

# **Introductory Manual for Student Beauty Therapists**

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**The Queensland School  
of Beauty Therapy Pty Ltd**

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## **WELCOME...**

Welcome to the Queensland School of Beauty Therapy. We hope the time spent attending courses with us will be productive and enjoyable. As a student at the Queensland School of Beauty Therapy, you will have the very best tuition, in theory and practical classes as well as the professionalism of a dedicated and caring team of trainers.

Information included in this manual explains what students may expect from the course at the Queensland School of Beauty Therapy and details procedures which must be followed whilst studying at the school.

The Queensland School of Beauty Therapy is a Registered Training Organisation (number 1727)

## **SELECTION PROCEDURES**

### **1.1 Enrolment**

Potential students must fill out and complete Application Form 1.3 indicating which course they wish to enrol in, and then return the form to the Queensland School of Beauty Therapy by post, email or in person at the interview. An interview will be scheduled between the student and the Principal or Manager.

Upon acceptance into the chosen course, a deposit fee will be required to secure the place in the course. This fee is non-refundable and is part of the total course fee, (see Refund Policy). When the deposit fee has been paid a receipt will be issued with a letter confirming the enrolment.

Other documentation issued to the student including a Payment Plan Agreement, Form 1.6 Permission to Discuss Details, Form 1.15 Acceptance of QSB Training Centre Policies and Form 1.18 Medical Details must be completed and resubmitted to the Queensland School of Beauty prior to commencement of tuition.

The Queensland School of Beauty Therapy can issue student ID cards to all full time students. A passport photo for the ID card must be supplied to reception. Should a student cancel their enrolment they must return the student ID Card.

### **1.2 Changes to Enrolment/Personal Details**

The Queensland School of Beauty Therapy is required to keep all student records up to date. If a student's details change (e.g. cancel course, change their name or any other information during the period of training) the student must contact reception within 7 days and complete Form 1.22 Change of Address Details or Form 1.12 Course Change.

### **1.3 Selection**

All students are selected for enrolment for training in an ethical and responsible manner, which is based on the date of receipt of enrolment and payment. The Queensland School of Beauty Therapy guarantees all decisions concerning the enrolment of students will comply with equal opportunity legislation, occupational health and safety legislation, workplace harassment, victimisation and bullying legislation, anti-discrimination, Privacy Act and Vocational Education and Training legislation.

Professional and suitably qualified staff will be involved in the process of enrolling students for training. The special training needs of students will be identified during enrolment and support services organised to ensure they can participate safely and fairly in the course.

#### **1.4 Changing Course or Returning to study**

**There will be an additional fee if:**

- 1) a student decides to change from their enrolled course to another course offered at the Queensland School of Beauty Therapy.
- OR
- 2) a student leaves their enrolled course for a period longer than 3 months and then decides they would like to rejoin the Queensland School of Beauty Therapy to complete their studies.

The additional administration fees are at the discretion of the Queensland School of Beauty Therapy and the student is required to discuss their individual enrolment options with the Principal or Manager.

#### **1.5 Relevance of Courses to the Industry**

The Queensland School of Beauty Therapy offers Diploma, Certificate IV and Certificate III level courses as well as Short Course study option, which provide the student with all necessary theory and practical based training to commence work within their desired beauty therapy career path.

Students are encouraged to speak with the Principal prior to enrolling in courses at Queensland School of Beauty Therapy; to ensure that the course, which they are wishing to study, will allow them to graduate with the necessary qualification upon completion and successfully gain employment.

### **2. STUDENT ORIENTATION**

During orientation, information will be provided on the Queensland School of Beauty Therapy delivery and assessment strategies, including an overview of practical observations and vocational outcomes of the course. Information will also be provided on the emergency evacuation plan, behavioural standards, and punctuality and dress standards.

The student will be issued with an assessment tracker which will allow them to track their individual progress throughout their course.

### **3. ACCESS TO RECORDS**

Students are entitled to have access to their personal records. If a student would like access to their records to check their progress they simply need to ask administration for a Student Information Access Request Form, which they would need to complete and return to administration. Please allow up to 48 hours for all documentation to be collated.

If a student wishes to gain a replacement statement of attainment or qualification the student must email a formal request. A \$50 administration fee will be charged.

If a student stops attending the college for more than three months or defers from their course, an administration fee of up to \$300 may apply if the student wishes to recommence their training of the same qualification that they were originally enrolled in. Depending on the situation, other fees may apply. This will apply unless other arrangements have been made with the Principal.

### **4. LANGUAGE, LITERACY NUMERACY TESTING**

All students, including overseas and correspondence students, will complete a short language, literacy and numeracy test prior to receiving their first theory lesson.

The purpose of this test is designed to identify students who may find it difficult to achieve the desired outcomes of the course in the scheduled time frame.

If the student is identified with potential support needs, the Manager will discuss options to ensure successful completion of their

Additional support or one on one training is available to the student when required.

## **5. WELFARE AND SUPPORT SERVICES**

Support services, welfare and guidance information is available for all students to ensure that all students achieve their study goals. Welfare and support services will be discussed during orientation, please refer to Support Services Reference Guide page 20.

## **6. STUDENT PARTICIPATION INFORMATION**

### **6.1 Punctuality**

Trainers will mark a roll to record attendance. Students are required to be punctual and if they arrive late for a class, that time must be made up. Arrival to class is required at least 10 minutes prior to the commencement time.

### **6.2 Absences**

If absent from a training session, the student is required to telephone and advise the school of their reason for the absence. It is the student's responsibility to follow up and obtain any notes missed, as well as make up the time by attending another class covering the same topic. Students who wish to leave a training session early must provide a reasonable explanation to the trainer and sign out with the Principal or Manager. The trainer will record the time of your departure.

The student is required to speak with their tutor regarding any missed lessons and ensure that they receive all necessary theory or practical information. Failure to obtain the necessary information prior to scheduled assessments or practical observation will not result in the student from being omitted from the class.

### **6.3 Consideration of Others**

Student must behave in a manner appropriate to a learning environment. This includes:

- ☐ chewing gum is not appropriate
- ☐ smoking is not permitted
- ☐ swearing or abuse will not be tolerated
- ☐ voices should be kept at a level that will not disturb others
- ☐ other students and trainers/assessors are to be treated with respect at all times
- ☐ each person is responsible for maintaining a clean and tidy environment
- ☐ mobile phones are not to be used at all whilst on school premises, and must remain off at all times. Students are to leave the building when using their mobile phone.
- ☐ students must not loiter around the front entrance, reception or in the stair well talking.

## **6.4 Student Behaviour in Uniform**

When wearing the Queensland School of Beauty Therapy uniform, student behaviour must be reflective of the image of the Queensland School of Beauty. This means that when wearing the uniform in public places no student is to be rude, disruptive, boisterous or use inappropriate language.

The Queensland School of Beauty Therapy uniform is to be worn only according to the Grooming and Appearance guidelines. At no time is a student to alter or change the overall look of the uniform e.g. wearing trainers, different coloured shoes, hair down etc. If a student wishes to wear different items than those listed in the Grooming and Appearance standards, they must change out of the uniform completely.

