DOMESTIC STUDENT HANDBOOK

This document has been prepared to assist you in making a fully informed decision to enrol in Nationally Recognised Training with Australian Capital Training Institute

**WELCOME TO THE AUSTRALIAN CAPITAL TRAINING INSTITUTE (ACTI)**

Thank you for choosing to study with the Australian Capital Training Institute (ACTI). ACTI is a nationally Registered Training Organisation (RTO)and delivers nationally recognised courses specializing in the beauty industry.

**ACTI APPROACH AND CULTURE**

Everyone learns differently and at ACTI we know that one size doesn’t always fit all. Our educators will work with you individually to ensure that your learning experience is customised so that you get the most from your education experience. Our educators will guide and support you throughout your studies with assistance from the Student Support Officer who is dedicated to you and your learning journey. You will learn from guest industry experts as well as your resident educators to promote a well-rounded educational experience.

**OUR GUARANTEE**

ACTI maintains the highest professional standards and complies with all requirements of the VET Quality Framework, and Standards for Registered Training Organisations 2015, and with the Australian Quality Framework (AQF) requirements including maintaining fit and proper person and financial viability requirements, regularly monitoring, reviewing and implementing practices for continual improvement.

We guarantee you will be provided with:

* Industry recognised and developed training;
* Practical scenarios to ensure your training is providing you with the skills required; and
* Support services to ensure your training can be completed.

We will not guarantee:

* You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
* You will be employed at the conclusion of your training, as we are not an employer.

**CODE OF PRACTICE**

At ACTI we are governed by a code of practice to ensure the quality of the services being delivered and we provide transparency for our staff and students.

**The Team**

ACTI is a new boutique registered training organisation that specialises in the beauty industry. We are focused on quality not quantity. Our team reflects this philosophy. We want to create an intimate family environment that has high professional standards. The diagram below is an overview of the team. It will grow as the ACTI grows but it will continue to be a small training organisation.

**ORGANISATIONAL STRUCTURE**



Correct as at November 2022

**YOUR CAREER**

Your career starts today. Be bold with ACTI. Land your dream job faster and be a leader in your field. We want to empower, inspire and motivate our students to become industry leaders, be changers and influencers. The beauty industry is transforming. You have career options in the spa and clinic beauty therapy environments. As a therapist or manager, there is a career path for you at ACTI. Let us show you how.

**OUR EDUCATORS**

Our courses are delivered by qualified, industry professionals. Our teaching materials and styles are designed specifically to provide high-level learning and student-teacher interaction. Your learning experience is important to us, which is why quality education is a key value at ACTI. Be one step ahead of the rest with ACTI’s courses in beauty therapy, business, and laser.

**TRAINERS AND ASSESSORS**

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all the training services you have purchased through the employment of persons who:

* Qualified or experienced in the course you are being trained ;
* Have recent and relevant workplace/industry experience; and
* Are considered a Subject Matter Expert in their respective field.

**Note:** We do not engage any person or training organisation to deliver our training and assessment services on our behalf.

Trainer and Assessor Requirements

* Minimum 3 years relevant work experience preferably in a management capacity
* A beauty therapy qualification from an accredited training school and/or appropriate tertiary qualifications in the relevant subject area
* Latest Certificate IV in Training and Assessment (or equivalent) as a minimum and evidence of further training in specialist areas.

# **WORKING WITH VULNERABLE PEOPLE**

We will comply with all Federal and State working with children and vulnerable people requires clearance from the government. A list of all relevant legislation is available from the Federal Police Website ttp:[//www.afp.gov.au/nch/policechecks.html](http://www.afp.gov.au/nch/policechecks.html)

# **COURSE INFORMATION**

Enroling in one of our courses is the next step to increase your skills and knowledge for the personal services industry. We offer Nationally Recognised Training in:

* SHB50121 Diploma of Beauty Therapy
* SHB60221 Advanced Diploma of Skin Therapy
* SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction
* BSB50420 Diploma of Leadership and Management

## **SHB50121 - Diploma of Beauty Therapy**

This qualification reflects the role of individuals employed as beauty therapists to provide a broad range of beauty therapy treatments and services including facial treatments, body massage and treatments, hair removal, lash and brow treatments, and nail and make-up services. This includes consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skincare and cosmetic products.

These individuals work relatively autonomously and are accountable for personal outputs. Their work involves the self-directed application of knowledge and skills with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques..

The diploma of Beauty Therapy has 29 units of competency which are made up of 20 core units and 9 elective units. We’ve selected all the units you need to commence your career as a beauty therapist. The units we have selected are:

Core units

SHBBBOS008\* Provide body massages

SHBBCCS005 Advise on beauty products and services

SHBBFAS004 Provide lash and brow services

SHBBFAS005\* Provide facial treatments and skin care recommendations

SHBBFAS006\* Provide specialised facial treatments

SHBBHRS010 Provide waxing services

SHBBMUP010 Design and apply make-up

SHBBNLS007\* Provide manicure and pedicare services

SHBBNLS011 Use electric equipment for nail services

SHBBRES003 Research and apply beauty industry information

SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy

SHBBSSC002 Incorporate knowledge of body structure and function into beauty therapy

SHBXCCS005 Maintain health and wellbeing in a personal service setting

SHBXCCS006 Promote healthy nutritional options in a beauty therapy context

SHBXCCS007 Conduct salon financial transactions

SHBXCCS008 Provide salon services to clients

SHBXIND003 Comply with organisational requirements within a personal services environment

SHBXWHS003 Apply safe hygiene, health and work practices

SIRXOSM002 Maintain ethical and professional standards when using social media and online platform

SIRXSLS001 Sell to the retail customer

Electives

HLTINF005 Maintain infection prevention for skin penetration treatments

SHBBBOS009\* Provide aromatherapy massages

SHBBBOS010 Use reflexology relaxation techniques in beauty treatments

SHBBSPA007\* Provide stone therapy massages

SHBBBOS011 Provide superficial lymph massage treatments

SHBBBOS007 Apply cosmetic tanning products

SHBBSKS009 Provide micro-dermabrasion treatments

SHBBSPA008 Provide Indian head massages for relaxation

SHBBSKS006 Pierce ear lobes

This Qualification will be delivered over 12 months for full-time students. Full-time hours are considered 24 hours per week. which will be 3 classes per week (that will include student salon). Students undertaking this qualification part-time will do 1.5 day per week (that will include student salon.) The part-time hours will be 11 per week and the course can be delivered within 18 months. Each learner will be required to attend and complete training, delivered face to face, which includes:

* lectures;
* skills demonstration and practice;
* prescribed reading;
* student salon; and
* follow-up activities;

Aside from theory, this course requires students to be able to demonstrate skills and be tested in their competency of providing services. Practical training will be offered as student salon which provides a real salon environment. Student salon will be required after each unit to demonstrate skills, (there are some units that do not require salon training). Students undertaking an apprenticeship may have reduced hours in student salon when they can demonstrate to the teacher and assessor that they are competent in the workplace. Separate assessments will be required in those instances.

**Students will also be expected to undertake study at home, which is called non-structured training, which is approximately 5 hrs a week**, and can include:

* Private study, preparation & follow-up;
* Self-initiated learning;
* Research;
* Undertaking practice in the industry skill sets in the qualification;
* Attending Industry and VET Sector trade events.
* Reading industry magazines;
* Engaging with industry networks including LinkedIn; and
* Participating in conferences and technical seminar

For existing workers, the amount of training for this qualification is to be determined after an application for Recognition of Prior Learn or Transfer of Credits has been assessed.

