may previously have been disadvantaged are provided with equitable opportunities.

Aim

The aim of Joan Lawman College is to promote an environment in which individuals are treated with respect and dignity. Each individual has the right to access and participate in an equitable environment, which is free from discriminatory practices.

LEGISLATIVE OBLIGATIONS

The vocational educational and training access and equity policy also acknowledges obligations under State and Federal equal opportunity laws to ensure that our methods of teaching and working practices are fair and equitable and non-discriminatory.

Social Justice is about ensuring all trainees whether enrolling/enquiring/transferring receive fairness from this institute.

Equal Opportunity is about ensuring every trainee is treated the same and has a similar chance to participate and receive a result from this institute.

Steps:
1. Upon enquiring on enrolment all prospective trainees are invited to sit in on a lecture/practical lesson and view the procedure of delivery from the institute.

2. An interview is held with each prospective trainee, to establish any barriers that may prevent them from achieving their goal. Special strategies and initiatives are designed to help with any barriers. These include (a) Special learning programs. (b) One-on-one tuition. (c) Availability where possible to sit in on extra tutorials.

3. On commencement trainees are monitored and a daily record is kept on their progress. Tutors are kept informed via this journal on all performances in theoretical and practical studies. If tutors feel there may be a barrier to learning then special programs are adapted to suit each individual.

Joan Lawman College views any form of discrimination as serious and something that must be eliminated.

Discrimination can be both direct and indirect. In simple terms that means someone maybe treated less favourably than someone else due to a particular characteristic.

Joan Lawman College will endeavour to ensure that men and women people of different races, religions, ages and abilities participate equally without prejudice or discrimination.
Discrimination.
This institute does not tolerate any form of discrimination and takes a serious view of persons being treated unfavourably because of their sex, age, impairment, religion, political belief, trade union activity, marital status, parental status, pregnancy, breastfeeding or race.

Joan Lawman College will treat all complaints of discrimination, particularly when they involve the denial of a fair go or an equal opportunity, seriously and will ensure complaints are dealt with promptly and confidentially.

Roles and Responsibilities

Joan Lawman College and its staff are responsible for:

- discouraging and preventing discrimination within the establishment
- investigating formal complaints of discrimination in a sensitive, responsible and timely manner
- imposing appropriate discipline or corrective measures when a complaint has been sustained, regardless of the position or authority of the respondent.
- providing advice to persons who may experience discrimination.
- providing counselling if resolutions cannot be obtained.
Access and Equity Policy

The organisation has its listed policy below which allows access to courses/programs regardless of age, gender, national background or physical disability.

Access to entry opportunity is non-discriminatory with respect to:
- sex (applicants have been predominantly female)
- age (for entrants must be 16 years or older)
- marital status, pregnancy, race, colour, county of origin, ethnic origin, socio-economic background, disability, all matters related to educational background which are not strictly relevant to success in the course and all other unstarted matters of personal affiliation or allegiance
- special consideration for entry is given, where necessary, to educationally and or socially disadvantaged groups, members within Australian community (e.g. Aboriginals and Torres Strait Islanders)

Critical consideration is, however applied to the following:
- merit of the applicant (primarily on academic and cognitive criteria, facility in the English language, and ability to complete the course)
- attitudes of the Applicant vis-à-vis those deemed to be essential to success in the course
- students meeting health and hygiene standards essential in a profession where physical contact with the Client is necessary

Client Support
The organisation intends to deliver training in a fair and equitable manner. The school will attempt to resolve any conflicts or situations arising which result in students experiencing difficulties completing their training. In cases where the school is unable to promptly resolve such situations, students will be made aware of and have the opportunity to speak to counsellors from the Byron Bay Community Health Centre which has available:

- Psychologists
- Social Workers
- 1 Crisis Counsellor
- 1 Drug and Alcohol Counsellors
- 1 Mediation Counsellor

