



Introductory Manual for Overseas Trainee Beauty Therapists

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The Queensland School of Beauty Therapy PTY LTD

Table of Contents

Content	Page
1.0 Enrolment and Selection Procedures	3
1.1 Enrolment	3
1.2 Changes to Enrolment / Personal Details.....	3
1.3 Selection	3
1.4 Changing Course or Returning to Study.....	4
1.5 Overseas Student Medical Health Cover.....	4
1.6 Personal Information.....	4
2.0 Student Orientation	4
3.0 Access to Records	4
4.0 Language, Literacy and Numeracy Testing	5
5.0 Welfare and Support Services	5
6.0 Student Participation Information	5
6.1 Changes to Enrolment / Personal Details	5
6.2 Absences	5
6.3 Tutorials	5
6.4 Consideration of Others.....	6
6.5 Student Behaviour in Uniform	6
6.6 Disciplinary Procedures	6
6.7 Suspension	7
6.8 Plagiarism, Cheating and Falsification of Documents	7
6.9 Personal Property	7
7.0 Teaching Methods	8
7.1 Attendance	8
7.2 Course Progress.....	9
7.3 Salon Practice and Work Experience	9
7.4 Personal Appointments	9
8.0 Assessment Information	10
8.1 Assignments	10
8.2 Presentation of Assignments	10
8.3 Presentation of Written Assessments	11
8.4 Practical Training and Class Observations	11
8.5 Appeals	11
9.0 Complaint and Appeals Procedure	12
10.0 Course Costs	12
10.1 Additional Costs Students May Incur on Their Own Behalf	12
11.0 Refund Policy	13
11.1 Outstanding Payments	15
12.0 Access and Equity Policy	15
13.0 Smoking	16
14.0 Mobile Telephones	16
15.0 Road Safety	16
16.0 Compliance with legislation	16
17.0 Grooming and Appearance Standards	21
Appendix 1:Emergency Fire and Evacuation Procedure	24
Appendix 2: Department of Education, Skills and Employment – Qualifications	25

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 (RTO 1727) and CRICOS Registered (Registration No: 00663E).

1.0 ENROLMENT AND 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 scan back to the school, or complete our online enrolment form. 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 payment plan, acceptance of policies and procedures and medical information 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 a charge of \$300.00 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 with no intention of return, then decides they would like to rejoin the Queensland School of Beauty Therapy to complete their studies.

1.5 Overseas Student Medical Health Cover

It is a condition of overseas students' visas that they must obtain private health insurance to help cover the cost of any medical and hospital care the student may need while staying in Australia. As an overseas student studying in Australia, you are required to obtain an approved Overseas Student Health Cover (OSHC) policy for yourself and any family members travelling with you.

In order to be accepted into the course, you must provide evidence of student health cover for the duration of your student visa (including the duration of the course). For more information regarding obtaining OSHC you should contact a health cover provider such as Medibank Private via <http://www.medibank.com.au> or contact +61 3 8622 5780.

1.6 Personal Information

Personal information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition. This information may be shared between Queensland School of Beauty Therapy and the Australian Government and designated authorities

2.0 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. This is also addressed in a student's initial telephone/face to face interview at the Queensland School of Beauty Therapy

3.0 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 ask reception and then email a formal request to the school. A \$50 administration fee will be charged.

4.0 LANGUAGE, LITERACY AND NUMERACY TESTING

All correspondence and overseas students will complete a short language, literacy and numeracy test prior to receiving their first theory lesson (This is in addition to any English test result provided to the school as part of the enrolment process).

The test is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled time frame. Where a student has been identified with potential support needs, the Manager will discuss options to ensure successful completion of their enrolled course.

5.0 WELFARE AND STUDENT SUPPORT

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. If social, disability or learning support is required through the duration of your enrolled course, please contact the school

6.0 STUDENT PARTICIPATION INFORMATION

6.1 Punctuality

Trainers will mark a roll to record attendance at the beginning of every day and after lunch. 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 Tutorials

Tutorials will be arranged every fortnight with the Overseas Support Tutor. The tutor has a long history in teaching, travelling and education, and she will provide help and guidance throughout the course. On day one of the orientation program she will introduce herself and provide contact details.

Tutorials will be arranged every fortnight with the Overseas Support Tutor. She will monitor the student's progress, attendance and ensure that the student does not fall behind with their studies. If additional one to one tuition is required, this will be arranged by the tutor at no extra cost to the student. The tutor will also be able to offer (if required) access to welfare related support services to assist with issue, that may arise during their study, including course progress, attendance requirements and accommodation issues.

The students will be asked during fortnightly tutorial if there has been a change of address, phone numbers and/or email address. It is though the student's responsibility to notify Queensland School of Beauty Therapy of a change of address.

6.4 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.

6.5 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, and/or 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.

6.6 Student Behaviour in Uniform

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, and 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.

6.7 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.

6.8 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.

6.9 Personal Property

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

7.0 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.

7.1 Attendance

Overseas students must maintain full time study requirements, equivalent to 20 contact hours per week. The Queensland School of Beauty Therapy is obliged to report to the Australian Government any student who does not attend class or is not making satisfactory progress in their studies. Such a student may be asked by the Government to leave the country. The student will be notified in writing of Queensland School of Beauty Therapy’s intention to report the student to the government for breaches of attendance. The student is able to access the complaint and appeals process within 20 working days from receipt of the notice.

A minimum of 80% attendance for each unit is required. 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.

If a student is absent, they are required to advise the school on the morning 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 Queensland School of Beauty Therapy is obliged to report to the Australian Government any student who does not attend class or is not making satisfactory progress in their studies. The government may then ask such a student to leave the country. Overseas students should refer to the overseas student section on their attendance and course progress requirements.

7.2 Course Progress

If a student is not meeting satisfactory course progress requirements, then during tutorials the overseas tutor will verbally inform the student. This will occur at the minimum if the student is deemed not yet competent in 50% or more of the units attempted in any study period. The tutor will discuss opportunities and strategies to maintain course progress which may involve attending extra classes or arranging for one-to-one tutorial.

If the student continues to fall behind then the student will be notified in writing of Queensland School of Beauty Therapy's intention to report the student to the government for not achieving satisfactory course progress. The student is able to access the complaint and appeals process within 20 working days from receipt of the notice.

7.3 Salon Practice and Work Experience

Overseas students receive extensive salon practice in the Queensland School of Beauty Therapy simulated salon.

External Work Experience is not a part of Overseas Student study. 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.

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

7.4 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.

8.0 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.

Should competency not be achieved over a reasonable period of time, the student will be given the opportunity to be assessed again. For further information regarding re-assessment please see the Principal or Manager.

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.

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, they are required to complete the whole unit again. For overseas students that is at the cost of that particular unit and for part time correspondence and standard students it is at a cost of \$250.00 per unit.

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.

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.

8.2 Presentation of Assignments

All assignments must be presented neatly with no untidy loose pages. The assignment must be written on standard A4 white or lined paper. The paper must have no perforations or tabs, and

foolscap paper is not permitted. Assignments may be typed in **12 font** in a suitably legible text. Handwritten assignments must be neatly written in **black or blue biro only**. 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. Answers must be neatly written in black or blue biro only.

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.

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).

9.0 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 Form 3.1 Complaint and Appeals Statement
- 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 may wish to lodge an external appeal or complain about the decision of the Queensland School of Beauty Therapy, by contacting the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information (Outside Australia: +61 2 6276 0111)
- 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 by directly contacting the Overseas Students Ombudsmen.

10.0 COURSE COSTS

Please refer to Course Prospectus.

10.1 Additional Costs Students May Incur On Their Own Behalf

Students are encouraged to purchase products from the school when on practical training and are given a 10% discount. Students are not required to purchase products and therefore the cost of any products is not included in the overall cost of the course. 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

All Overseas Students must pay the stated fees as per the enrolment policy.

The Queensland School of Beauty Therapy Pty Ltd is aware that an occasion may arise where a student for one reason or another may elect to discontinue a course for which he or she has enrolled. In this instance the Queensland School of Beauty Therapy Pty Ltd will make every effort to ensure that a fair and equitable outcome is achieved for both the Queensland School of Beauty Therapy Pty Ltd and the student concerned.

1. The student must apply in writing to The Principal, Queensland School of Beauty Therapy Pty Ltd for a refund as soon as practicable once they have made their decision to withdraw from the course enrolled. (Refer to Form 2.2 Overseas Student Fees and Charges Refund Request).
2. A refund is processed within four weeks of receiving a written claim from the student.
3. The amount of refund (if any) will be paid to the following person:
 - a. If a person (other than the student) is specified in the agreement to receive any refund – the specified person*;
 - b. Otherwise – the student
4. This agreement does not remove the right to take further action under Australia's consumer protection laws.
5. The Queensland School of Beauty Therapy Pty Ltd's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
6. Refunds will be fully paid in the same currency in which the fees were paid, unless payment in that currency is impracticable.
7. Approved refunds will be paid within 1 week.
8. If a student's visa is refused by the Australian authorities overseas, the amount refunded is the tuition fees paid less an administration fee of \$200.
9. If the College is forced to withdraw a student from a course because the student has seriously breached international student visa conditions or Queensland School of Beauty Therapy Policies and Procedures, after the commencement of the course, refund will be calculated as per the refund policy.
10. Student uniforms are custom made for students and payment is required prior to the order being placed. Once the order has been placed by the School no refund is available to the student.
11. Overseas Student Health Cover (OSHC) premium paid in full by the overseas student to the School, will be refunded as calculated by the Overseas Student Health Cover provider, appointed by the School, of all refundable premium monies payable to the student on request of a refund in writing.

Deposit – Overseas Students

Deposit paid of \$500 is only refunded to students in the following circumstances:

1. The Course is cancelled by the Training Centre; or
2. The Course ceases to be provided at any time after it starts, but before it is completed; or
3. If the Course is not provided in full to the student, because of any sanctions imposed upon the registered provided; or
4. Prior to the Commencement Date, the Student gives 1 month prior written notice of withdrawal from the Course.

Administration Fee – Overseas Students

Overseas students are required to pay an administration fee of \$2000 for Certificate III, Certificate IV and Diploma courses. The Administration fee is only refunded to students in the following circumstances:

1. The course is cancelled by the Training Centre; or
2. The course ceases to be provided at any time after it starts, but before it is completed; or
3. If the course is not provided in full to the student, because of any sanctions imposed upon the registered provided; or
4. Prior to the Commencement Date, the Student gives 1 month prior written notice of withdrawal from the Course.

Balance of Course Fees – Overseas Students

The balance of course fees shall only be refunded to the student in the following circumstances:

1. The course is cancelled by the Training Centre; or
2. The course ceases to be provided at any time after it starts, but before it is completed; or
3. If the course is not provided in full to the student, because of any sanctions imposed upon the registered provided; or
4. Prior to the commencement date, the student gives 1 month written notice of withdrawal from the course; or
5. On or after the commencement date, the student gives 1 month written notice of withdrawal from the course, then the refund will be calculated on a monthly basis from the course commencement date. The refund is calculated on a full month basis only and details of the course refunds are as follows:
 - a. SHB50115 Diploma of Beauty Therapy – 3 day full time – CRICOS Code 089157K
 - i. 25% of total tuition fees charged monthly
 - b. SHB40115 Certificate IV in Beauty Therapy – 3 day full time – CRICOS Code 089156M
 - i. 25% of total tuition fees charged monthly
 - c. SHB30115 Certificate III in Beauty Services- 3 day full time – CRICOS Code 089158J
 - i. 40% of total tuition fees charged monthly
 - d. SHB30215 Certificate III in Make-Up - 3 day full time – CRICOS Code 0100806
 - i. 40% of total tuition fees charged monthly
6. Refund will be calculated from the date of notification of the refund request letter or Form 2.2 when received.

7. In the event that the student withdraws from the course and has paid in full and received discount, the discount will be non-refundable.
8. The Training Centre shall be entitled to deduct an administrative fee (20% of tuition fees) from any refund in the event of the Student giving notice of withdrawal from the Course pursuant to Condition 4 or 5 listed above.
9. In the event that the student has transferred between courses when enrolled at the school, then the refund will be calculated based on the enrolled courses. Overseas Students will require approval from the appropriate Government Agencies prior to any change of course being approved.
10. 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.

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 month 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.

- 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.

13.0 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.

14.0 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.

15.0 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.

16.0 COMPLIANCE WITH LEGISLATION

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 or www.training.qld.gov.au or phone the Department of Employment and Training on 1300 369 935.

Vocational Education, Training and Employment Act 2000

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government. The objectives of the Vocational Education, Training and Employment Act 2000 are:

- To establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community
- To provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs
- To support the continued development of high quality training by and within industry
- To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities
- To regulate the registration of training organisations within the State
- To meet the State's obligations under national training arrangements about vocational education and training.

The Vocational Education, Training and Employment Act 2000 was known as the Training and Employment Act 2000

(Information sourced from www.det.qld.gov.au)

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 or contact the Australian Copyright Council on ph (02) 9318 1788.

Access and Equity Policy – Department of Social Services (2015)

Disability Discrimination Act (1992)

Disability Services Act (2006)

Queensland Anti-Discrimination Act (1991)

Commonwealth Sex Discrimination Act (1984)

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

Work Health and Safety Act (2011)

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 individual's 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. **Trans-border 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 the National Code of Practice for Providers of Education and Training to Overseas Students 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.

The ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students have the following aims of providing:

1. quality assurance for overseas students by ensuring that education or training meets nationally consistent standards
2. Financial and tuition assurance for overseas students;
3. Assurance of integrity in the industry, through measures regarding “fit and proper persons,”
4. Previous convictions, and actions concerning non bona fide students;
5. Powers to enable the Commonwealth to monitor and sanction providers as appropriate.

For more information, regarding laws and regulations for Overseas Students, please visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx#Education>

17.0 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.

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.
- French manicure is preferable.
- No polish to be worn when doing treatments.

Accessories:

- 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, temporary bars, bandaids or tape to be applied over any piercing.
- No clear, plastic rings, retainers, temporary bars. Bandaids or tape are to be applied over any piercing.
- No visible tattoos. If visible will need to be camouflaged by make-up and/or opaque stockings.
- Less is always more

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.

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.

APPENDIX 1: FIRE AND EVACUATION PROCEDURE

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

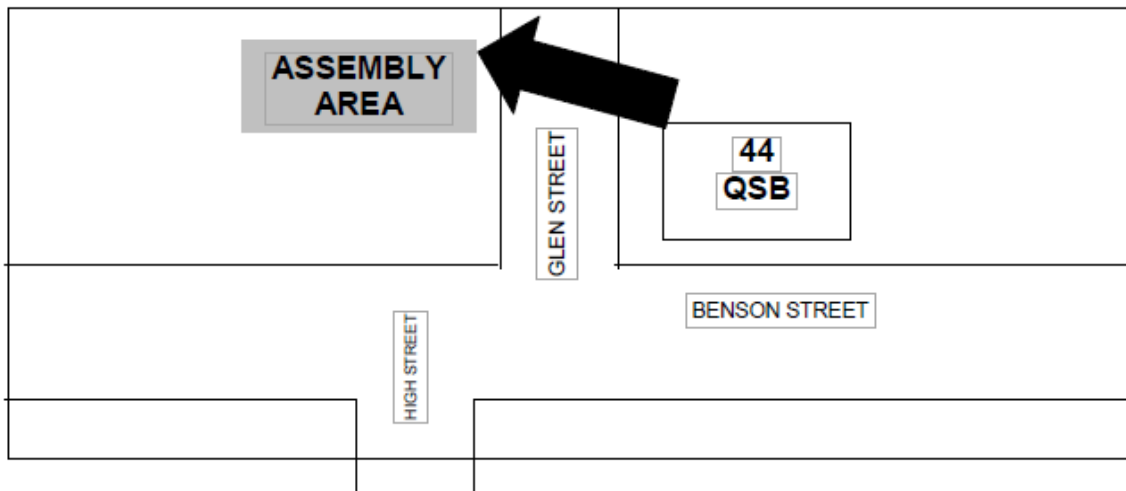
Evacuation Assembly Area:

Benson Street – at the top of Glen Road and assemble on opposite footpath (See attached map below)

Emergency Exits:

Main Entrance Stairwell (located opposite the Reception Area as you enter the school) **OR**

Secondary Stairwell (Located on the right hand side just before the entrance into the main practical room with the Facial and Massage Beds)



Appendix 2: Department of Education, Skills and Employment – Qualifications

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 as outlined by the Department of Education, Skills and Employment (<https://training.gov.au/>).

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 in each qualification offered by the Queensland School of Beauty Therapy for overseas students:

SHB30215 CERTIFICATE III IN MAKE-UP (CROCIS Code: 0100806)

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 services 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 services
BSBSMB304	Determine resource requirements for the micro business

SHB30115 CERTIFICATE III IN BEAUTY SERVICES (CROCIS Code: 089158J)

Unit Code	Unit of Competency
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
SHBXCCS002	Provide salon services to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices
SHBBRES001	Research and apply beauty industry information
SHBXCCS001	Conduct salon financial transactions
SHBBMUP001	Apply eyelash extensions
SHBBNLS002	Apply gel nail enhancements
SHBBNLS003	Apply acrylic nail enhancements
SHBBMUP003	Design and apply make-up for photography

SHB40115 CERTIFICATE IV IN BEAUTY THERAPY (CROCIS Code: 089156M)

Unit Code	Unit of Competency
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
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

SHB50115 DIPLOMA OF BEAUTY THERAPY (CROCIS Code: 089156M)**CORE UNITS**

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
SHBXCCS002	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 massage 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
SHBXCCS002	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 massage for relaxation
SHBBBOS006	Provide superficial lymph massage treatments
SHBBINF001	Maintain infection control standards
SHBBCCS001	Advise on beauty products and services

BSBSMB404	Undertake small business planning
BSBSMB403	Market the small business
BSBSMB304	Determine resource requirements for the micro business
OPTION 2 – GENERAL BEAUTY THERAPY AND ADVANCED ELECTRICAL TREATMENTS	
Unit Code	Unit of Competency
SHBBHRS004	Provide hair reduction treatments using electrical currents
SHBBSKS002	Provide diathermy treatments
SHBBSKS005	Provide micro-dermabrasion treatments
SHBBSPA004	Provide Indian head massage for relaxation
SHBBBOS005	Use reflexology relaxation techniques in beauty treatments
SHBBBOS006	Provide superficial lymph massage treatments
SHBBMUP004	Design and apply remedial camouflage make-up
SHBBINF001	Maintain infection control standards
SHBBCCS001	Advise on beauty products and services
BSBSMB404	Undertake small business planning
BSBSMB403	Market the small business
BSBSMB304	Determine resource requirements for the micro business