## **SHB60221 – Advanced Diploma of Skin Therapy**

The student cohort most likely to undertake SHB60221– Advanced Diploma of Skin Therapy are those who are employed or seeking to be employed as skin or beauty therapists who design and provide specialised skin treatment for clients with various skin treatment needs.

They are skilled individuals who synthesis specialised knowledge and experience to consult, design and manage sequential treatment programs. They possess highly developed communication skills and specialised technical skills. Practitioners operate within a defined scope of practice and use initiative and judgement to refuse or refer treatment as required.

Career pathways for graduated students include being a beauty or skin therapist in a clinical environment. This course includes training in laser and Intensive Pulsed Light; please note some states/territories may require a license to be able to perform treatments.

There are 15 units in the Advanced Diploma of Skin therapy, 10 Core units and 5 electives. The Advanced Diploma has pre-requisite requirements – see list below. ACTI offers a bridging course for the pre-requisite units.

Pre-Requisite units

|  |
| --- |
| SHBBFAS005 Provide facial treatments and skin care recommendations ORSHBBFAS002 Provide facial treatments and skin care recommendations ORSHBBFAS006 Provide specialised facial treatments OR SHBBFAS003 Provide specialised facial treatments SHBBINF002 Maintain infectious control standards ORHLTINFO005 Maintain infection prevention for skin penetration treatments SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy SHBBSSC002 Incorporate knowledge of body structure and functions into beauty therapy |

Core

SHBBSKS009\* Provide micro-dermabrasion treatments

SHBBSKT001 Provide skin therapy consultations

SHBBSKT002 Provide advice on speciliased skin care formulations and ingredients

SHBBSKT003 Identify and control safety risks for light-based skin treatments

SHBBSKT008\* Design light emitting diode treatment programs

SHBBSKT009\* Provide light emitting diode skin treatments

SHBBSKT010\* Provide skin needling treatments

SHBBSKT011\* Provide superficial facial treatments

SHBBSSC003 Research and apply information on skin science in a skin therapy context

SHBXCCS006 Promote healthy nutritional options in a beauty therapy context

SHBXCS006 Promote healthy nutritional options in a beauty therapy context

Electives

SHBBSKT006\* Design laser skin treatment programs

SHBBSKT007\* Provide laser skin treatments

SHBBHRS006 Design laser hair reduction treatment program

SHBBHRS007 Provide laser hair reduction treatments

SHBBSKT012 Investigate developments in cosmetic treatments for skin rejuvenation

## **SHB60118 - Advanced D**i**ploma of Intense Pulsed Light and Laser for Hair Reduction**

The student cohort most likely to undertake SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction are those who are employed or seeking to be employed to apply substantial specialised knowledge and skills to design and safely apply non-ionising radiation treatments using intense pulsed light and laser technologies to reduce unwanted hair on the face and body.

In this role they will make complex, high-level, independent judgments in consulting with clients and analysing their skin and hair characteristics, designing, and evaluating intense pulsed light and laser hair reduction treatment programs. They will also be required to select and use appropriate technology and apply it within the context of safe client and operator practices and in compliance with regulatory requirements. Ongoing technological developments in this area of practice require the use of broad knowledge and the identification, analysis, and evaluation of information from a variety of sources to build personal capability.

This Qualification will be delivered over 7 months for full-time students (approximately 46 weeks to completion). To gain the qualification students must complete all 7 core units:

Core units

SHBBHRS005 Identify and control safety risks for intense pulsed light and laser hair reduction treatments

SHBBHRS006 Design laser hair reduction treatment programs

SHBBHRS007 Provide laser hair reduction treatments

SHBBHRS008 Design intense pulsed light hair reduction treatment programs

SHBBHRS009 Provide intense pulsed light hair reduction treatments

SHBBRES002 Investigate developments in cosmetic treatments using light and laser systems

SHBBINF001 Maintain infection control standards

 To cater for individual needs, there are options for attendance:

* 5 full days straight
* 5 days over 2 weeks
* 2 evenings a week over 5 weeks

All options listed above must also include 200 hours in our student clinic practicing what has been learnt. The practice will be undertaken by fully qualified laser trainers and assessors.

ACTI trains on Candela and will be looking to incorporate Alma lasers in the near future. Home study and research are also required. For existing workers, the amount of training for this qualification is to be determined after an application for Recognition of Prior Learn or Transfer of Credits has been assessed The amount of training for this qualification is to be determined after an application for RPL has been assessed.

## **BSB50420 - Diploma of Leadership and Management**

The students most likely to undertake BSB50420 - Diploma of Leadership and Management are those who apply or will apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing, and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

Diploma of Leadership and Management has 12 units of competency which are made up of 6 core units and 6 elective units. We’ve selected all the units you need to commence your career in a leadership and management role. This course covers leading and managing teams, communicating with influence, managing quality customer service, managing employee relations and more.

Core units

BSBCMM511 Communicate with influence

BSBCRT511 Develop critical thinking in others

BSBLDR523 Lead and manage effective workplace relationships

BSBOPS502 Manage business operational plans

BSBPEF502 Develop and use emotional intelligence

BSBTWK502 Manage team effectiveness

Electives

BSBSTR502 Facilitate continuous improvement

BSBHRM524 Coordinate workforce plan implementation

BSBLDR522 Manage people performance

BSBSTR501 Establish innovative work environments

BSBOPS505 Manage organisational customer service

BSBFIN501 Manage budgets and financial plans

This qualification is to be delivered within 10 months for full-time students. Full time is considered 20 hours per week and ACTI offer 2.5 classes per week. Students undertaking this qualification part-time will do 2 evening classes equivalent to 8 hours per week and the course can be delivered within 20 months. To achieve the amount of training each learner will be required to attend and complete training, delivered face to face which includes:

* lectures;
* skills demonstration and practice;
* prescribed reading;
* student salon; and
* follow-up activities.

Students will also be expected to undertake study at home, which is called non-structured training, which is approximately 5 hrs a week, and can include:

* Private study, preparation & follow-up;
* Self-initiated learning;
* Research;
* Undertaking practice in the industry skill sets in the qualification;
* Attending Industry and VET Sector trade events;
* Reading industry magazines;
* Engaging with industry networks including LinkedIn;.
* Participating in conferences and technical seminars.

ACTI offers students that may not have an opportunity to practice the skills they are learning in the workplace the option of leading the student salon team. A teacher and assessor will be present to monitor the student’s progress. For existing workers, the amount of training for this qualification is to be determined after an application for RPL has been assessed.

# **TYPE OF TRAINING OFFERED**

ACTI offers students the options to study either full-time, part-time or via distance. Full-time study is usually around 24 hours per week and delivered in 3 days. These hours include student salon. Students are expected to complete their course within 12 months.

Part-time is usually 11 hours per week that includes student salon. It will be delivered over 1.5 days per week and includes student salon. Part-time students are expected to complete their studies within approximately 18-20 months.

Distance students are offered the flexibility of studying at their own pace but will be expected to attend practical classes on campus. Practical will occur approximately 5-6 weeks. The regularity of the practical classes will depend on the units being undertaken as some require more practical work than others.

Timetables will be sent to enroled students as part of the orientation pack.