Learning Barriers
The normal procedures to be adhered to in potential cases where conflict or learning difficulties arise are as follows:

a) Student in question is encouraged to discuss the situation with individual teaching staff to reach an appropriate outcome.
b) Failing that, the student is referred to the Principal and or counsellor (at discretion of the student) to further discuss the situation and to seek an appropriate outcome.
c) Discussions with the Principal/Counsellor are unable to produce a resolution to the conflict or situation, then the matter is documented by School and student and is then referred to a professional counsellor.
d) If professional counselling is unable to resolve the situation, the student is then given the option of referring the matter to independent counsellors of their choice.
Special needs of learners are met in the following ways

Language, literacy and numeracy assistance is encouraged by:

- Tape recording of lectures is encouraged.
- Foreign language/English dictionaries are permitted during exams.
- Tutors may translate exams questions if necessary.
- Learners may be tested orally if written work is difficult e.g. dyslexic person or overseas student.
- Lecturers are required to summarise theory topics into workplace language during class discussion time, to ascertain that all learners have understood.
- Extension of time limits is permitted during exams. Repeat exams are permitted in all subjects. Learners may have extensions if: - study problems, grief, family problems or sickness interferes with exam timetables.
- Learners may wait until lecture series takes place a second time if comprehension and memorising data pose a problem.
- Child-care facilities are not available at the School. Learners with children have study timetables designed to meet their needs. E.g. late starting times, early finishing times day/night timetables
- Instructional staffs are available at specified times and by appointment to assist learners with specific learning problems.
- Learners with children who commence and finish at set times have a program tailored to their requirements.
- Wheelchair access is not available to the school.
- Out of hours access to the library can be arranged when office staffs are in attendance.
- Learners may have access to practical lessons not normally part of their timetable by arrangement with the office and teaching staff.

- End of term private interviews are held with the student to discuss their achievement level and their own well being in the learning situation.
- At all times teaching staff are aware of any barriers to learning that may hinder a client's ability to learn. Individual programs are adapted to suit the needs if the occasion arises.
- Strategy reviews are discussed in house meetings.
RECOGNITION OF QUALIFICATIONS POLICY

Purpose

One of the most important features of the Australian Qualification Framework is the obligation to recognize national qualifications and Statements of Attainment issued by any other training organisations.

Under this Recognition, a registered training organisation (RTO) must accept the credentials issued by another RTO based in any State/Territory in Australia.

Statement

Recognition of Qualifications is the acceptance by one RTO of a qualification or Statement of Attainment issued to a student by a different RTO. This acceptance is usually for the purpose of entry into a qualification where another qualification or certain Statements of Attainments are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units already held by the student. It is mandatory that RTO's accept the qualifications and Statement of Attainments issued by other RTO's.

Recognition of Qualifications does not require an RTO to recognise the Qualifications/Statement of Attainments issued by another RTO for any purposes other than training with that RTO, such as licensing or employment arrangements, e.g. Industrial award classifications.

Recognition of Qualification does not have a limited lifespan. If the Qualification/Statement of Attainment is currently listed on Training. Gov. Au (TGA) and is still a component of a qualification that the student wishes to undertake, mutual recognition must be given. If the Qualification/Statement of Attainment held by the student has been superseded and is no longer on TGA or is not the version required by the qualification into which the student wished to enrol, mutual recognition does not apply. In such situations, recognition of prior learning would be the appropriate way to proceed.
CERTIFICATION & ISSUING OF QUALIFICATION POLICY

Aim

The Joan Lawman College undertakes to presents to prospective clients training products and services that lead to AQF qualifications or Statement of Attainment, and ensure that the advertised outcomes are consistent with these qualifications.

Procedure

a. All courses meet AQF requirements
b. RTO will identify its provider number RTO 40697. ABN: 15 61 234 313. ACN: 161 234 313

 Issuance

Testamurs will be issued

a. only students who are assessed as competent in accordance with the training package
b. once students have paid all fees
c. checked to ensure accuracy and completeness before being signed by the CEO
d. entered into the register is being received by and/or delivered to the student

ADMINISTRATION AND RECORD MANAGEMENT POLICY

Purpose

This procedure is in place to define the record management policies and procedures in relation to the establishment, integrity, accuracy, management, maintenance, collection, storage, retrieval, security and disposal of the organisation's client, staff and third party records and information.

Record keeping policy

The organisation's administrative records management specifications are determined by regulatory requirements, the business functions, the organisation's technologies, risks, evidence requirements,
Joan Lawman College

retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

The organisation's maintains records of program development, program delivery, clients, human and physical resources, and financial and management activities.