## **6.5 Disciplinary Procedures**

Students are expected to participate in the course in a manner, which does not have a negative impact on other students. When a student is disruptive, does not follow directions or places themselves, the trainer or other students in a situation, which is unsafe, the student may be asked to leave the course.

A student must at all times maintain a high standard of behaviour whilst on school premises and must not indulge in any acts which may result in damage to any property or persons.

Misconduct by a student is any behaviour which:

1. disrupts the learning of others
2. prevents staff members from performing their duties
3. endangers the health and safety of staff or students. This includes verbal abuse, physical abuse, alcohol, drugs, weapons, indecency, vandalism, theft, safety, hygiene, failure to comply with directions, cheating or sharing improper photos or literature.

Misconduct will be initially dealt with by the Trainer/Assessor and if necessary a Reported Issues Form will be recorded. If a satisfactory solution to the problem is not reached the matter will be reported to the Principal of the Queensland School of Beauty Therapy. Should the matter require termination of tuition the student will be given notice in writing stating the formal reason for the termination and if under 18 years of age notice will also be given to the parent/guardian.

## **6.6 Suspension**

A student may suspend, defer or cancel their enrolment at any time where there are compassionate or compelling reasons, for example illness.

A student's enrolment may be suspended or cancelled by the Queensland School of Beauty Therapy for misconduct, as described above.

If the Queensland School of Beauty Therapy suspends or cancels a student's enrolment the student is entitled to utilise the complaints and appeals processes available.

Should a student be suspended from the Queensland School of Beauty Therapy for any reason, the student will be required to make an appointment with the Principal to discuss return to the school. The student will be issued with an agreement to indicate the conditions of the student's return to studies.

Overseas students should be aware that if their enrolment at the Queensland School of Beauty Therapy is deferred, suspended or cancelled, for any reason, that this may affect their visa.



### **6.7 Plagiarism, Cheating and Falsification of documents**

Under no circumstances is a student of The Queensland School of Beauty Therapy to plagiarise any document without acknowledging the appropriate sources.

Cheating will not be tolerated by the Queensland School of Beauty Therapy. In circumstances where a student is discovered to be cheating, the Queensland School of Beauty Therapy may instantly dismiss the student from the school without monetary refund.

Falsification of any documentation is illegal. If a student produces a document as evidence which is not the original, the student will be suspended from the school.

In the above circumstances, which results in instant dismissal or suspension, the student will be required to prove cause as to why the Queensland School of Beauty Therapy should re-accept the student back into their studies.

### **6.8 Personal Property**

The Queensland School of Beauty Therapy accepts no responsibility for lost or stolen items.

The Queensland School of Beauty Therapy recommends that all valuable items are not brought to the school unnecessarily.

## **7. TEACHING METHODS**

The course is delivered using a combination of theoretical and practical activities for each unit of competency. Methods of delivery include a combination of class-room role-plays, research activities and a simulated salon environment.

Competency-based training places emphasis on how a person “performs” in the workplace as a result of completing a training program rather than what the person “can” do or “knows”. The course requirements are defined by the National Training Package Qualification which are comprised of units of competency at specific Australian Qualification Framework levels (eg. Certificate II, III, IV, Diploma).

Student will be assessed in both the practical and theory components of the course and assessed against the required performance criteria for each unit of competency.

Students must allow other students to practice treatments on them unless they can provide a doctor’s certificate as to why they should be exempt. Students must be able to practice the treatments and it is only fair that all students participate equally, which will prepare them for eventually working on the public and ultimately being successfully employed.

### **7.01 THEORY AND PRACTICAL SUPPORT**

Our detailed training is provided by the industries best educators who are passionate and dedicated to beauty therapy education. Their collective experience and skills provide the students with excellent professional skills, theoretical training and ongoing support through the duration of the student's study.

The school guarantees it's training by providing additional one on one tutorials and training at no extra cost, and by offering complimentary skill re-fresh for 12 months after completion of study.



## 7.1 Attendance

A student is deemed competent once all performance criteria from the unit of competency have been achieved. Reasons for absenteeism will be noted on student records, including non-attendance due to illness, evidenced by a medical certificate. Students must arrange to make up for missed classes by attending another class of the same lesson. Making up time is only accepted if the student joins in on other classes or participates in client treatment days. Students will only be eligible to take school holidays if all of their assessments and practical observations are up to date. Students are responsible for checking this with the Principal or a trainer.

Students' are required to perform and receive all treatments that are taught within the course that they are enrolled in; unless a medical certificate is submitted to excuse them from receiving the particular treatment.

If a student is absent, they are required to advise the school before their class on the day of their absence. In the event that a student is absent for an observation and they do not telephone the school it will be recorded as that student's first attempt.

The QSB records students' academic progress and attendance. Correspondence students must maintain theoretical progress to enhance the practical training conducted at the school. Students are not permitted to attend practical training if they are not performing theoretically.

If for any reason a student has to defer/leave their course prior to gaining their enrolled qualification, listed below are the time frames allowed for completing their remaining assessments.

Fee's may be applicable. See course costs.

Diploma	1 year
Certificate IV	9 months
Certificate III	6 months

Centrelink – Students' attendance and progress details will be provided as requested to Centrelink at any stage during their course. The QSBT will provide accurate attendance and progress records to Centrelink when requested.

Overseas students should refer to the overseas student section on their attendance and course progress requirements.

## 7.2 Salon Practice and Work Experience

Students should be aware and accept responsibility that if they practice any of the skills outside of the school before completion of the course, they may be risking claims for damages against themselves if any harm is caused to the client. The Queensland School of Beauty Therapy does not accept any responsibility for students working outside of the school other than supervised work experience.

Client record cards are medical documents and are not to be removed from the school. Clients' records are confidential and remain the property of the school. Students are required to accurately record the client's history and treatments.

The correspondence courses are designed as a distance education training package and it is necessary to be reinforced with regular workplace training at a beauty salon or beauty related industry. Written confirmation from an employer/workplace observer, stating the number of hours per week/month of attendance is required to be forwarded to the school. Below are the total days required for the work experience program. Please note that a day is equivalent to approximately 6 hours (9.00am – 4.00pm).

COURSE	NO. OF DAYS REQUIRED FOR WORK EXPERIENCE
Certificate III in Nail Technology	Nil
Certificate III in Make-up	Optional
Certificate III in Beauty Services	Optional
Certificate IV in Beauty Therapy	Optional but Highly Recommended
Diploma of Beauty Therapy	Optional but Highly Recommended

### 7.3 Personal Appointments

Queensland School of Beauty Therapy students are required to make ALL personal appointments outside of school hours. A student is not permitted to leave class unless they have an appointment with the Principal or Manager.

### 7.4 Staff Qualifications

Teaching and Assessing staff, who are employed at the Queensland School of Beauty Therapy, have completed the qualification to at least the same level as what they are teaching. All teaching and assessing staff at Queensland School of Beauty hold a current Certificate IV Training and Assessment qualification and are required to update and document industry training, which is completed regularly to ensure that they remain up to date in the beauty therapy industry.

Students are welcome to discuss the qualifications of teaching staff with the school principal.

### 7.5 Third Party Training

The Queensland School of Beauty Therapy offers students the opportunity to partake in training conducted by third party organisations. The Queensland School of Beauty Therapy has selected these organizations, as they offer high standard of training and are relevant to the current beauty therapy industry. When training is scheduled, students will be notified prior to date of the scheduled training. If the student objects to participate in the training they will be scheduled into another class if possible. It will be explained to the student whether training provided from third party organisation are recognised under the AQF Guidelines.

## 8. ASSESSMENT INFORMATION

At the first training session the Trainer/Assessor will discuss competency based assessment and provide an overview of the content of the course and vocational outcomes. Competency-based assessment is designed to ensure that each student has achieved all elements of a unit of competency. Assessment is based on gathering sufficient evidence that is valid, reliable and fair, which leads to making a sound judgment against the required performance criteria.

At the completion of a course students are awarded a Certificate or Diploma and a Transcript of the units of competency successfully completed. For students who do not complete all of the units of competency required for a qualification, a Statement of Attainment will be issued listing the units of competency achieved.

All students who have not completed either written assessments, homework assignments or practical observations by the designated due date will incur a fee. Refer to course costs.

All Assignments, Assessments and Practical Observations whether a student has been deemed competent, or not competent, will be stored at the school for a period of 6 months only.

Assessment for all units is compulsory. Assessment of competency requires the collection of evidence indicating performance over a period of time from multiple sources (i.e. assessments, assignments), and then judgement of that evidence is made against the units of competency performance criteria. Assessment is not a one off event. The collection of evidence is an on-going process, and is a means of showing that competency is consistently identified in each individual unit of competency. Students are to show competency over a period of time.

All fees must be finalised before students are allowed to participate any practical assessments.

If a student does not show competency over a period of time and is deemed not competent after three attempts at a particular homework assignment or written assessment then the student will be required to complete the whole unit again at their expense.

Correspondence students should refer to the correspondence students section for more information regarding their theory lessons, written assessments and written assessment guidelines.

Part time correspondence students should refer to the part time correspondence students section for more information regarding their written assessments.

Traineeship students should refer to the traineeship students section for more information regarding their theory lessons and written assessments.

### **8.1 Assignments**

It is compulsory to submit all given assignments by the due date nominated. If a student does hand in an assignment late, it will be recorded on their file. In special circumstances, extensions for assignments may be negotiated with the Manager. Please refer to point **10. Course Costs** for fees regarding late assignment and assessment submissions.

### **8.2 Presentation of Assignments**

All assignments must be presented neatly in a folder with no messy loose pages. Assignments can be neatly hand written or typed. Pencil is not accepted and the student will be required to re-submit the assignment.

*Title Page* - The assignment must include the Queensland School of Beauty Therapy title page with student name, class and due date.

*Introduction and Conclusion* – The assignment must have an introduction to the topic. The conclusion should summarise the aim and important points discussed within the assignment.

*General layout* - Blank lines after every paragraph should be left to allow comments to be written. Use headings to separate major topics and underline separate headings to improve the layout and readability of the assignment.

### **8.3 Presentation of Written Assessments**

All written assessments must be completed on plain white or lined A4 paper. This paper must have no perforations or tabs and foolscap paper is not permitted.

Written assessment must be legible. If the written assessment is deemed illegible, the student will be given the opportunity to re submit the assessment prior to marking.

### **8.4 Practical Training and Class Observations**

As part of the Queensland School of Beauty Therapy assessment scheme, students will be observed for performance criteria within each lesson. The Trainer will formally observe and record relevant performance criteria data and then provide feedback and advice. Observations will take place continually throughout practical training. Verbal feedback and advice will be provided to all students in every lesson. **Students are required to participate as a model for all practical treatments included in their enrolled course**

If a student is unable to receive a treatment due to a medical condition or illness, a medical certificate must be provided and this will be kept on the student record for the remainder of the student's course.

Oral questions will be asked during the final practical observation. Performance criteria checklists on grooming and appearance and preparation of work stations are conducted in conjunction with practical observations.

### **8.5 Appeals**

If a student disagrees with the results of their assessment, they may appeal against the judgement within 21 business days, or 10 business days for overseas students, of the return of the assessment result. In the first instance, the student may be asked to be re-assessed by the Trainer/Assessor. If the student does not agree with the result, a Complaint and Appeals Form is to be lodged with the Manager (see Complaint and Appeals Procedure).

### **8.6 Notice to be Given to QSBT**

If a student wishes to sit a theory examination or a complete a resit for a theory examination they must give the school at least 48 hours notice of when they wish to complete the theory examination or resit. Resits are only to be completed between 4pm and 5pm.

## **9. COMPLAINT AND APPEALS PROCEDURE**

The following Complaint and Appeals Procedure may be used for all feedback, any complaint or to appeal an assessment result. Any person (such as a parent, teacher, employer or Trainer/Assessor) may lodge a complaint or provide feedback using this procedure.

All complaints and appeals must adhere to the following process:

- discuss the complaint or appeal with the Trainer/Assessor
- if the complaint or appeal is not addressed to the satisfaction of the student, the client or the student is advised to complete a Complaint and Appeals Statement (attached)
- the Principal or Manager will evaluate the Complaint and Appeal Statement and conduct enquiries where necessary and address the complaint or appeal.
- the student will be notified in writing by a formal letter indicating the outcome and the reasons for the decision.
- if the complaint or appeal is not addressed to the satisfaction of the student, the student will be given the opportunity to formally present their case to an independent person or panel, such as Leading Edge Alternative Dispute Resolvers, the Institute of Arbitrators and Mediators Australia or the Department of Employment and Training.
- this agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## **10. COURSE COSTS**

Please refer to Course Prospectus. For correspondence students fees are charged per lesson and per week of practical training. Theory lessons are non-refundable once forwarded to you by the school and practical training fees are non refundable after commencement. Students are required to sign and date the payment plan prior to commencing any tuition. Any Queensland School of Beauty Therapy student who does not complete their enrolled course within the designated due date will incur the the following costs:

Reschedule fee - All written assessments and homework assignments handed in after designated due date.	<b>\$50.00 for each assessment and assignment</b>
Failure to complete course fee - All units of competency not completed within a 3 month period of the course completion date.	<b>\$100.00 per unit</b>
Deferral fee - A fee may be charged when deferral period is more than 3 months unless cost of course increases	<b>\$300.00 deferral fee</b>

### 10.1 Product Payments

Students are encouraged to purchase products from the school when on practical training and are given a 10% discount. Products or other items purchased on account must be paid in full within 4 weeks of date of purchase. A 20% fee will be charged on outstanding amounts of overdue accounts per month until paid in full.

## 11. REFUND POLICY

The refund policy of Queensland School of Beauty Therapy is as follows:

- The Queensland School of Beauty Therapy will make a full refund of all fees paid should a course be discontinued. Should the student desire to change courses at the Queensland School of Beauty Therapy after they have commenced study, fees will be fully transferable to that course with an additional \$300.00 administration fee. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.
- Should a student cancel an enrolment with the Queensland School of Beauty Therapy, the following conditions will apply regarding a refund of fees:
  - The deposit of \$500 is non-refundable. This applies to all courses, short courses and individual units offered at the Queensland School of Beauty Therapy.
  - Fees for short courses and individual units offered at the Queensland School of Beauty Therapy are non refundable.
  - All short course fees must be paid in full prior to course commencement.
  - Cancellation up to two weeks prior to the commencement of the course, a full refund will be given.
  - Once theory lessons are signed for and forwarded, they are non-refundable and must be paid for. Students that pay for their course upfront are entitled to all their course theory lessons, and students that pay by term instalments are entitled to their term's theory.
  - For correspondence students weekly practical training fees are non-refundable after commencement.
  - All requests for cancellation or refunds must be made in writing (FORM 2.1 Fees Charges Refund Request), and be accompanied with supporting documentation where necessary
  - The weekly/term payments are structured so that the student is required to pay at the beginning of each week/term regardless of holidays, student being absent from the school, work experience, product knowledge training or working homework assignments internally/externally.
  - All student payments are scheduled and paid through Ezidebit (with the exception of individual short courses and upfront payments for total of course fees). Payments will start from the commencement date.
  - Term Instalment payments are to be paid prior to the commence date of each term. The term discount is void for any payments made after their due date, and 3% interest added for each week that payment is not received.
  - Regardless of whether a student pays their course fees upfront, by instalments, monthly, fortnightly or weekly, all refunds/monies due are calculated on a weekly payment basis, at the rate specified on the payment plan.
  - If a student withdraws from the course their weekly payments are due up to notification in writing received by the school and an additional two weeks payment is required from this date and will be calculated at the weekly rate specified.
  - After the commencement of the course, the student must give two weeks written notice of withdrawal from the course
  - Discounts previously allowed for upfront payments are non-refundable.
  - Normal processing time for a refund request is up to four weeks
  - Confidentiality of student information will be ensured (see PRO 1.5 Student Information Management Policy)
  - Student uniforms, once purchased, are non-refundable

Overseas students should refer to the overseas students section for the refund policy that applies to them

### 11.1 Outstanding Payments

In the event that a student is \$300 in arrears or more than two weeks behind in the course payments, the school is entitled to give the student notice to leave the school until the outstanding course fees are paid in full. A 3% fee may apply for every week an account is not paid and if not paid within the first month the students' enrolment may be suspended.



## **12. ACCESS AND EQUITY POLICY**

At the Queensland School of Beauty Therapy we have an open access policy and encourage participation in our courses from the whole of the community. All trainers and staff are responsible for ensuring that the Access and Equity Policy is implemented.

We seek to meet the needs of individuals and the community through the integration of access and equity guidelines to ensure all people are provided with the opportunity to participate and successfully achieve their outcomes. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

The Queensland School of Beauty Therapy prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Relationship status
- Sexual orientation
- Age

Principles of social justice must be appropriately addressed in all aspects of a course's implementation. In rare cases workplace health and safety legislation may impinge on social justice considerations.

Social justice outcomes may be achieved through such considerations as:

- ☐ Using learning resources which are gender and culturally inclusive;
- ☐ Using language which is both appropriate to the abilities of the learners and the outcome(s) of the modules;
- ☐ Taking into account individual learning styles and needs;
- ☐ Ensuring equitable access for all learners to facilities, resources and support services.

## **13. SMOKING**

Smoking is prohibited in all buildings, included covered balconies. The Body Corporate of Roscommon House does not allow smoking on its premises and surrounding areas. Smoking in entrance areas, outside open windows or near air intakes is not permitted.

There will be NO SMOKING in the Queensland School of Beauty Therapy uniform at any time. Should students need to smoke, they MUST change out of the uniform. This clearly means that if any person chooses to smoke during a break, they must bring a change of clothing. The time required to do this must not exceed the break time allocated. Smoke must not be detected on any student at any time and suitable precautions must be taken.

Queensland School of Beauty Therapy students must not attend public venues that serve alcohol (i.e. hotels or clubs) whilst in their uniform. A student must never drink alcohol or behave disorderly when wearing their uniform.

## **14. MOBILE TELEPHONES**

It is the school's policy that all mobile phones must be switched OFF once you have entered the building. In the case of an emergency or if you are required to be contacted urgently you may provide the QSBT office telephone number to be contacted on 3371 2055.

## **15. SOCIAL NETWORKING WEBSITES**

Students must not make any mention of the school or employees of the school on any social networking website while they are students at the Queensland School of Beauty Therapy. This includes, but is not limited to, websites such as Facebook, Instagram, and Twitter.

If a student is found to have breached the above policy they will be liable to be suspended or expelled from the school, depending on the seriousness of the conduct. Whether a student is suspended or dismissed is at the discretion of the Principal.

#### **16. ROAD SAFETY**

Care must be taken when crossing roads whilst you are travelling to and from the school during class hours. Whilst crossing the road you are advised to cross at zebra crossings, pedestrian crossings or where walking lights are found.

#### **17. RECOGNITION OF PRIOR LEARNING (RPL)/CREDIT TRANSFER**

Students may apply through the Principal for RPL or Credit Transfer assessment of a subject based on formal training and/or work experience and/or life experience.

The Principal will arrange an interview time and a RPL/Credit Transfer Assessor will conduct the RPL/Credit Transfer assessment. You may choose to bring a support person with you for this interview if you wish. You will be advised of the result in writing. You cannot apply for RPL/Credit Transfer after the course has commenced. It may cost up to \$500 for the RPL/Credit Transfer assessment process.

Queensland School of Beauty Therapy students – If you are a current or prior Queensland School of Beauty Therapy student you are eligible to apply for Recognition of Prior Learning or Credit Transfer.

The student is required to state in writing their request for Recognition of Prior Learning. The student is required to provide the original documentation, which clearly states the qualification achieved, units completed and date achieved. The student is required to submit a certified copy of original documents to be kept on record at the Queensland School of Beauty Therapy.

Students will be provided with documentation, which outlines all units which they have gained RPL or Credit Transfer for. The student is required to sign and date this document prior to commencing their tuition. The student will be issued a copy of RPL or Credit Transfer documents for their own records.

**Recognition of Prior Learning** is an assessment process that assesses the individual's non-formal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification. After RPL has been applied for the applicant will work together with a training organisation to determine what the applicant's skills are, how they can be confirmed and, if needed, what other training can help the applicant achieve their goals and gain the qualification they wish to.

Firstly, the applicant will provide any information of their skills and experience (e.g. employment history, certificates, videos/DVDs of work undertaken, workplace training records, industry awards, etc.). After reviewing the information provided the assessor will conduct an interview with the applicant, which will include a competency conversation where the applicant will be required to answer questions related to the competencies to identify their current skills. An appropriate assessment plan would then be negotiated and agreed upon. After the interview the assessor will determine in which areas of the qualification a further practical demonstration of the applicant's skills is required. The assessor will then observe the practical demonstrations and determine whether third party verification is required. If so, the applicant's supervisor, manager or previous employers may be contacted to confirm the applicant's skills. Finally, the applicant will be informed about the skills that have been recognised and whether they have gained the full qualification or if they require further gap training.



The Queensland School of Beauty Therapy is now a government accredited preferred supplier of RPL.

**Credit Transfer** assesses the initial course or subject that the individual is using to claim access to, or the award of credit in a destination course. Assessment determines the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQTF framework.

#### **How much will it cost me to apply for RPL/Credit Transfer?**

An administration fee of \$150 will apply when lodging the application for RPL/Credit Transfer. This fee is non-refundable and applications will not be processed until payment is received. The total cost for the RPL/Credit Transfer assessment process may be up to \$500. Students will receive 50% off the total cost for that unit should RPL/Credit Transfer be granted.

### **18. COMPLIANCE WITH LEGISLATION**

The Queensland School of Beauty Therapy complies with standards and guidelines for registered training organisations on both a State and Federal level. If the Queensland School of Beauty Therapy updates or changes policies and/or procedures relevant to students, this new information will be provided to the student as soon as possible.

There is a variety of important State and Federal legislation that affects you as a student in the vocational education and training system. You should make yourself aware of this legislation and familiarise yourself with your rights and responsibilities under it.

The legislation applies to you both at work in your workplace and in all aspects of your training. Some important legislation is outlined below.

For general information on your part in the VET system, and matters that affect you, go to [www.det.qld.gov.au](http://www.det.qld.gov.au) or [www.training.qld.gov.au](http://www.training.qld.gov.au) or phone the Department of Employment and Training on ph 1300 369 935.

#### **Further Education and Training Act 2014**

<https://www.legislation.qld.gov.au/view/pdf/asmade/act-2014-025>

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government in 2014 is an Act to streamline the regulation of apprenticeships and traineeships, to establish a robust and modern legislative framework for training and to make minor and consequential amendments to other legislation as stated in schedule 1 of the act. The object of the Act is to:

- a)** to strengthen Queensland's economic base by providing a skilled workforce that meets the current and future needs of industry, Government and the community; and
- (b)** to facilitate the provision of vocational education and training that is linked to employment and is responsive to the future workforce development and skills requirements of industry; and
- (c)** to support the continued development of high-quality training by and within industry; and
- (d)** to support Queenslanders to access and complete the skills training they need to get a job and contribute to the State's economy and their own prosperity; and
- (e)** to establish a simple, streamlined apprenticeship and traineeship system featuring flexible, industry-endorsed approaches to trade training; and
- (f)** to support industry and employers to take on, train and retain apprentices and trainees.

### **The Copyright Act 1968 (Commonwealth)**

This legislation makes it illegal to photocopy or otherwise reproduce (eg. scan, facsimile, record or store) another person's work without that person's express written permission, except in the limited circumstances set out in the Act. The Act applies to all written materials (books, magazines, reports), pictorial representations (photographs, drawings, graphs), electronic materials (websites, computer programs) and sound recordings (tapes, CDs). The Act does allow copying of materials in certain situations, if the copying is for the purpose of research or study.

For research or study purposes, it is legal to copy:

- ☐ 10% of a written work, or one chapter if the work is divided into chapters;
- ☐ one whole article from a newspaper, magazine or journal, or more than one article if they are about the same subject matter.

For copying more than this amount, and copying other types of materials, the Act sets out guidelines for working out whether the copying is legal. You should consider whether your use of materials at work or for your training and assessment may breach copyright. For detailed information and advice on copyright go to [www.copyright.org.au](http://www.copyright.org.au) or contact the Australian Copyright Council on ph (02) 9318 1788.

### **Anti-Discrimination Act 1991 (Queensland)** **Racial Discrimination Act 1975 (Commonwealth)** **Sex Discrimination Act 1984 (Commonwealth)** **Disability Discrimination Act 1992 (Commonwealth)**

This legislation prohibits discrimination, sexual harassment and victimisation at the workplace in respect to any aspect of work, and both at work and in training, in respect to any aspect of your training or assessment.

### **Workplace Health & Safety Act 1995 (Queensland)** **Workcover Queensland Act 1996 (Queensland)**

This legislation imposes certain obligations on employers to ensure the health and safety of their workers, and on employees to do certain things to safeguard their own safety, and allows a worker to claim for an injury or illness caused by their work. The Queensland School of Beauty Therapy will also provide a safe environment for you to study, ensure safe access to the venue and ensure anything you use is safe when operated properly.

As a person in training, you have an obligation to ensure your own health and safety and the health and safety of others. You must:

- ☐ obey any instructions you are given for workplace health and safety; and
- ☐ use any protective equipment provided

You must not:

- ☐ deliberately misuse or interfere with anything provided for workplace health and safety; or
- ☐ deliberately endanger the workplace health and safety of any person; or
- ☐ deliberately injure yourself.

### **Commission for Children and Young People and Child Guardian Act (2000)**

The Commission for Children and Young People and Child Guardian is an independent statutory authority which promotes and protects the rights, interests and wellbeing of children and young people in Queensland.

Under the *Commission for Children and Young People and Child Guardian Act (2000)*, people who work with children under 18 years of age in particular businesses or categories of paid or voluntary employment, must undergo screening.

The applicants who have been approved are issued with a Blue Card. All Queensland School of Beauty Therapy staff have been issued with this card.

### **Queensland Privacy Laws**

#### **What is Privacy in Queensland?**

In 2001 the government changed the Privacy Act to give the consumer new rights in relation to how personal information is handled by many private sector organisations.

The Privacy rights come in the form of ten National Privacy Principles (NPPs). These set the standards organisations are required to observe in collecting, storing, using, disclosing, protecting and transferring your personal information.

As a consumer, you can now:

- ☐ know why your personal information is being collected and how it will be used
- ☐ ask for access to your records, including your health information
- ☐ take up opportunities to stop receiving direct marketing material
- ☐ correct inaccurate information about you
- ☐ know which organisation will be given your personal information
- ☐ ensure organisation only use your information for purposes they have told you about
- ☐ find out what information an organisation holds on you and how they manage it.

#### **What is personal information?**

Personal information is any information what would allow a person to be identified. For example, personal information includes an individuals name, age and physical characteristics. It does not include information relating to either a deceased person or information that is publicly available.

#### **The Ten National Privacy Principles**

1. **Collection** – describes what an organisation should do when collecting your personal information
2. **Use and Disclosure** – outlines how organisation can use and disclose your personal information
3. **Data Quality** and 4. **Data Security** – set the standard that organisations must meet for accuracy, currency, completeness and security of your personal information
5. **Openness** – requires organisation to be open about how they handle your personal information
6. **Access and Correction** – give you a general right of access to your own personal information, and the right to have that information corrected, if it is inaccurate, incomplete or out of date
7. **Identifiers** – says that generally, Commonwealth government identifiers (such as the Medicare number) can only be used for the purposes for which they were issued
8. **Anonymity** – where possible, requires organisation to provide the opportunity for you to interact with them without identifying yourself.
9. **Transborder Data Flows** – outline privacy protections that apply to the transfer of your personal information out of Australia
10. **Sensitive Information** – requires your consent when an organisation collects sensitive information about you such as health information, or information about your racial or ethnic background, or criminal record. Sensitive information is a subset of personal information and special protection applies to this information.

## **The ESOS Act (Education Services for Overseas Students)**

From 4 June 2001, the *Education Services for Overseas Students (ESOS)*

*Act 2000* has regulated education and training providers that enrol students studying in Australia on student visas. It requires that a provider must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) in order to enrol and provide courses to overseas students. The Act and its National Code provide nationally consistent standards for registration and for the conduct of CRICOS registered providers. Breaches of the Act and the Code can lead to the imposition of sanctions, including suspension or cancellation from CRICOS.

### **Purpose of the ESOS Act 2000**

The ESOS Act 2000 and the National Code have the following aims of providing:

- quality assurance for overseas students by ensuring that education or training meets nationally consistent standards;
- financial and tuition assurance for overseas students;
- assurance of integrity in the industry, through measures regarding “fit and proper persons,” previous convictions, and actions concerning non bona fide students;
- powers to enable the Commonwealth to monitor and sanction providers as appropriate.

For further information visit [www.immi.gov.au](http://www.immi.gov.au)

(information sourced from [www.dest.gov.au](http://www.dest.gov.au))

## **19. CORRESPONDENCE STUDENTS**

### **19.1 Assessment Information**

#### *19.1.1 Theory Lessons*

The theory component of the correspondence course is self paced, and must be ordered by contacting the school. In order for you to receive theory lessons you are required to send a cheque, money order or provide credit details. Please allow 48 hours for documents to be complied and issued.

#### *19.1.2 Written Assessments*

The theory lessons are assessed with written assessments at regular intervals, self paced by the student. If students wish to sit their assessment during their practical block, they need to book with their tutor. The student is required to call or email the Queensland School of Beauty Therapy 48 hours prior to the date in which they wish to sit any written assessments.

If students are unable to attend written assessments at the school, they are required to organise a Justice of the Peace, Teacher or Professional person to supervise the assessment according to the Queensland School of Beauty Therapy assessment guidelines. It is recommended that students book in for assessments as soon as the lessons have been completed. Students are required to study the theory notes provided in class to prepare for assessments and practical tuition.

#### *19.1.3 Written Assessment Guidelines*

1) Assessments must be conducted in ‘Assessment Conditions’ as follows:

- the student must be supervised at all times for the duration of the assessment.
- the student is NOT permitted to bring any notes of any form into the assessment.
- the student is NOT permitted to check notes during the assessment.
- should the student bring in blank paper for workings, the Supervisor must check the paper prior to the assessment to ensure there is nothing written on it.
- the supervisor must inspect the assessment area to ensure the student has adequate pens, pencils, eraser and paper.

- the student must leave all personal belongings outside the room – no bags, phones, electronic devices with memory capacity, folders or text books are allowed to be taken into the assessment room.
  - the assessment must be completed in either blue or black pen, white out or correction ink is not permitted.
  - the Supervisor and student must maintain silence throughout the entirety of the assessment.
  - the student is not permitted to leave the examination room until completion of the exam.
- 2) The Supervisor will receive the assessment paper in a sealed envelope by post from the Queensland School of Beauty Therapy.
  - 3) Only the Supervisor is permitted to open the envelope containing the assessment and agrees not to disclose any part or all of the assessment paper content to the student or any other party.
  - 4) The assessment must not be photocopied for any reason. If it is copied, it is considered a breach of copyright.
  - 5) The assessment will take place at a time that is agreeable to both parties.
  - 6) A period of 2 hours is allowed for assessment completion.
  - 7) On completion, the exam is to be handed to the Supervisor.
  - 8) Partial completion of the assessment must be returned to the Supervisor and posted to the Queensland School of Beauty Therapy.
  - 9) The Supervisor will seal the assessment paper in an envelope and return it to the Queensland School of Beauty Therapy.  
Postal Address: 1<sup>st</sup> Floor, Roscommon House  
44 Benson Street  
Toowong, Qld, 4066
  - 10) Under no circumstances is the assessment paper to be returned to the Queensland School of Beauty Therapy by the student.

Should the Queensland School of Beauty Therapy be given due reason to suspect the assessment was not completed under the 'Correspondence Assessment Guidelines', it reserves the right to take necessary action. This may include immediate dismissal from the course without any monetary refund or refusal to mark the assessment.

## **20. PART TIME CORRESPONDENCE AND TRAINEESHIP STUDENTS**

### **20.1 Assessment Information**

#### *20.1.1 Written Assessments*

The theory lessons are assessed with written assessments at regular intervals, as determined by the training plan. Students may request to change the date of their written assessment if they wish and they can negotiate another date with their trainer. The student is required to call or email the Queensland School of Beauty Therapy 48 hours prior to the date in which they wish to set any written assessments. Students are required to study the theory notes provided in preparation for the assessments and practical tuition.

#### *20.1.1 Theory Lessons*

The theory component of the traineeship courses is to be completed in the student's own time. They should be completed in accordance with the training plan that has been negotiated between the trainee, the employer and the Queensland School of Beauty. In order for you to receive theory lessons you are required to send a cheque, money order or provide credit details.



### 20.1.3 *Practical Observations*

Students should complete the relevant practical observations on the dates specified in the training plan. Students may request to change the date of their practical observations if they wish, and they can negotiate another date with their trainer.

## **GROOMING AND APPEARANCE STANDARDS**

These standards are in place to ensure consistency in the image of the Beauty Therapy industry throughout Australia and are compulsory at the Queensland School of Beauty Therapy. We are in an industry where appearance is directly related to our success. You represent the Queensland School of Beauty Therapy not only in your physical appearance but also in your attitude and manner.

The public will respond to the image you reflect. A good look and positive attitude will result in strong results. No uniform is complete without confidence in one's ability to prescribe skin fitness with success.

### **STUDENT UNIFORMS**

For **male** students, the uniform consists of navy trousers (students to purchase their own), with a white collared shirt. Black leather shoes must be worn, with either black or navy socks. Jeans are not permitted.

For **female** students, a uniform must be worn at all times. Jacket must be worn buttoned all the way up and is designed to be worn loose not body hugging. If required there is a maternity uniform available.

All student uniforms should be kept clean, pressed and worn as a complete outfit. No top, skivvy or singlets to be seen underneath the jacket/dress or t-shirt.

The uniform is not to be mixed or matched with other skirts, trousers etc.

### **DETAILING THE TOTAL STYLE**

While the following rules specifically refer to female students, male students are equally required to be neat and tidy and present an image of impeccable grooming. It is the responsibility of the student to replace/repair their uniform, if it has become torn, or damaged.

#### **Hair**

- Hair should be worn pulled back in a tight bun, French roll (ponytail if shorter), with no loose hair over the face.
- Natural colours and no extreme haircuts.
- For short hairstyles that cannot be tied back, hair must be neat and kept away from the face. This is ideal for a professional image and hair worn should not be longer than 2.5cm below the collar level.
- No scrunchies are to be worn in the hair – mauve or dark purple, thin ribbon worn in a bow is acceptable (the ribbon colour should be an exact match to the uniform colour).

#### **Make-up**

- Your make-up should enhance your professional and natural look.
- Eyes and lips to be highlighted.
- Make-up should be a 'day make-up' only. No false eyelashes or extensions are to be worn other than those that are being applied during a QSBT make-up lesson.
- Reapply during the day to ensure your presentation is impeccable.
- Never apply make-up in view of the public in a working environment.

### **Nails**

- Nails should be neat and a short, practical length e.g. no longer than the edge of a finger.
- Nails must be manicured and clean with no chips.
- No polish to be worn when doing treatments.

### **Accessories**

- Less is always more.
- No jewellery (eg. necklaces, leather straps) dangling over the top or underneath the neckline edge of your uniform.
- Best looks are gold, silver or simple pearls.
- No heavy chains or bracelets.
- Earrings no larger than a 5c coin in the lower part of the earlobe.
- No scarves.
- Anklets and nose rings are prohibited.
- No tongue rings or facial piercing other than one earring only in the lower section of the lobe in each ear.
- No clear, plastic rings, retainers, temporary bars. Band-aids or tape are to be applied over any piercing.
- No visible facial or body piercing – any non-visible body piercings must not be positioned anywhere on the body where treatments are carried out.
- No visible tattoos. If visible will need to be camouflaged by make-up and/or opaque stockings.

### **Shoes and Pantihose**

- Recommended style is a black court shoe with low heel (as illustrated below)
- Shoe colour, black only – must have a rubber sole and heel no higher than 3cm – 5cm, no lower than 1 inch. When undertaking work experience, most salons and day spas require 3cm as the maximum shoe heel height. (Shoe height is to be measured on the back of the heel from the top to the floor).



- No open toes, sling backs, strappy sandals, boots, lace-ups or joggers
- Shoes must be plain with no adornments e.g. straps across the foot, bars, T-bars, buckles are not acceptable
- No pointed toe shoes
- Heels and soles to be in good state of repair at all times
- Shoes to be kept polished at all times
- All underwear must not be visible, including the tops of stay up stockings.
- Stockings of natural colour are to be worn with the uniform

### **Hygiene**

- Use breath fresheners or clean teeth regularly – always after eating and/or smoking.
- Anti-perspirant must be worn.
- Students are to clean hands between each client.
- No chewing gum during class.

### **Posture**

- Correct posture is essential for appearance and health (refer to WPHS notes) e.g. bend from knees not waist.
- Correct posture for back and shoulder important when performing all beauty treatments and while studying.



## FORM 4.9 SUPPORT REFERENCE GUIDE

### Learning Support and Language Literacy and Numeracy

If a student's level of learning support or language, literacy or numeracy is such that successful completion of the units is unlikely, then other options may be offered. At all times assistance to the student and liaison with the Registered Training Organisation will be provided, where applicable, to identify specific support requirements.

### Disability Support

Should a student or potential student identify themselves with a disability, trainers will liaise with the student and relevant disability support agencies/workers to address the delivery and assessment requirements of the student through customization of the program. If however, this is not possible, the Queensland School of Beauty Therapy will endeavour to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the student.

### Social Support

Where social or personal circumstances may affect a student's learning experience, the Manager will support the student where possible, including referral to the following organisations:

Organisation	Phone Number	Organisation	Phone Number
Centrelink	132 490	On Track Community Services	07 3252 3572
Salvation Army Care Line	07 3831 9016	Life Line	131 114
Men's Line Australia	1300 789 978	Kids Helpline	1800 551 800
Alcoholics Anonymous	07 3255 9162	Pregnancy Counselling Australia	1300 731 732
Statewide Sexual Assault Helpline	1800 010 120	Youth Emergency Service (Accommodation)	07 3357 7655

## COMPLAINT AND APPEALS STATEMENT

Feedback from students is highly valued and assists The Queensland School of Beauty Therapy to strive for excellence through constant evaluation and continuous improvement.

To address a grievance or appeal an assessment or RPL decision, students or clients are advised to refer to the following Complaint and Appeals Process:

### Complaint and Appeals Process

- ☐ discuss the complaint or appeal with the Trainer/Assessor
- ☐ if the grievance or appeal is not addressed to the satisfaction of the student, the client or student is advised to complete a Complaint and Appeals Statement (below)
- ☐ the Principal or Manager is to evaluate the Complaint and Appeals Statement, conduct enquiry where necessary and address the grievance or appeal
- ☐ if the complaint or appeal is not addressed to the satisfaction of the student, it will be referred to an external source.

**Complaint and Appeals Statement** (please complete and submit to the Manager)

**Type of complaint or request for appeal** (please tick)

- |  |   |
|--|---|
| <input type="checkbox"/> Appeal of assessment decision | <input type="checkbox"/> Appeal of RPL decision |
| <input type="checkbox"/> Complaint                     | <input type="checkbox"/> Other                  |

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<hr/>	<hr/>	<hr/>
(signature)	(name, please print)	/ /20 (date)

**Office Use Only**  
**(must be responded to within 5 working days)**

Statement received \_\_\_\_\_ / \_\_\_\_\_ / 20\_\_\_\_ Action taken/outcome and reason for decision: \_\_\_\_\_

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Feedback provided to client/student on \_\_\_\_\_ / \_\_\_\_\_ / 20\_\_\_\_

## FIRE EVACUATION PROCEDURE

In the event of an evacuation, please exit the building via the stairs, DO NOT USE THE LIFT.

### ASSEMBLY AREAS

- Glen Road - at the top of Glen Road and assemble on corner footpath (see attached map)

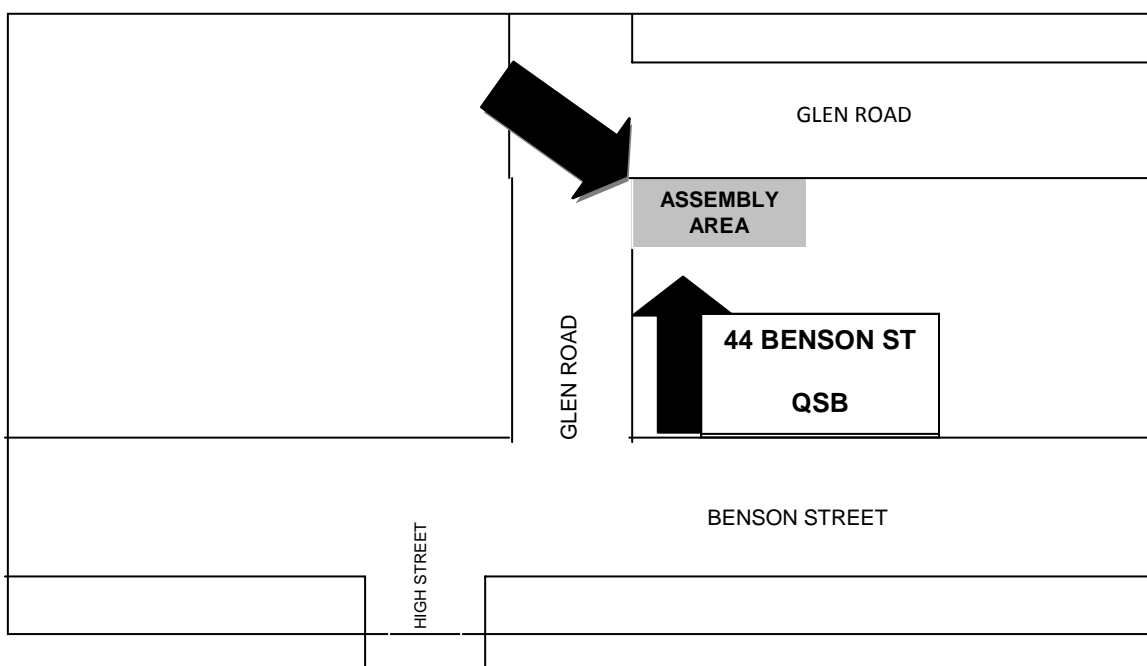
### EMERGENCY EXITS (as signposted)

Benson Street – main entrance stairwell located in reception area  
– stairwell located next to main practical room.