# **DELIVERY METHOD**

The delivery methods we use involve a holistic approach to training. To meet a student's needs, we offer: FACE-TO-FACE. This strategy requires trainers and participants to engage in a mixture of face-to-face practical demonstration and application of learned knowledge as well as some institutionalised learning completed by the participant or group of participants. In this delivery model, simulated work environments shall be provided in circumstances whereby real time situations are not available due to circumstances beyond our and the student’s control.

A range of teaching and learning activities, as identified in the Trainer and Student Guides, will be used to deliver the competencies. These include but are not limited to:

* practical tasks
* group work
* activities in simulated work environments (as per Training Package requirements)
* work placements.

# **DISTANCE EDUCATION**

Structured to be delivered at a pace best suited to the participant, the time frame will vary depending on the qualification and the pace of the student. This strategy is structured training delivered by the trainer via the student management system (aXcelerate) several subjects to the student with an expected return date for assessment and as each group of subjects is returned, the next group is forwarded to the student.

The trainer shall contact the student to conduct training and to arrange face-to-face meetings to clarify and overcome any issues or difficulties the student is/has experienced.

# **ONLINE/E-LEARNING**

Structured to be delivered at a pace best suited to the participant and is not available to International Students.

This strategy is delivered via registered access to our website. It requires the trainer to place several units into the participants' account and the participant is then able to complete the work utilising a virtual world experience.

Once the work has been completed the trainer shall access the trainer login section of our website and conduct the assessments and provide feedback to the participant.

Trainers are to schedule a minimum of 12 face-to-face meetings with the participants throughout the training schedule.

Where it is possible for the participant to undertake work placement, the trainer will ensure they are able to meet with the participant and conduct training and assessment in the workplace.

We will also be available to provide opportunities for participants to practice the skill set in a real-time environment.

**ENROLMENT REQUIREMENTS**

Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

When considering enroling in any training, it is important that you understand your status within each of the available enrolment types.

If you are seeking to enrol you must be either:

* Australian citizen.
* Permanent resident.
* Humanitarian visa holder.
* New Zealand citizen; or
* Hold a Visitor, Work or Business Visa which has study provisions (can only study for the period allowed on your Visa).

Additionally, each person must undertake:

* An initial skill assessment;
* An Entrance exam; and
* An LLN test using the LLN Robot (a link will be sent to you after we receive your enrolment form).

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**INITIAL SKILLS ASSESSMENT**

Under the Standards for Registered Training Organistions (RTO’s) (Standards for RTOs), we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training. We will conduct an initial skills assessment with you at the time of enrolment or immediately prior to commencing the training.

At ACTI we use three exams prior to completing the enrolment process. As mentioned, once your enrolment form is received students will be sent:

* Initial Skills Test – this is the determine any skills needs that the student would like to declare
* Entrance Exam – this exam is to determine the level of industry understanding by the student; and
* A Language, Literacy and Numeracy assessment which is conducted on-line, results are emailed directly to the administrative officer. Group’s website to undertake the assessment using the LLN Robot.

All of this is designed to assist us in understanding:

* Your ability to complete the course; and
* Any additional assistance you may need prior to commencing your training.

# **ACCEPTANCE OF ENROLMENT**

Your enrolment is accepted in full when you have completed the following:

* Apply for enrolment.
* Undertaken an initial skill assessment.
* Returned your written agreement; and
* Paid the initial course fee payment or paid the course fees in full.

# **COOLING-OFF PERIOD**

The decision to enroll in any training must be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two-day cooling-off period immediately after the completion of your enrolment form and payment of your $500 tuition deposit. This period allows you to firm up your decision to enroll and complete the training.

At the end of your cooling-off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

# **FEES**

As a Nationally Registered Training Organisation we can collect fees from the students, and we must provide or direct students to information specifying:

* Fees that must be paid to us.
* Payment terms and conditions including deposits and refunds.
* Students’ rights as a consumer, including but not limited to, any statutory cooling-off period, if one applies.
* Students’ right to obtain a refund for services not provided by us in the event the:
	+ - arrangement is terminated early; or
		- we fail to provide the Services.

**COURSE FEE**

* SHB50121 Diploma of Beauty Therapy @ $18,000
* SHB60221 Advanced Diploma of Skin Therapy @ $10,000
	+ Pre-requisite units $2,000 or per unit @ $500 each
* SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction @ $5,000
* BSB51918 Diploma of Leadership and Management @ $5,000

**RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)**

Students who consider that they have, and can demonstrate current skills and knowledge in

the qualifications or individual units of competency in the program, whether achieved through

prior training (formal or informal) or through relevant work history and [work or life] experience

may apply to have their knowledge and skills ‘assessed’ via an RPL process.

Students wishing to receive RPL must make an application for such, prior to the commencement of any structured training. The RPL process may vary depending on individuals’ specific circumstances but will generally include:

* The provision of preliminary information about the RPL process to consider the student’s suitability;
* An initial discussion between the student and assessor to determine evidence requirements for individual units; and
* Any evidence to demonstrate competency in the unit seeking RPL would be useful. Students should consider supplying evidence of their capability (prior learning, work history, personal skills etc) specifically related to the units of competency.

The ACTI RPL process will seek evidence to prove that your application for RPL learning is solid. To apply for RPL:

* + Your application is submitted a minimum of 15 days prior to the commencement of the course and includes all evidence you wish to use to support your application; and

You must complete all steps in this RPL Kit; which has been developed to streamline the application for recognition of prior learning.

* ACTI will
	+ Confirm your evidence with the local or overseas training provider (where appropriate);
	+ Contact your referees by phone and email for confirmation on two separate occasions with a minimum of seven days between each contact;
	+ Confirm your employment history by phone and email on two separate occasions with a minimum of seven days between each contact

**RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)**

The fees associated with RPL are:

* Application fee $150.00 per application irrespective of the number of units applied for; and
* Assessment fee $500 per unit of competency applied for.

**Credit Transfers**

ACTI accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or

b) authenticated VET transcripts issued by the Registrar

The definition of credit transfers is where there is a recognition of skills achieved through formal learning and assessment by another RTO as credit transfer. Credit transfer allows a student to be awarded a unit of competency towards completion of a qualification, based on successful completion of the unit previously completed under another RTO.

Students wishing acknowledgment of units of competency for the course of study they are enroling in should request this process at time of enrolment. To apply for credit transfer, a student should provide the ACTI Administrative Officer with a copy of the documents and the originals returned to confirm originality. If students are unable to provide a copy, they need to contact the other training organisation to send the copies, or the student can complete a Statutory Declaration when presenting the copy.

## **APPRENTICESHIPS**

Apprenticeships have been around for decades and are linked to traditional trades such as plumbing, electrical and hair dressing. The beauty industry also offers apprenticeships. The duration of the apprenticeship is the same length as the course in which you are enrolled. If you are doing a Diploma of Beauty part-time then your apprenticeship will be for between 18– 24 months. There are eligibility criteria for an apprenticeship, for more details please use the link <https://www.skills.act.gov.au/apprenticeships>.

Undertaking an apprenticeship has the advantages of reducing the cost of your course through the provision of a government training subsidy and while you are learning you will also be practicing your course skills in an actual workplace. This practical experience may increase your efficiency and potentially reduce training hours. Each state and territory have different training subsidy amounts so please check for details. These subsidies are regulalry reviewed and it is recommended that you visit the link to confirm the subsidy for the course you enrol in.