The Principal has responsibility and the delegated authority for the organisation's record keeping policies and procedures. This policy reflects the integrity, management, monitoring and maintenance of record keeping procedures.

While this position has overall responsibility, the organisation continually reviews these procedures with other senior staff members and all staff to ensure record keeping procedures are maintained, implemented, reviewed and continually reviewed.
COLLECTION OF RECORDS & INFORMATION

Strategic management data

The organisation will collect, develop and maintain strategic management and planning data and information appropriate to the business functions and operations.

This information is recorded and managed for the purpose of

1. RTO self assessment appropriate to NVR Standards
2. The organisation’s financial business viability
3. The organisation’s product and services
4. The organisation’s assets
5. Internal auditing

These records form an integral part of the business operations and functions and shall include but not are restricted to

- Business planning documents
- Dissemination of information to staff, clients and other stakeholders
- State/Territory legislation and regulatory requirements
- Financial reports and cash flows
- Assets and products
- The management systems and procedures
- The training outcomes
- The scope of registration
- The assessment outcomes
- Documents disseminating and confirming information about internal audits
- Minutes of meetings and memos relating to procedural or policy changes

Human resource records

The organisation will collect secure personnel records appropriate to NVR Standards

These records shall include but are not restricted to

1. Job description for each member of staff listed on the organisational chart
2. Job description linked to lines of authority in the RTO
3. Responsibility and allocation of functions
4. Role of each staff member in the RTO’s training and or assessment system
5. CV’s for each member of staff listed on the chart. (includes contract and seasonal trainers)
6. Verified qualifications for each member of staff
7. A resource table summarising scope of registration, training and assessment strategies and persons delegated to each training qualification listed on the scope of registration.
8. Signed contracts

Client data and collection retention
The organisation will collect and secure personnel records appropriate to NVR Standards. Where required the organisation will collect and store records set by State or Territory Registering Bodies.

The organisation will manage two levels of record keeping

Level 1. Accurate clients records which reflect client participation, progress and outcomes appropriate to NVR Standards

Level 2. Accurate records which record information provided to the client for training and assessment services appropriate to NVR Standards

2.1 **The organisation collects and records information which reflects Level 1**

1. Systems that are compliant with other relevant external reporting requirements

2.2 **The collection of data and information includes**

- Client enrolment details including accurate course/qualification and unit titles and codes
- Client start and completion dates
- Records of the information provided to the client eg. Handbook, training plans, courseware/texts, learners guide
- Accurate and up to date client attendance and participation
- Documentation of recognition process
- Assessment plans identifying the tools and tasks related to each /clustered units of competency
- Documentation of evidence judged
- Record of feedback to clients
- Examples of assessment outcome
- Records of any assessment appeals
- Records of any client complaints
- Accurate and up to date training monitoring dates and assessment schedules
- A register and date of all certificates, statements of attainment and qualification issued
- Any client refunds given

2.3 **The organisation collects and records information which reflect Level 2**

1. Advertised training and assessment products
2. Trainers and assessor’s name and qualification details
3. The information provided to the client at the time of enquiry, enrolment and/or induction
4. Training plans, timetables and schedules for each qualification/course
5. Study plans, timetable and schedules for each qualification/course (where required)
6. Assessment plans, timetable and schedules for each qualification/course
7. Assessment tools, tasks and schedule for each qualification/course

2.4 **The collection of data includes**

- Advertising marketing and promotional material
- Offers and confirmation of a clients course placement
- Receipt of fees
• Signed confirmation of the client’s acceptance offer, handbook, terms and conditions of enrolment, attendance, receipt of courseware, training and assessment plans, timetables, monitoring and assessment schedules
• Signed confirmation of clients knowledge and acceptance of assessment process
• Signed confirmation of the candidates knowledge and acceptance of RPL process and procedures
• Feedback and evaluation procedures regarding
  - Enrolment
  - Training delivery
  - Courseware
  - Support
  - Products
  - Training and assessment assistance
  - Assessment tasks, tools and processes

Retention and management of client records

Client records are established in hard copy format and computer file. Individual files are established for each new client. The information collected includes:

- Client personal details
- Course or qualification details
- Qualification – recorded at time of enrolment
- Fees paid
- Progress/grades recorded
- Attendance recorded

Roll marking and record keeping

Trainer, facilitator, assessors are responsible for the marking and recording of client attendance on a session by session basis and each client’s progress.