**DO NOT USE THE LIFT**

### EVACUATION ASSEMBLY AREA

**44 Benson Street  
TOOWONG**



## AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Australian Qualifications Framework complete list of the SIB10 and SHB Training packages can be located on [www.training.gov.au](http://www.training.gov.au)

The Queensland School of Beauty Therapy has chosen a selection of units to make up the components of a full qualification e.g. Certificate or Diploma. The units were selected as part of industry feedback and the facilities offered by the Queensland School of Beauty Therapy. The Queensland School of Beauty Therapy will award a qualification when the required number of competencies, as determined by the packaging rules for the specific qualification has been demonstrated. If a student does not complete all of the competencies required for a qualification, they will receive a Statement of Attainment for the unit/s of competency achieved. Units of competency within each qualification have been categorized as either core or elective. The core units are essential to the qualification, and the Queensland School of Beauty Therapy has chosen a specified number of elective units according to the requirements for the qualification. Below is the total list of units offered by the Queensland School of Beauty Therapy

SHB30315 CERTIFICATE III IN NAIL TECHNOLOGY	
Unit Code	Unit of Competency
SHBBCCS001	Advise on beauty products and services
SHBBNLS001	Provide manicure and pedicure services
SHBBNLS002	Apply gel nail enhancements
SHBBNLS003	Apply acrylic nail enhancements
SHBBNLS004	Apply nail art
SHBBNLS005	Use electric file equipment for nails
SHBBRES001	Research and apply beauty industry information
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon service to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices
SHBBNLS006	Apply advanced nail art
BSBSMB403	Market the small business
BSBSMB304	Determine resource requirements for the micro business
SHBBINF001	Maintain infection control standards

SHB30215 CERTIFICATE III IN MAKE-UP	
Unit Code	Unit of Competency
SHBBMUP002	Design and apply make-up
SHBBMUP003	Design and apply make-up for photography
SHBBMUP004	Design and apply remedial camouflage make-up
SHBBMUP005	Apply airbrushed make-up
SHBBMUP006	Design and apply creative make-up
SHBBRES001	Research and apply beauty industry information
SHBXCCS002	Provide salon service to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices
SHBBCCS001	Advise on beauty products and services
BSBSMB403	Market the small business
SHBBMUP007	Work collaboratively on make-up productions
SHBXCCS001	Conduct salon financial transactions
SHBBFAS001	Provide lash and brow treatments
BSBSMB304	Determine resource requirements for the micro business

<b>SHB30115 CERTIFICATE III IN BEAUTY SERVICES</b>	
<b>Unit Code</b>	<b>Unit of Competency</b>
SHBBBOS001	Apply cosmetic tanning products
SHBBCCS001	Advise on beauty products and services
SHBBFAS001	Provide lash and brow services
SHBBHRS001	Provide waxing services
SHBBMUP002	Design and apply make-up
SHBBNLS001	Provide manicure and pedicure services
SHBBRES001	Research and apply beauty industry information
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon services to clients
SHBXCCS002	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices
SHBBMUP003	Design and apply make-up for photography
SHBBNLS002	Apply gel nail enhancements
SHBBNLS003	Apply acrylic nail enhancements
SHBBMUP001	Apply eyelash extensions

<b>SHB40115 CERTIFICATE IV IN BEAUTY THERAPY</b>	
<b>Unit Code</b>	<b>Unit of Competency</b>
SHBBBOS001	Apply cosmetic tanning products
SHBBBOS002	Provide body massages
SHBBBOS003	Provide body treatments
SHBBFAS001	Provide lash and brow services
SHBBFAS002	Provide facial treatments and skin care recommendations
SHBBHRS001	Provide waxing services
SHBBMUP002	Design and apply make-up
SHBBNLS001	Provide manicure and pedicure services
SHBBRES001	Research and apply beauty industry information
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon services to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices
SHBBSPA004	Provide Indian Head Massage for Relaxation
SHBBFAS003	Provide specialised facial treatments
SHBBMUP004	Design and apply remedial camouflage make-up
SHBBMUP001	Apply eyelash extensions
SHBBINF001	Maintain infection control standards
SHBBCCS001	Advise on beauty products and services

CORE UNITS	SHB50115 DIPLOMA OF BEAUTY THERAPY	
	Unit Code	Unit of Competency
	SHBBBOS002	Provide body massages
	SHBBBOS003	Provide body treatments
	SHBBFAS001	Provide lash and brow services
	SHBBFAS002	Provide facial treatments and skin care recommendations
	SHBBFAS003	Provide specialised facial treatments
	SHBBHRS001	Provide waxing services
	SHBBMUP002	Design and apply make-up
	SHBBNLS001	Provide manicure and pedicure services
	SHBBRES001	Research and apply beauty industry information
	SHBXCCS001	Conduct salon financial transactions
	SHBXCCS002	Provide salon services to clients
	SHBXIND001	Comply with organisational requirements within a personal services environment
	SHBXWHS001	Apply safe hygiene, health and work practices

OPTION 1 General Beauty Therapy and Relaxation Massage Treatments	Unit Code	Unit of Competency
	SHBBBOS004	Provide aromatherapy massages
	SHBBCCS002	Prepare personalised aromatic plant oil blends for Beauty treatments
	SHBBBOS005	Use reflexology relaxation techniques in beauty treatments
	SHBBSPA003	Provide stone therapy massages
	SHBBSPA004	Provide Indian head massages for relaxation
	SHBBBOS006	Provide superficial lymph massage treatments
	SHBBSKS005	Provide micro-dermabrasion treatments
	SHBBINF001	Maintain infection control standards
	SHBBCCS001	Advise on beauty products and services
	SHBBMUP004	Design and apply remedial camouflage make-up
	BSBSMB403	Market the small business
	BSBSMB304	Determine resource requirements for the micro business

OPTION 2 General Beauty Therapy and Spa Treatments	Unit Code	Unit of Competency
	SHBBBOS004	Provide aromatherapy massages
	SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments
	SHBBSPA001	Work in a spa therapies framework
	SHBBSPA002	Provide spa therapies
	SHBBSPA003	Provide stone therapy massages
	SHBBSPA004	Provide Indian head massages for relaxation
	BSBSMB404	Undertake small business planning
	BSBSMB403	Market the small business
	BSBSMB304	Determine resource requirements for the micro business
	SHBBINF001	Maintain infection control standards
	SHBBCCS001	Advise on beauty products and services
	SHBBBOS006	Provide superficial lymph massage treatments

OPTION 3 General Beauty Therapy and Advanced Electrical Treatments	Unit Code	Unit of Competency
	SHBBHRS004	Provide hair reduction treatments using electrical
	SHBBSKS002	Provide diathermy treatments
	SHBBINF001	Maintain infection control standards
	SHBBSKS005	Provide micro-dermabrasion treatments
	SHBBSPA004	Provide Indian head massages for relaxation
	BSBSMB404	Undertake small business planning
	BSBSMB403	Market the small business
	BSBSMB304	Determine resource requirements for the micro business
	SHBBCCS001	Advise on beauty products and services
	SHBBBOS006	Provide superficial lymph massage treatments

	SHBBBOS005	Use reflexology relaxation techniques in beauty treatments
	SHBBMUP004	Design and apply remedial camouflage make-up