ACTI has the below courses that are offered as apprenticeships:

* SHB50121 Diploma of Beauty Therapy
* SHB50420 Diploma of Leadership and Management

For details on the training subsidy amounts for all courses please use the link <https://www.avetars.act.gov.au/qualifications.>

The subsidy amounts cover all units within the course, where a student commences an apprenticeship with completed units, the total subsidy amount may not apply. Any adjustments to the subsidy amount, ACTI will advise the student when the apprenticeship is approved by Skills Canberra.

ACTI has strong connections with employers and offers opportunities to link students with employers. ACTI holds regular ‘Meet and Greet’ nights where students can meet with potential employers.

## **AUSTRALIAN SCHOOL BASED APPRENTICESHIPS**

The Australian School-based Apprenticeships (ASbA) are usually associated with traditional vocational course and only available for Certificate III in Beauty Services. ACTI, with the support of career advisors and industry employers, worked closely with Skills Canberra to extend ASbA to include the Diploma of Beauty Therapy. Skills Canberra approved the proposal and now fund ASbA for the Diploma of Beauty. This means that ASbA’s can now also receive the same level of training subsidy as apprentices when undertaking study at ACTI.

This option of training is now available for students still in school and would like to start their vocational training early. For more information about Australian School-based Apprenticeships refer to the [Australian Apprenticeships](https://www.australianapprenticeships.gov.au/school-based-apprenticeships) website.

The typical week for an ASbA student may comprise of 3 days of school, one day with ACTI and one with their employer. Approval and arrangements to undertake an ASbA must be undertaken between student, career advisor and employer.

An example of a week for an ASbA student might look like:

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| --- |
| The current students enrolled at ACTI as ASbAs attend their individual schools on Monday, Tuesday, and Thursday. Wednesday, they attend training at ACTI where they learn vocational skills and on Friday they work as apprentices in the beauty industry. Employers working with ACTI are incredibly pleased with the scheme and the enthusiasm of their apprentices. |

## **APPLYING APPRENTICE SUBSIDIES TO FEE PAYMENTS**

The approval of an apprenticeship and receiving subsidies may not always be approved by the ACT Government so even if you sign up for an apprenticeship with an employer until the ACT Government has approved the apprenticeship for a training subsidy the fees will not be adjusted.

It is ACTI policy to offer regular payments options to cover course fees. Payment options may include a combination of monthly payments and/or training subsidies offered by the Federal government. The amount of subsidy may vary however the total course fee amount must be paid in full to be able to receive your qualification.

**CHANGE OF APPRENTICE CIRCUMSTANCES**

Situations change for students they may enrol as a fee for services student and during the course gain an apprenticeship. In those instances, the course fees will be adjusted to take into consideration the relevant training subsidies.

Where a student is an apprentice and leaves employment or is dismissed, if they have not completed their unit of competency and fees are due, the fees will be adjusted to cover the full cost of the unit of competency. If the student gains employment before the fee is due and before they have completed their unit of competency there will be no need for a course adjustment.

If an apprentice is assessed as ‘Not competent’ they will be required to cover the full cost of the unit without the government subsidy.

**APPRENTICESHIP FEES**

As mentioned above, the ACT Government subsidies training for approved apprenticeships and the subsidies are listed above. These subsidy amounts may change during the time students are studying. Any change to the subsidies will be reflected in the payment structure to students. When an apprentice student leaves the apprenticeship scheme and does not complete the units of competency they were studying, the full fee costs for the course or the units will be recovered from that student.

**Unit Completion and Apprenticeship subsidies**

Apprenticeship subsidies are only paid to ACTI when a student has completed a unit of competency. ACTI will invoice students/ parents at the subsidies rate when the apprenticeship is approved by Skills Canberra. Any additional payment made during the approval period will be adjusted in the invoice.

**FLEXIBLE DIRECT PAYMENT PLANS**

Unless otherwise specified, students who choose to pay directly to ACTI will receive monthly invoices, the first monthly payment must be made before the start of the first term. An invoice will be issued 14 days before the term commencement date. If a student commences the course late, the invoice will be issued and will need to be paid within 48 hours if the student wishes to continue in the classes.

Once a student has started the course, regular invoices will be sent, and payments must be made ahead of tuition and not in arrears. Students have 14 days to pay these invoices before the beginning of the next month’s tuition or term.

**APPLYING APPRENTICE SUBSIDIES TO FEE PAYMENTS**

The approval of an apprenticeship and receiving subsidies may not always be approved by the ACT Government so even if you sign up for an apprenticeship with an employer until the ACT Government has approved the apprenticeship for a training subsidy the fees will not be adjusted.

Any training subsidies will be paid after half of the units are completed by the student and the subsidies are received from the Government. Fee payments may be adjust after this time. This is to ensure the student is tracking to complete their course and that ACTI will receive subsidies for the training delivered.

**Missed and late payments**

If a student continually misses payments, they will receive a warning letter detailing the amount they are in arrears and the consequences of non-payment. If payment is not received within 7 days of the warning letter, they will be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date. If payment is not forthcoming, please see the Note below. For reasons of hardship or other extenuating circumstances the student must contact the CEO, Borka Buseska, via email on borka@actitrainig.com.au to arrange a meeting time.

**Note:** Should the payment not be made at the agreed date, the overdue account will be referred to a debt collection agency without any further notice. Matters referred to the collection agency will not be handled by ACTI and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

**Loan Options**

ACTI is not registered for government VET financial assistance. We have a working relationship with Zeefi formerly known as Study Loans who offer funding assistance to help with your course fees. More information about loan options is available on <https://zeefi.io/>

**OTHER FEES**

**BEAUTY KIT FEE**

In the beauty industry, like many others, there are tools that are used to perform treatments. To ensure health and hygiene students will be required to pay for a beauty kit of **$1,500** (including GST)**.** The beauty kit includes one set of scrubs, a winter jacket, two textbooks, and some equipment and consumable products needed during training. Any part of the beauty kit can be replaced at cost by the student.

**ALTERNATE ASSESSMENT FEE**

Failure to complete the assessment task on the alternate date will incur an alternate assessment fee of $600.00. Missing an assessment task due to paid employment will incur an alternate assessment fee of $600.00.

**PROGRESS THROUGH COURSE**

In addition to the training offered to students at ACTI campus, they will need to study at home. ACTI estimates students will need to undertake at least 5 hours per week to ensure they progress through the course. ACTI will be closely monitoring student progress through the course they have enroled. Where a student falls behind in completing assessments (3 units of competency) the student will not progress to the next units of competency. This delay will result in the students’ graduation time being extended.

It is important that students complete their assessments on the due dates to be able to demonstrate to the trainers that they have are competent and ready to progress to the next unit. Where a trainer identifies a student that has not submitted their assessments regularly, a meeting will be held with the student to determine if there are any issues and work on strategies to assist them to catch up.

Students are encouraged to talk to ACTI staff if they are struggling with the workload.

**GRADUATION**

To celebrate the effort students have made to complete their courses, a graduation dinner with family and friends is arranged at the end of the calendar year. It is a semi-formal or formal event where students are presented with their certificates and are awarded prizes for outstanding achievements.

Students should allow a fee of **$180** for themselves and any people invited to the graduation event. The price is only an estimate and may vary depending on external factors such as venue prices, inflation and other factors that ACTI is unable to control. ACTI will strive to stay within budget where possible.

**EQUIPMENT FEE**

An equipment fee is not applicable to any of our courses.

**CHANGE TO COURSE**

A $500.00 administration fee will apply to approved changes to downgrade a course after commencement. No charge will apply should a student wish to upgrade to a higher course.

**Note**: The enrolment fee is not refundable

**LATE FEE PAYMENT**

It is the student’s responsibility to pay fees on time according to the payment plan agreed upon at the time of course enrolment. Late fee penalties apply as per the agreement.

**REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT**

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of $75.00 will apply for the provision of a copy.

**NO FEE SERVICES**

Any services provided to assist the learner to complete their training successfully are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation into a complaint or appeal is also at no cost to the student.

**CANCELLATION**

Cancellations made by you prior to your course commencement must be made in writing and will be deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and any fee payments made are non-refundable.

**WITHDRAWING FROM A COURSE**

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

**TRANSFER**

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of the monies paid and no further liability shall be incurred by us.

**FEE PROTECTION**

Where we are unable to provide services for which you have paid, you will:

* Be placed on an equivalent course such that the new location is suitable for you; and
* You receive the full services for which you have prepaid at no additional cost; or
* Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

**REFUND**

Refunds of any unused portion of your fee payment are available in circumstances whereby we are unable to provide the services for which you have prepaid. If you request a refund, you must submit a written request to info@actitrainig.com.au. An acknowledgment of your request will be sent within 48 hours of the request.

Full refunds are provided for:

* Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you. (This does not include the non-refundable deposit amount)

Partial refunds are provided for:

* A course has commenced but due to unforeseen circumstances, we are unable to complete the course. (The refund amount is for any unused portion of the prepaid amount)

**NO REFUND**

There is no refund of fees for:

* any poor and/or non – attendance.
* poor behaviour.
* you provided false or misleading information; and
* you failed to comply with the conditions of ACTI.

**Note:** Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

**PAYMENT OF REFUND**

Where a refund is granted, refunded monies will only be paid to the registered student.

**TIMEFRAME FOR REFUND**

All applications for a refund shall be determined within 10 working days from the request being received and the decision of the CEO.

**APPEALS**

Students who are not satisfied with the outcome of the refund process may access our complaints and appeals process.

**LICENCING REQUIREMENTS**

The qualifications and units of competency we offer have no licensing requirements attached to the employability outcomes. The only exception is Students undertaking the SHB60118 Advanced Diploma of Laser and IPL hair removal that work in the industry may be required to obtain a laser safety license.  The need for a laser safety license differs between States / Territories.

Prior to enrolling in a qualification or skill set, you need to consider the Australian Qualifications Framework statements of the typical achievement required to gain the qualification and your belief in your ability to complete the training.

**ASSESSMENT**

**PRINCIPLES OF ASSESSMENT**

As an RTO delivering nationally recognised courses such as the Certificates, Diplomas or Advanced Diplomas which are competency-based, ACTI have developed training and assessment to demonstrate practical competency reflective of the workplace.

The specific skills and knowledge required for workplace application are detailed in what are

called Units of Competency. The mixture of compulsory and elective units are ‘packaged’

together to make up a nationally recognised qualification as specified in the Training Packages. Nationally accredited training packages can be found at www.training.gov.au.

To meet the training package requirements and industry needs, assessments must demonstrate that the student:

* can do the tasks;
* can handle unexpected issues;
* can work with others;
* can follow workplace policies, health and safety requirements, and legislative requirements at all times.

The competency standards as set in the relevant training package shall be the benchmarks for assessment. Assessors will undertake multiple assessments to establish competency.

Trainers are responsible for ensuring that assessments are conducted practically and ethically, and that competency is confirmed, and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The Trainers and assessors will collect evidence of student skills to show that the student has the required knowledge and is able to perform the specified competency or task/s to the required standard over a period of time.

On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

**ASSESSMENT STANDARDS**

All assessments conducted by us will:

* Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications, we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment or higher qualification.
* All our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
* All our Assessments will be:
	+ - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
		- Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
		- Fair - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
			* be equitable, culturally and linguistically appropriate,
			* involve procedures in which criteria for judging performance are made clear to all participants,
			* employ a participatory approach,
			* provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
		- Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

* + careful design of the assessments,
	+ validation and moderation of the assessment materials conducted in our annual review,
	+ an understanding of the definition and practical application of the above definitions.

**ASSESSMENT CRITERIA**

All our assessments will provide students with information about the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

**ASSESSMENT METHODS**

The assessment tools shall include any combination of the following:

* Written questions.
* Oral questions;
* Some units of competency may require case study research; and
* Practical demonstration.

**Note:** Oral questions may be used to clarify written answers or activities undertaken during practical demonstration.

**Additional evidence**

The main assessment tasks will be outlined in the learner guides, however during the course of your learning the trainer may use other techniques to provide variety and also demonstrate that the evidence collected about your competency is consistent and reliable. The additional evidence may include:

* Short quizzes to assess underpinning knowledge
* Observation of processes and procedures
* Role play and simulation
* On-the-job tasks where applicable
* Case studies
* Critical incidents
* Documents, portfolios, logbooks
* Third party reports
* Presentations
* RPL; and
* Credit transfer

**APPEALS**

An appeal is a written request for the review of a decision regarding:

* Assessment decisions made by our trainers; or
* Suspension or exclusion from our training.

## **SUBMITTING ASSESSMENTS**

Assessments will be submitted using the Student Management System (aXcelerate). Students will be provided with login details. All communication will be via the aXcelerate. Written assignments and other assessment tasks will need to be submitted via aXcelerate unless otherwise advised by the teacher. Practical assessments will not be required to be submitted via aXcelerate.

## **LATE ASSESSMENTS**

Assessment dates are included in the timetable provided during orientation. It is also visible in aXcelerate. Late assessments may incur a penalty. Students that know in advance they may not be able to deliver an assessment on the due date should discuss options with the teacher. Contacting the teacher 48 hours before an assessment is due will not be extended and will incur a penalty mark. If there are extenuating circumstances you will need to contact and discuss with the teacher, who has the final decision on allowing extensions.

## **RE-ASSESSMENT**

For students that are assessed as ‘not competent’ for any of their assessment activities, they will be able to undertake a re-assessment within 2 weeks of the date of notification of the outcome. If a re-assessment is not initiated within the timeframe, the student may be required to attend classes for that unit again and may incur a charge.

## **MISSED ASSESSMENTS**

Students must attend all classes and undertake all assessments if they want to complete the course. If a student misses an assessment, they will be required to present a doctor's certificate. Where a student has missed too many components of the unit, they may be asked to re-sit the exams or the entire unit before they can pass the assessment. In those circumstances students may have to repeat and pay accordingly.

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There may be instances or circumstances where a student is prevented from participating in or undertaking assessment. In those instances, considered ‘exceptional circumstances’ the student will need to write to the CEO outlining the circumstances to be considered.

## **PLAGIARISM**

Assessments are based on individual students’ ability to demonstrate their competency in learning, understanding, and practical skill to the trainers and assessors. Plagiarism is not acceptable and where a student has plagiarised, they will be given a warning and offered to re-submit work in their own words. If a student is found to plagiarise more than once, they will automatically fail the unit. Repeated plagiarism may result in the student being asked to leave ACTI. This is not behaviour that is tolerated nor wanted at ACTI.

## **RECEIVING MARKS**

Students will receive marks via aXcelerate. Where students have difficulty accessing aXcelerate and a written request is submitted via the info@actitrainig.com.au marks can be forwarded via email. This is not our preferred option due to IT security reasons, but we will comply if requested.

## **ASSESSMENT APPEALS**

If a student disagrees with an assessment outcome or process, he/she may commence the assessment appeals process by application through the CEO.

An assessment appeal may only be lodged, if:

* The student has been assessed as Not Yet Competent in an assessment against specific competency standards.;
* The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if applicable); or
* The student can demonstrate they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

## **SUSPENSION/EXCLUSION APPEALS**

If a student disagrees with a suspension or exclusion from training outcome, he/she may commence the appeals process by application through the CEO.

A suspension or exclusion appeal may only be lodged if the student has fully participated in the conciliation processes instigated prior to the suspension or exclusion.

## **ACTI STUDENT SALON**

ACTI delivers vocational courses, and they comprise both theoretical and practical components. The practical components of the courses delivered will involve training on models to gain a level of confidence and expertise.

Student salon creates a workplace environment allowing students to practice skills learned in class, demonstrate customer services, practice financial transactions, and learn retail skills.

## **MODELS FOR PRACTICAL TRAINING**

Students are required to source models for the practical components of their training. The amount of models required and dates & times will vary throughout their studies dependent on the unit they are undertaking. Students are able to see dates & times for models required via Fresha (Our clinical software system) students are also able to book their own models in via this app. ACTI has a student salon Facebook group that students are encouraged to use along with their own social media pages, friends, family & any other avenues available to them to source models. Whilst ACTI may help from time to time it is solely the student's responsibility to source models for practical training, students will not be able to complete a unit without meeting the required number of training models however long this takes to be achieved.

## **NON-ATTENDANCE OF PRACTICAL TRAINING**

Timetables will be presented at the beginning of the units and students will be asked to select times they are able to undertake their practical sessions in the student salon. The trainer/student will arrange a time with prospective clients, and it is a requirement that the student ensures they attend these times. If a student fails to attend a block of training after making the selection, they may miss the opportunity to complete that course delaying the completion of their course.

## **ATTENDANCE**

You are expected to be punctual when attending training courses, late arrival or non-attendance will affect your progress in achieving compulsory standards.

Students who, due to circumstances beyond their control, cannot complete all units, may attend future courses to complete their competencies.

## **ATTENDANCE REQUIREMENTS**

An amount of training (also referred to as Volume of Learning) is required to be completed prior to undertaking the assessment for each qualification and Unit of Competency. To achieve the amount of training for:

Students must:

* undertake at least 80% of the structured hours allocated to each qualification.
* satisfactorily complete 100% of the assessment tasks.

Note: We allow non-attendance for 20% of the structured training hours to cover occasional absences and illnesses, including illness supported by a medical certificate.

As soon as practicable, after we become aware a student is no longer able to achieve 80% attendance for the term, or course, the student will be notified that they are in breach of the amount of training and it is likely they will not successfully complete the training.

Assistance including catchup sessions and additional days will be offered to students who have fallen behind in their attendance.

## **ABSENCE**

If absent from a day on the course, you are to provide a written reason via info@actitrainig.com.au for the day they were absent.

If the absence is due to a medical condition or illness, you are required to produce a medical certificate from a Legally Qualified Medical Practitioner.

## **FAILURE TO ATTEND**

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course. Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid.

## **LATENESS TO CLASS**

* Lateness to class on any day is not acceptable.
* When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
* We expect that all Students will be in the room on time after breaks throughout the day or evening classes.

## **ATTENDANCE RECORDS**

Records will systematically be maintained for students on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored, and reported weekly.

## **CHANGES TO OUR BUSINESS**

Whereby we make any changes to any or all of the following:

* Ownership and control of the legal entity.
* Name of the legal entity or trading name.
* Chief Executive Officer or accountable officer.
* Location of Head Office or permanent training venue, and
* Contact details of the organisation.

We shall notify students as soon as reasonably practicable and advise how these changes affect their training.

## **Workplace Health and Safety (WHS)**

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff. During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

## **OUR RIGHTS AND RESPONSIBILITIES**

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

* Have suitable qualified staff.
* Provide all training services for which we are registered to provide.
* Student resources; and
* Effective assessment tools.

## **STUDENT RESPONSIBILITIES**

* When you elect to participate in training with us, you have a responsibility to:
* Adhere to our policies and procedures,
* Treat others with respect, fairness and courtesy,
* Not plagiarise, collude or cheat in any assessment activity,
* Attend class and arrive on time,
* Notify your trainer if you will be absent or late,
* Participate in the course,
* Submit assessments on time and in the required manner,
* Obey all traffic laws during periods of supervised driving; and
* Provide written notice of any changes to your enrolment status

## **Duty of Care**

ACTI is a boutique RTO with small intimate class sizes. This is to allow our trainers and assessors to have greater support for our students. ACTI prides itself on caring for the welfare of our students and providing support beyond the classroom. Staff are available to discuss concerns students may have and will seek to provide appropriate support to the students. If a student is deemed to be “at-risk” by ACTI staff, they will report this concern to the Police for further action in order to protect the student.

Students are also expected to have a duty of care and ensure they remain safe. Students will be expected to ensure they are well-rested, have appropriate nutritional value in their diet, and care for their person. Where this is not the case, the trainers or assessors may discuss external factors that may be impacting on the student’s ability to study effectively.

**NATURAL DISASTER PLAN**

ACTI has a natural disaster plan that includes the response to any pandemic such as COVID. Students will be notified via the student Management system of any natural disasters that impact on ACTI campus. If and when ACTI is impacted by natural disasters, where possible, training and assessment will be delivered via zoom or other electronic means.

Where there is a cyber breach students will receive a text notifying them of the incident.

Pandemic responses will be instructed by the Government and ACTI will adhere to any instructions. In relation to COVID students and teachers will be required to be fully vaccinated. If a student or teacher contracts COVID they must notify the Administration officer via email on info@actitraining.com.au. Students may be able to continue their studies from home and catch up on practical elements either at work or make up time during student salon.

## **Change of Address**

Students are required to notify administration immediately of any changes of address or emergency contacts. Failure to provide this information can cause serious problems in the event of an emergency. Students have the opportunity to make amendments at any stage by emailing the Administrative Officer on info@actitrainig.com.au

## **UNIQUE STUDENT IDENTIFIEER**

If you are a new or continuing student undertaking a nationally accredited training course, you will need a Unique Student Identifier (USI) to continue to train in the course and receive a qualification or statement of attainment. Having a USI means you can access any recognized training undertaken since 1 January 2015. Students that have been approved for an exemption from providing a USI to training organization are advised that their VET achievements will not appear on their authenticated transcript or be able access their course information via the USI scheme.

If you do not have a USI, then a student will need to create one and it only takes a few minutes and it is free.

## **DAILY OPERATIONS**

Basic roles and responsibilities are clearly defined for each member of staff and the simple, ACTI is a small institute allowing for a flatter organisational structure. This flat structure is effective in rapid communication channels from students to the CEO. This is further enhanced by regular staff meetings and students’ meetings. Students are encouraged to discuss matters with the staff and thus contribute to the efficient operation of ACTI. As ACTI continues to grow and further develop its scope of operations, staff and students’ contributions will be sought.

## **VENUE**

You may choose to undertake the training at our location 26 Mort Street Braddon ACT, or you may choose to undertake the training by distance education or with work placements (apprenticeships).

## **ACCESSIBLE AREAS AND ACCESS TO TRAINERS**

# Trainers are always accessible during classroom sessions.

* CEO and Administration personnel are only accessible during scheduled classroom breaks or before/after class.
* Trainers are not accessible during lunch breaks.
* No access is granted to non-classroom area’s excluding toilets.
* No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment.
* Students have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance at workshops

## **BEHAVIOUR AND DRESS CODE**

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

* Inappropriate clothing includes thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words.
* Inappropriate language means: no swearing or abusive language.
* Mobile phones: no mobile phone use during class times or recording of content.
* Eating: no eating in the classroom.
* Playing games on mobile devices during class times.
* Lateness returning to class from breaks is unacceptable.
* Disrespectful behaviour to all other Students, trainers and other individuals.
* Misuse of our computer system.
* Littering.
* Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
* Jumping, standing on or putting shoes on furniture is not permitted.

If your behavior is deemed unbefitting or contradicts the above, you will be asked to leave the campus and a warning letter will be sent.

**DRESS CODE**

Students' appearance is very important in this industry. The way you present yourself reflects ACTI as well. Make-up should be worn to school but should be natural and not too heavy.

Your hair should be off your face, tied at the back. Long hair (Below shoulder length) should be in a bun. A bun is necessary so that your hair does not fall into wax pots or entangled in product while you are performing.

Nails should be kept clean and short. You will be preforming treatments with your hands-on clients and they need to be well maintained. Nails should not be excessively long as they can cause harm to clients during treatment and reduces your ability to control any instruments you may use to perform those treatments.

Students are required to wear their ACTI scrubs at all times. The scrubs must be clean and ironed at all times. Only ACTI approved apparel is allowed on the campus. During winter you will be given ACTI jackets. Only white skivvies will be allowed under the ACTI scrubs.

If you present in an untidy manner or not in-line with expectations as outlined above, a trainer may request you leave the campus to attend to your appearance.

## **SMOKING, DRUGS AND ALCOHOL**

Smoking: Is prohibited in all buildings and covered areas. Drugs and Alcohol: Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

## **CHANGE TO COURSE**

Should you wish to change the course, the request must be made in writing to the CEO (borka@actitrainig.com.au). Any approved changes to downgrade a course after commencement of the course, a $500.00 administration fee will apply. No charge will apply should the student wish to upgrade to a higher course. Note: The enrolment fee is not refundable

# **COURSE EXTENSION**

We are not obligated to extend the period of your enrolment if you have not completed your course on time.

An enrolment can be extended with a payment of an additional fee. Please talk to the CEO if you expect that you will require longer than the allocated course period.

# **EARLY WITHDRAWAL**

Students who leave the course prior to completion will receive a statement of attainment for all units completed.

# **COMPANY PROPERTY**

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or willful damage to our property.

# **EMERGENCY PROCEDURES**

You will be given a briefing on the emergency procedures in the event of an emergency, and you are expected to comply with instructions given by company members.

# **INDUSTRY ENGAGEMENT**

We have engaged with industry, including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

# **WORK PLACEMENT**

ACTI has a strong link with industry and where possible will try and connect students with potential employers in the various sectors of the industry. Work placement hours are required to be undertaken for SHB50121 Diploma of Beauty Therapy if you are not currently working in the industry or your current workplace does not offer all services required for your work placement ACTI will endeavor to connect you with an employer to complete this

# **EMPLOYMENT OPPORTUNITIES**

Upon successful completion of your training may be able to gain employment in the areas for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

# **ISSUANCE OF AWARDS**

Certificates and Statements of Attainment will be issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to us have been paid.

Statements of Attainment will be issued where a student:

* does not complete a full qualification;
* is only deemed competent in some of the Units of Competency; or
* has undertaken a specific Unit of Competency.

Whereby a student has a need for a duplicate certificate or statement of attainment to be issued due to loss or damage, a copy will be provided at a cost of $75.00

# **LEARNING DIFFICULTIES**

If you have any learning difficulties, you will need to identify them either directly or in confidence to the Administration Officer or Head Trainer, prior to course commencement.

# **STUDENT SUPPORT SERVICES**

As we offer training courses to all members of the community, we have established several vocational barriers supports which include special assistance with:

* Support/guidance with assessment tasks
* Language, Literacy and Numeracy.

Assistance will depend on the needs of the student and may include referral to any of the following, singularly or in combination:

* Reading and writing hotline.
* Access to a dictionary or interpreting device; or
* Foundation Skills program at a Community College or TAFE.

We can assist with the determination of suitable non-vocational support services to assist students including, but not limited to:

* Accommodation assistance.
* Centrelink.
* Counselling.
* Food/Material assistance.
* Legal Aid.
* Personal Support.
* Australian Tax Office.
* Ethnic Communities Council.
* Women's Legal Resource; and
* Interpreting Services.

# **PRIVACY**

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

* For download from our website; or
* By phoning or emailing our office.

# **FEEDBACK AND COMMUNICATION**

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback regarding your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Student Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

# **COMPLAINTS AND APPEALS PROCESS**

The Australian Capital Training Institute (ACTI) has an open and transparent policy.  Feedback is welcome and the culture of the organisation both students and staff are that of respect and professionalism.  ACTI is committed to delivering high standard of education and professional services.  ACTI aims to resolve academic and non-academic complaints and appeals in an effective, efficient and timely manner ensuring confidentiality to all parties where applicable.

We shall resolve all complaints and appeals in a fair, effective, transparent and efficient manner to ensure a minimum of disruption to our business without detriment to the student or complainant.  Complaints can be made either informally or formally. Either way ACTI staff will review the complaint.

We shall not exclude any person from training for which they have paid while we investigate and respond to a complaint or appeal lodged by them or on their behalf.

We shall not subject a complainant or appellant to any harassment, coercion or other derogatory action while we investigate and respond to a complaint or appeal lodged by them or on their behalf.

We shall not charge a fee for the investigation and response to any complaint or appeal.

# **DEFINITIONS**

INFORMAL COMPLAINT

A matter which has a minor impact on the services provided by our business, for which the complainant does not feel require significant action to resolve i.e., the air conditioning is too cold or not working.

FORMAL COMPLAINT

A matter which has a medium to significant impact on the services provided by our business, for which the complainant feels will require significant action to resolve and will severely impact on their training and its outcomes.

# **APPEALS**

An appeal is a written request for the review of a decision in regard to:

* Assessment decisions made by our trainers; or
* Suspension or exclusion from our training.

# **GENERAL PRINCIPLES**

ACTI will ensure that the general principles of the complaint and appeal process are followed, these principles are:

* ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance and appeals process;
* the Complainant and any respondent will have the opportunity to present their case at each stage of the grievance and appeals procedure;
* the Complainant and any respondent will not be discriminated against or victimised;
* at all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested;
* records of all grievances will be kept for a period of at least five years. These records will be kept strictly confidential.
* The Appellant shall have access to this process at no cost during the time of the appeal process, but a minimal fee will be applied for access to records in storage after the process has complete; and
* ACTI will ensure that all decisions arising from the grievance procedure are fully implemented.

# **TIMEFRAME FOR COMPLAINTS AND APPEALS**

All written complaints and appeals including reviews are to be:

* Lodged within 7 working days of the incident occurrence;
* Investigation commenced within 10 working days of the formal complaint being lodged and
* Finalised within 60 calendar days of the date of complaint or appeal received.

In circumstances where we consider more than 60 calendar days are required to process and finalise the complaint or appeal, we will:

* Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
* Regularly update the complainant or appellant on the progress of the matter.

# **LEVEL OF AUTHORITY FOR MANAGING COMPLAINTS AND APPEALS**

# **INFORMAL COMPLAINTS AND APPEALS**

Due to the nature and possible outcomes of informal complaints and appeals, the authority to deal with informal complaints and appeals is any person be it a trainer, assessor or other staff member.

It is generally expected and accepted that informal complaints and their outcomes will not be recorded.

# **FORMAL COMPLAINTS AND APPEALS**

Due to the nature and possible outcomes on our business the authority to deal with formal complaints and appeals lies with the CEO.

# **INFORMAL COMPLAINT PROCEDURE**

The trainer, assessor or other staff member receiving an informal complaint will make all efforts to address the concerns of the student or complainant through an informal exchange of information, with a view to clarifying and understanding the nature of the complaint and attempting to resolve the issues presented.

Once the nature of the complaint is found the trainer, assessor or other staff member is required to work with the student or complainant to close the complaint with an agreed outcome.

If the outcome will incur a cost to our business, the CEO is to be notified for the expenditure to be approved and actioned.

# **FORMAL COMPLAINT PROCEDURE**

The student or complainant will:

* be required to submit their formal complaint or appeal in writing;
* have an opportunity to present their case at each stage of the procedure; and
* have the option of being accompanied or assisted by a third party (such as a family member, friend or counsellor) if they so desire.

The RTO will advise the complainant within 10 working days, receipt of the complaint and investigation has begun.

At all stages of the process, discussions relating to complainants and appeals will be recorded in writing. Reasons and a full explanation in writing for the decisions and actions taken as part of this procedure will be provided to the Complainant and/or Respondent.

# **STAGE ONE - Formal Complaint or appeal**

Formal complaints and appeals will be submitted in writing to the CEO on the approved form and will be placed in a manila folder.  While there is a complaint form, formal complaints can also be made via email, website feedback, letter or via an interview or verbal conversation with any of the ACTI staff members who will record necessary details.

Complainants are encouraged to supply sufficient information (and supporting evidence if available or applicable) about the matter(s) to enable us to investigate the matter.  The information that should be provided include (but not limited to):

* When the incident took place;
* Who was involved or may have witnessed the incident(s);
* Whether the matters have previously been discussed with or reported to ACTI staff; and
* The complainants desired outcome to resolve the issue(s).

The responsible officer, being the CEO, will then assess the complaint or appeal, investigate, determine the outcome and advise the student or complainant in writing of their decision within 21 working days, including their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Students lodging an appeal about an assessment outcome must do so within 15 working days of being notified of the initial assessment decision.

All documentation relating to the complaint or appeal including notes of the investigation are to be placed in the manila folder and forwarded for Review.

A copy of the final determination and original written complaint or appeal will be placed in the students file with recommendations.

Whereby the complaint is made against the CEO (whether as the trainer/assessor or in her role of CEO), another member of ACTI staff will investigate the allegations.

# **STAGE TWO - Internal review**

If the Complainant is not satisfied with Stage One outcomes, they may lodge an application for review in writing to the Compliance Officer.

The complaint or appeal will then be determined by the Compliance Officer (the Reviewer).

The Reviewer will conduct all necessary consultations with the complainant, respondent and any other relevant persons and make a determination.

The complainant will be advised in writing of the outcome of their review, including the reasons for the decision, within 15 working days and advised of their right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

All documentation including notes of the investigation and review process are to be placed in the manila folder and placed in storage for 5 years.

A copy of the final determination and original written complaint or appeal is to be placed in the student's file with recommendations for corrective action or improvement to be actioned by the CEO.

# **STAGE THREE - Independent review**

If the student or complainant is not satisfied with the outcome of Stage Two, they must advise in writing that they are not satisfied with the outcome of Stage Two and that they are escalating the matter to an independent mediator.  The complainant may

* Skills Canberra – on <https://skills.act.gov.au/complaints>; or
* Australian Skills Quality Authority (ASQA) on https://asqaconnect.asqa.gov.au/

# **ACKNOWLEDGEMENT OF FORMAL COMPLAINTS AND APPEALS**

The person receiving the formal complaint or appeal is to inform the complainant or appellant that they have received the complaint and an investigation has commenced.  The acknowledgement:

* may be sent via email or letter posted to the complainant/appellant's address;
* identify the investigating officer; and
* advise the timeframe for the investigation and notification of result.

# **ASSESSMENT APPEALS**

If a student disagrees with an assessment outcome or process, he/she may commence the assessment appeals process by application through the directors.

 An assessment appeal may only be lodged, if:

* The student has been assessed as Not Yet Competent in an assessment against specific competency standards.;
* The student considers they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if applicable); or
* The student is able to demonstrate, they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

# **SUSPENSION/EXCLUSION APPEALS**

If a student disagrees with a suspension or exclusion from training outcome, he/she may commence the appeals process by application through the CEO and shall remain in training until the appeal has been heard.

# **NON - COMPLYING COMPLAINTS AND APPEALS**

Any complaint or appeal which contains threats of violence or clearly identifies a breach of Australian Laws shall be deemed non - complying and will not be considered under the terms of this procedure.  Further such threats or breach of Australian Law shall be reported to the most appropriate law enforcement agency.

# **RECORDS OF FORMAL COMPLAINTS AND APPEALS**

Records of all complaints and appeals will be kept for a period of 5 years.  These records will be kept strictly confidential and stored in secure storage.

Please note: This complaints and appeals process, does not remove the right of a student to take action under Australia’s consumer protection laws.

# **RECORDS MANAGEMENT**

ACTI uses aXcelerate as the student management system. Student personal information will be recorded in aXcelerate for administration purposes. Students will receive a login and password to the aXcelerate student portal to be able to access course information, update assessments or receive assessment feedback. Communication from ACTI will be via aXcelerate to ensure we have a record of exchanges between, student, trainers and administrative staff.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

* Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
* Course details - recorded and entered at the time of enrolment and confirmed at training session
* Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
* Progress - recorded on hard copy by trainers/assessors.
* Attendance - recorded on training session rolls by trainers/assessors.;
* Completed assessments – retained for 12 months.

*Participant records must be maintained for 30 years, at which time they are transferred to the regulatory body.*

# **ACCESSING YOUR PERSONAL RECORD**

To access your personal record, you need to make an appointment with the CEO either by phoning the office or arranging an appointment through your trainer.

# **LEGISLATION**

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

* Maintain adequate, current and appropriate insurance.
* Comply with, and ensure that both staff and students comply with, all legislation and regulations, both state and federal, relevant to the operation of its business including (but not limited to):
* National VET Regulator Act 2011 (Cwlth)
* The VET Quality Framework including the Standards for Registered Training Organisations 2015
* Work Health and Safety Act 2011
* Education (Work Experience) Act 1996
* Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cwlth)
* Anti-Discrimination Act 1991
* Disability Services Act 2006
* Fair Work Act 2009
* Child Protection Act 1999

You will be advised of legislative and regulatory requirements specific to individual units of competency via the student management system (aXcelerate)..