All day to day records are recorded on the Class Attendance sheet and Student record book/form

- Absenteeism of clients
- Trainers have the authority and responsibility to monitor each individual client’s progress during course and report any concerns to the Principal
- All class attendance rolls are monitored and checked by the trainer

Retention and management of staff records

A full time, part time and casual staff including sessional trainers operating as contractors are required to submit and have their CV’s verified and copies of their qualifications retained and managed under the organisation’s record keeping policies and procedures

Where personal records are retained the organisation will:
1. Inform that person that their records are confidential and will not be released to any party except as required apart from the requirements stated under the Standards for RTO Training Organisations or as required by law.
2. Maintain a register of all staff, including sessional and contracted trainers and assessors.
3. Retain and secure the hard copy personal information under the organisations confidentiality and security procedures.

Access to client and staff records

The organisation implements control and access to confidential data and files by
1. Maintaining and securing confidential files separately from generated files in a locked filing cabinet.
2. Ensuring confidential files are accessed by nominated persons.
3. Client’s reports are available on request.
4. The client may not remove their file from the Joan Lawman College office.
5. Information Privacy Principle Six as per the Privacy Act 1988. Where a record-keeper has possession or control of a record that contains personal information, the individual concerned shall be entitled to have access to that record, except to the extent that the record-keeper is required or authorised to refuse to provide the individual with access to that record under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents.
6. Students and employees have the right to inspect their own information.
7. To inspect this data a student or employee needs to consult with the principal.
8. A nominal fee may need to be charged for this service.
9. Student information cannot be released to parents, partners or any other external party without the students written consent.
10. Disclosure to a third party can only be granted after receiving written permission. This will then be recorded in the student file.
11. Access to the Storeroom is restricted where files are kept.
12. Staff wishing to enter storeroom will need permission from the principle or governing body.

Security and retention of records

1. The organisation maintains electronic records along with the Byron Bay Secretarial Service.
2. Electronic records are backed up on a daily basis.
3. Hard copies are locked in filing cabinets.
4. Files are reviewed yearly for currency and archiving.
5. Client archived files are downloaded and kept as quality records and are maintained by the organisation according to policies.
6. All other records are held according to policies.

The organisation’s records approved and eligible for destruction are destroyed under confidential conditions.

The organisation record keeping is reviewed and updated to meet changing technology and system requirements.

CUSTOMER COMPLAINTS AND APPEALS POLICY

Background
The purpose of the Joan Lawman College Customer complaints and Appeals Policy is set out to deal with issues of our trainees regarding their right to a fair hearing and an outcome.

Aim

The aim of the Joan Lawman College is to have a working strategy and will act on each substantiated complaint and will overcome any problems/complaints that may occur.

Student Welfare and Guidance Service

Define a Problem
- Yourself or another student
- Yourself or a teacher
- Discrimination
- Disciplinary procedure
- Grievance with homework

Should at any time a student have a concern or complaint regarding any issue within the school, students should:

- A trainee shall approach the person with whom they have the complaint to seek a resolution
- If this is unsuccessful the trainee shall approach the Director of Studies with a written complaint that shall be acted upon by the Director within 48 hours.
- The Director shall reply in writing to the complaint within a (7) day period.
- Strategies for resolution may need to be developed implemented and documented on the trainee file including who is responsible for what task and if said tasks have been completed and when.
- All notifications of any concerns are noted in the student log book
- Students have the right to access independent advice or counselling.
JOAN LAWMAN COLLEGE

COMPLAINT NOTIFICATION FORM

I ........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

Signed .................................(student)

Date.................................

Signed................................. (Principal)

Comments:
APPEALS OUTCOME STATEMENT

Topic/Situation .................................................................................................................................
...........................................................................................................................................................

Date of Lodgement ............................................................................................................................

Outcome/Resolution ............................................................................................................................
............................................................................................................................................................
............................................................................................................................................................

Sign .................................................................Principal

Date ...............................................................

Sign ...............................................................Student

Date ...............................................................
LEGISLATION

Objectives

The aim of legislation is to provide students with information about the acts pertaining to the Beauty Industry. All students should be aware of these acts that may significantly affect their participation in vocational education.

The School is bound by and operates within the following legislative and regulatory requirements

- Fair Trading Act
- Work place Health and Safety Act 2011
- Anti Discrimination Act
- National Vocational and Training Regulator Act 2011
- Public Health (skin penetration)
- Privacy and Personal Information Act
- Human Rights and Equal Opportunity Commission Act
- Hairdressers Act 2003

Manuals and relevant legislation guidelines are obtainable and are located on the bookshelf in the theory room. More information regarding can also be obtained from these sites.

www.legislation.nsw.gov.au
www.nsw.gov.au
www.asqa.gov.au
www.comlaw.gov.au
RISK MANAGEMENT POLICY STATEMENT

The Joan Lawman College is of the view that risk management is an essential management function. It is the responsibility of the principal and staff to support this policy and to manage risks within their individual areas of responsibility. The concept of risk management will continue to be upheld throughout the organisation by:

Education - Ensure that staff receive continuing education in the role of risk management and in the identification, evaluation and treatment of risk. To provide ongoing information to clients regarding risk elimination or minimisation.

Leadership - Ensure the management and staff show leadership in the identification, evaluation and management of risks by incorporating risk management procedures into their day to day practices and plans.

Policies and Procedures - Ensure that policies eliminate, minimise and/or manage risks are adopted and implemented as soon as practical after risks are identified.

Review - To continually review strategy and policies to ensure they reflect and offer the best protection to our clients. Such reviews will be discussed at Quality Team Meetings and staff meeting where the need for improvement and action will be discussed.

POLICY FOR WORK EXPERIENCE

Purpose

The Joan Lawman College has in place guidelines for initiating work experience, or gaining experience during training.

Aim

The aim of this procedure is to ensure that all trainees are aware of their rights and obligations when making a request for work experience.

- The principal needs to be advised of future work/work experience so a letter of introduction can be arranged.
- Trainees need to be made aware of workplace cover that may or may not be available to them.
- Trainees need to understand the outline of work/work experience that they may be undertaking.
- Trainees need to be aware if the position is for work experience or paid work relating to their capabilities and experience.
LANGUAGE NUMERACY AND LITERACY

Purpose

The Joan Lawman College has a program technique to assist any barriers of learning through numeracy, language and literacy.

Aim

1. **Assisting the trainee**
   The Joan Lawman College recognises that some of its trainees may have barriers and to overcome these barriers, flexible delivery modes and assessment procedures have been made to assist the trainee.

- Range of delivery modes include, lectures, tutorial, guided discovery / directed research, practical demonstrations, supervised practice.
- Progressive assessment, open book examination, written assessment tasks, essay, viva voce, multiple choice examinations. Assessments can be verbalised
- Access to texts, printed notes, computer based websites, Charts, diagrams are used to give aid
- Interpreters dictionaries of native tongue can be accessed during assessment tasks
- Trainees have access to trainers / teachers for one on one tuition if required

The National Reporting System informs the identification and description of underpinning English - Language, Literacy and Numeracy features are requirements within competency standards.

The learner’s language, literacy and numeracy levels are expected to be equivalent to level 3 / 4 of the National Reporting System

Reading and writing – a learner will be able to read, interpret and write a range of complex texts within a variety of contexts.

Oral Communication – a learner will be able to respond to spoken language within a variety of contexts.

Numeracy and mathematics – a learner will be able to recognise and use a variety of conventions and symbolism of formal mathematics.

- If applicant has no formal qualifications assistance can be obtained for diagnostic screening and testing at:
- **ACE North Coast** Lismore, Tweed Heads, Alstonville.
- Students of indigenous origins that support is available at the above centres.
AUTHORISATION

I ........................................ give the Joan Lawman College permission to use any photographs or material referring to me in any marketing or advertising for the Joan Lawman College.

Signed: ................................

Date: