



Queensland
Hairdressing
Academy

ENROLMENT GUIDE FOR INTERNATIONAL STUDENTS

SIH30111
(CRICOS Course Code: **077453A**)

SIH40111
(CRICOS Course Code: **077452B**)

Jon Le Court Pty Ltd T/as
The Queensland Hairdressing Academy

Cricos No. 02207B



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Queensland Hairdressing Academy

Dear International Student

Thank you for your interest in our Hairdressing courses. It is my pleasure to include specific information about the Queensland Hairdressing Academy.

The hairdressing industry is a wonderful pathway for people wanting a career that offers a creative challenge. We understand that for you to become a great hairdresser your training needs to be practically focused and not theory based. Our training focuses on providing graduates with strong practical skills, excellent communication ability and a high degree of confidence.

At the Queensland Hairdressing Academy, we have an absolute commitment to practical-based training. You will:

- Gain valuable experience using the latest hairdressing equipment and technology;
- Partake in current fashion work on clients;
- Gain experience working in a friendly simulated salon environment;
- Receive vocational placement to gain on-the-job experience.

Upon successful completion you will have invaluable skills and knowledge, which will allow you to enter the exciting world of hairdressing. Some of the career paths you may choose to follow include: salon stylist; colour technician; photographic, film and television session stylist and hairdressing educator.

The SIH30111 Certificate III in Hairdressing and SIH40111 Certificate IV in Hairdressing are Nationally Recognised qualifications.

After reading through the information, please contact me so we can discuss your requirements at the Academy's facilities.

I look forward to meeting with you.

Yours sincerely

The Queensland Hairdressing Academy

BRISBANE'S LOCAL AREA

Brisbane is conveniently located between the Gold Coast and Sunshine Coast, Brisbane and its surrounding region offers visitors a range of leisure, recreation and holiday experiences including opportunities for day trips and short stays away.

As Queensland's capital city, Brisbane has so much to offer – fantastic weather, beaches, shopping, recreational sports, great dining, a cosmopolitan lifestyle, nightlife, events and festivals.

Brisbane has wonderful cultural precincts including numerous museums and galleries, we are well known for our “live arts”, held in centres such as the Queensland Performing Arts Centre, Boondall Entertainment Centre, Brisbane Powerhouse Centre and Southbank.

The city also has natural spaces including islands, forests and wetlands, such as the Botanical Gardens, Boondall Wetlands and New Farm Park, which offer walking, bike riding, and roller-blading opportunities.

The Hinterland areas of Brisbane, such as Mt. Tamborine, Stanthorpe and Toowoomba, offer horse riding, hang gliding and camping opportunities, as well as a budding wine industry with vineyards and wine tasting.

Approximately 1.5 hours to the North we have beautiful islands like Moreton and Fraser Island; where you can watch whales migrating or feed dolphins at Tangalooma Resort.

Stradbroke Island, with its wildlife reserve and fresh water lakes; you have the opportunity to simply lie in the sun or go wind surfing, sailing, snorkelling, off-road driving, or diving.

Surfers Paradise, on the Gold Coast is only 1 hour away, with world class theme parks such as, Seaworld, Dreamworld, and Warner Brothers Movie World.

For further information, go online to <http://www.thelocaltourist.com.au> or visit www.tq.com.au.

THE QUEENSLAND HAIRDRESSING ACADEMY TEACHING TEAM

Jon Le Court Pty. Ltd., trading as The Queensland Hairdressing Academy has been an Industry leader in Australia for over 30 years.

The teaching team, have recognized Trade Qualifications, a Certificate IV in Assessment & Workplace Training and years of industry experience. This is a requirement of our National Hairdressing Training Package, for all educational staff, delivering and assessing education and training towards a qualification, within a RTO.

Our team also participates in on-going education in order to maintain the currency of their skills and knowledge, so that you are given the best education and support there is! Many of our educators have International experience and qualifications.

STUDENT ID CARD

The Queensland Hairdressing Academy Student ID Card is available to enrolled students and is issued by the academy. This card entitles the bearer to many discounts including public transport, movies etc. Prior to starting at the Academy, or on your first day of attendance, please provide us with a passport-sized photograph of yourself (head only), so that the student card can be processed.

TRANSPORT

The Queensland Hairdressing Academy is only 5 minutes from the CBD and close to all public transport services, including bus, train and ferry.

The Buranda train station is a 7-minute walk to Stones Corner.

Mt. Gravatt/Garden City buses 174/175, and the buses to Carindale, 204/206, will drop you right outside the door!

For information on public transport timetables and fares telephone TRANSINFO on 131230 or visit their website at www.transinfo.qld.gov.au

Parking is available in the streets around Stones Corner.- most within an easy walk to the college. Fortunately there is no charge for parking in and around Stones Corner. Some parking areas do have time restrictions though, so it is best to check before leaving your car all day.

ACCOMMODATION

Brisbane has the lowest average room rates of all the Australian capital cities.

You have the choice of renting a townhouse, apartment, or unit, student accommodation, share accommodation, or "home stay" options.

Average rental costs usually vary between \$160 - \$270 dollars per week. This would depend on how many bedrooms, the unit has, the facilities and proximity to the city.

The Queensland Hairdressing Academy is located at Stones Corner. The areas surrounding us are:

- | | |
|--|---------------|
| <input type="checkbox"/> Coorparoo East Brisbane | Woolloongabba |
| <input type="checkbox"/> Kangaroo Point | Annerley |
| <input type="checkbox"/> Tarragindi | Greenslopes |
| <input type="checkbox"/> Highgate Hill | Holland Park |
| <input type="checkbox"/> Southbank | Carina |
| <input type="checkbox"/> West End | Camp Hill |
| <input type="checkbox"/> Mt. Gravatt | |

We have a number of online websites for you to choose from:

www.domain.com.au

www.adalong.com.au

www.allenstreetaccom.com.auwww.flatmates.com.au

www.campusapartments.com.au/southbank

www.ourbrisbane.com.au

For specialized student accommodation, you can also log on to www.resortrez.com.au

"Homestay" accommodation is the quickest and most enjoyable way to learn, or improve your English.

Some sites are:

www.homestaybrisbane.com.au

www.brisbanestudents.com.au

www.bhs.net.au

www.brisbanestudentaccommodation.com.au

www.studyinaustralia.com.au

Alternatively you can go online to any Real Estate Agency and look under "Share Accommodation" or "Rentals", such as:

- LJ Hooker
- PR Realty
- Ray White
- Harcourts
- The Professionals

COURSE COSTS & PAYMENT OPTIONS

ENTRY REQUIREMENTS SIH30111- CRICOS Course Code: **077453A**

Every effort is made to help prospective students tailor financial payment programs that suit individual needs. For further information, in tailoring a payment plan for your specific needs, contact the Academy.

As an International student, you will be required to attend full-time, after entering Australia on an appropriate visa. Entry to SIH30111 Certificate III in Hairdressing will be available to applicants 18 years and over who have met the English language requirements listed below.

ENTRY REQUIREMENTS SIH40111– CRICOS Course Code: 077452B

As an International student, you will be required to attend full-time, after entering Australia on an appropriate visa. Entry to SIH40111 Certificate IV in Hairdressing will be available to applicants 18 years and over who have met the English requirements listed below and who have completed the SIH30111 Certificate III in Hairdressing either at the Queensland Hairdressing Academy or with another recognized provider.

ENGLISH REQUIREMENTS

- a) IELTS – International English Language Testing Service - minimum score 5.5 (Academic) or
- b) TOEFL – Test of English as a Foreign Language - score 550.
- c) Conversational English – acceptance is subject to an interview.
This interview can be in person, or if you are not in Australia, over the phone.

Please tell the receptionist that you are phoning from overseas. The Queensland Hairdressing Academy reserves the right to enroll students that we evaluate as being acceptable to the guidelines and standards of the Academy; we reserve the right to deny acceptance accordingly, without prejudice.

ATTENDANCE POLICY

It is a requirement set down by the Australian Department of Immigration and Citizenship that students attending the Academy on a student visa, must strictly comply with attendance requirements. Failing to do so would be a breach your visa conditions and your contract with The Queensland Hairdressing Academy; we are obligated to report absences which may result in the cancellation of student visa status.

Things you should know about attendance::

- Your attendance days are agreed to and recorded in your contract with The Queensland Hairdressing Academy.
- Your course has been structured to be delivered in a three day week (8.30 – 4.30) so as to meet the requirements of your student visa (i.e., minimum of 20 hours face-to-face study per week).
- Attendance is recorded daily.
- You are required to notify the Academy if you are running late, if this is the case upon arriving at the academy you are to complete a "Late Arrival" form outlining your reasons for being late - failure to do so will result in you being marked away for that day.
- Attendance records are checked every 14 days.
- Should you leave early, there is an "Early Departure" form to complete outlining the reasons you are leaving early;
- If your attendance falls under 95% at any stage, you will be notified verbally and served with a letter warning you of your attendance obligations.
- If there are legitimate reasons for you not attending as agreed, notify the Academy and supply evidence to verify your non-attendance (e.g., if you are sick, a medical certificate). You will still be marked as absent.
- If your attendance falls under 85% attendance, you will be counselled again and issued with a second warning letter.
- If your attendance falls under below 80%, your non-attendance will be reported to the Australian Commonwealth Government and the Department of Immigration and Citizenship which may result in you having to either "show cause", or exit your course early, as a result of your student visa being cancelled by the Department of Immigration and Citizenship

PAYMENT DETAILS

All fees are accepted in Australian Dollars (AUD) and in the event of refund; AUD would be issued unless otherwise arranged.

Non-refundable application fee will be required on submission of enrolment forms. This will cover the cost of the confirmation of enrolment form (COE).	\$1000.00 AUD
Administrative fee (prior to enrolment)	\$1,000.00 - \$2,500.00 AUD
Tuition Fee (on or prior to enrolment)	According to plan
Professional Hairdressing Kit (on or prior to enrolment)	\$795.00 AUD

PAYMENT OF FEES

Full-time student fees for International students are detailed in their contract, which is part of the Enrolment form. If the scheduled payments fall in arrears, delivery of education and training will cease, until financial commitments can be met.

Under these circumstances, the appropriate Government agencies will be notified. This may result in the cancellation of your visa.

AGENTS

The Queensland Hairdressing Academy holds a faultless reputation as a Registered Training Organization. Agents who represent The Queensland Hairdressing Academy have been carefully selected and conduct themselves both professionally and ethically. Whilst all possible precautions are taken to ensure agents demonstrate professionalism whilst recruiting students on behalf of The Queensland Hairdressing Academy, should you have any concerns please discuss these with the Academy's Director.

REFUND POLICY

In the event of a student starting, and then exiting the course prior to completion for any reason: the following will apply

- Reconciliation will be made against tuition fees already paid and scheduled attendance hours
- The current month's fees will suffice as a cancellation fee within the 1st month of the course
- After the first month, the month entered where tuition is received, will be forfeited. We suggest you cancel at the end of the current contracted month of delivery, if possible
- A \$300AUD cancellation fee will be charged to any cancellation
- No refund is available on the application fee or Kit
- Should a student not start on the agreed date, without notifying the Director, the Enrolment fee is forfeited.

The provisions of the ESOS Act 2000 and ESOS Regulations 2001 cover provider default.

International students, who for various reasons, are unable to commence their course are provided with a Deposit refund as set out below.

DEPOSIT REFUND	
1. Unsuccessful Visa application	100% Refund of Administration Deposit.
2. Cancellation of enrolment 28 days prior to commencement date.	75% Refund of Administration Deposit.
3. Cancellation between 28 days prior to commencement date.	50% Refund of Administration Deposit.
4. Cancellation after commencement date.	No refund of Administration Deposit.

All fees are to be paid in Australian dollars. In the event of a refund, the refund would be issued in Australian dollars, unless otherwise arranged.

Refunds will be issued upon receipt of a written refund application form. The refund process may take 14 days, but will not take more than 4 weeks.

This agreement does not remove the right to take further action under the Australian Consumer Protection Laws. This policy also does not circumscribe the student's right to pursue other legal remedies.

ISSUE OF REFUND

In the event of an international student requesting a refund; the person paying the fees are seen by The Queensland Hairdressing Academy to be the one entering into the contract and therefore will receive the refund, unless the Academy is otherwise directed to forward the refund to someone else. A written request will need to be received by the Director.

CANCELLATION

Any full time student wishing to terminate, or leave the course must notify the Director in writing. Upon the cancellation of studies the student status is recorded with relevant departments this may alter the visa position. The student must clear out their locker and return their locker key to Reception

COURSE OUTLINE

SIH30111 Certificate III in Hairdressing consists of 26 core units of competency and 6 elective units of competency. It is a "competency-based" qualification, which will allow you to progress through the course at your own pace. Because of this, the 64 week course with attendance of 20 hours per week can be completed in a shorter period of time should you attend more frequently.

SIH40111 Certificate IV in Hairdressing consists of 2 core units of competency and 9 elective units of competency. It is a "competency-based" qualification, which will allow you to progress through the course at your own pace. Because of this, the 30 week course of attendance at 20 hours per week can be completed in a shorter period of time should you attend more frequently

IMPORTANT: Should you progress faster, your course duration will be shortened, which will also effect the duration of your student visa and stay in Australia.

We know from employers, just how much they value staff with great practical skill, so that is what we aim to deliver – hairdressing graduates who are employable!

Students attending the Academy will experience a flexible and unique delivery method, consisting of 80% practical tasks, and 20% theory.

VOCATIONAL PLACEMENT PROGRAM

Vocational placement is a wonderful opportunity for full time students assisting them to experience the reality of the workplace. This is a requirement of each of the courses and involves the Academy assisting in locating a salon, which will allow them to gain the required 240 hours of industry experience for the Certificate III in Hairdressing and 120 hours for the Certificate IV in Hairdressing.

The Queensland Hairdressing Academy has an excellent relationship with the hairdressing industry and as a result, it has a list of salons willing to have our students in their salon. Many employers use this opportunity to recruit students after they have completed their course. A listing is given to students upon request. A contractual agreement between the Academy, employer and student must be signed and dated, before industry placement starts.

The process of phoning the employer, making an interview appointment and attending that interview, mirrors what happens when you look for employment. The whole interview process gives the student experience with what employers in the hairdressing industry expect, so that they can be prepared when they really have to look for a job.

A feedback form, is completed by the employer which allows the Academy to give the student constructive feedback, on returning to the Academy. A Vocational Placement Information Booklet is available to all students before they go to vocational placement, to assist with this process.

Specific units of competency will be expected to be carried out in the salon environment and the employer will assess you accordingly. Information regarding these units of competency are specified on the Training Plan, which is also part of the Contract.

CERTIFICATE III IN HAIRDRESSING SIH30111 (CRICOS Course Code: 077453A)

To achieve a Certificate III in Hairdressing, units must completed comprising:

26 core units, plus 6 elective units

Core units – complete all 26 units of competency	
Unit Code	Unit Name
SIHHBAS201A	Perform shampoo and basin services
SIBXCCS202A	Provide service to clients
SIHHHDS303A	Design and apply short to medium length hair design finishes
SIHHOHS201A	Apply salon safety procedures
SIHHHDS201A	Maintain and organise tools, equipment and work areas
BSBSUS201A	Participate in environmentally sustainable work practices
SIRXCOM001A	Communicate in the workplace
SIRXIND101	Work effectively in a customer service environment
SIHHHSC302A	Identify and treat hair and scalp conditions
SIHHHSC301A	Apply the principles of hairdressing science
SIHHCCS302A	Perform a full client consultation
SIHHCLS302A	Colour and lighten hair
SIHHCLS303A	Design and perform full and partial highlighting techniques
SIHHCLS304A	Neutralise unwanted colours and tones
SIHHCLS305A	Perform on scalp full head and retouch bleach services
SIHHHCS301A	Design Haircut structures
SIHHHCS302A	Apply one length haircut structures
SIHHHCS303A	Apply graduated haircut structures
SIHHHCS304A	Apply layered haircut structures
SIHHHCS305A	Apply over-comb techniques
SIBXCCS201A	Conduct financial transactions
SIHHHRS302A	Perform chemical curling and volumising services
SIHHHRS303A	Perform chemical straightening and relaxing services
SIHHCCS303A	Respond to service related and technical problems
SIHHIND303A	Coordinate clients and services
SIHHIND304A	Develop and expand a client base
Elective units- complete 6 units of competency (Either Group A or B compulsory)	
GROUP A- General Hairdressing	
SIHHHCS306A	Combine structures for current haircut designs
SIHHHCS307A	Combine structures for traditional and classic men's haircut designs
SIHHHDS304A	Design and apply classic long hair up styles
GROUP B – Men's Hairdressing	
SIHHHCS307A	Combine structures for traditional and classic men's haircut designs
SIHHHCS308A	Design and maintain beards and moustaches
SIHHHCS309A	Perform and head shaves
GROUP C- General elective units	
SIHHBAS202A	Perform head, neck and shoulder massage
SIHHCCS304A	Plan services for special events
SIHHHCS306A	Combine structures for current haircut designs
SIHHHCS308A	Design and maintain beards and moustaches
SIHHHCS309A	Perform and head shaves
SIHHDS305A	Select and apply hair extensions
SIHHHRS304A	Perform protein straightening and relaxing treatments
SIHHIND305A	Hone and strop straight razors
SIHHIND306A	Participate in a session styling team
SIRXSL002A	Advise on products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
SIRXINV001A	Perform stock control procedures
SIRXMER201	Merchandise products

CERTIFICATE III IN HAIRDRESSING – SIH30111

Outcomes:

The Certificate III in Hairdressing has been designed as the standard entry level qualification for the hairdressing industry.

Likely functions in the hairdressing industry for those who achieve this qualification involve employment as a hairdresser working as part of a team in a salon, performing processes that require a range of well developed skills where discretion and judgment is required; with responsibility for own outputs and responsibility for the supervision of others. Functions at this level include applying skills and knowledge to sell products and services, ensuring a safe work environment and performing a full range of client services, including client consultation and advice, hair and scalp treatments, haircutting, hair design, colour and lightening, and chemical reformation services on male and/or female clients.

Duration: The Certificate III in Hairdressing encompasses 48 weeks of attending college; 4 weeks of holidays and up to 12 weeks of vocational placement, equaling a total of 64 weeks.

CERTIFICATE IV IN HAIRDRESSING SIH40111 (CRICOS Course Code: 077452B)

To achieve a Certificate IV in Hairdressing, 11 units must be completed comprising:

- 2 core units, plus
- 9 elective units.

Core units- Complete both units of competency	
SIHHTLS401A	Provide technical leadership within the hairdressing context
SIHHTLS402A	Research and utilize hairdressing trends to advance creative work
Elective Units- Complete 9 of the following units of competency	
GROUP A- Hairdressing technical skills – Minimum of 4 must be selected from Group A	
SIHHCLS406A	Solve complex colour problems
SIHHCLS407A	Apply creative colouring and lightening techniques to enhance hair designs
SIHHHCS306A	Combine structures for current haircut designs
SIHHHCS410A	Design and perform creative haircuts
SIHHHD304A	Design and apply classic long hair up styles
SIHHHD305A	Select and apply hair extensions
SIHHHDS406A	Design and apply creative long hair designs
SIHHHDS407A	Apply and maintain wigs and hairpieces
SIHHHDS408A	Make wigs and hairpieces
SIHHHRS304A	Perform protein straightening and relaxing treatments
SIHHHRS405A	Apply chemical reformation techniques to enhance hair designs
GROUP B- General elective units	
BSBMKG413A	Promote products and services
SIBXNAS202A	Design and apply make-up for photography
SIHHHSC403A	Apply knowledge of hair and scalp problems to trichological consultations
SIHHHSC404A	Perform trichological assessments
SIHHHSC405A	Apply the principles of nutrition
SIHHHSC406A	Develop and apply scalp treatment therapies
SIHHTLS403A	Work as a session stylist
SIRXMGT001A	Coordinate work teams
SIRXMGT003A	Lead and manage people
SIRXQUA002A	Lead a team to foster innovation
TAEDEL301A	Provide work skill instruction
TAEDEL402A	Plan, organize and facilitate learning in the workplace
TAEASS401A	Plan assessment activities and processes
TAEASS402A	Assess competence

CERTIFICATE IV IN HAIRDRESSING – SIH40111

Outcomes

The Certificate IV in Hairdressing has been designed to expand the development of the complex technical skills and knowledge of hairdressing practitioners.

Likely functions in the hairdressing industry for those who achieve this qualification may include employment as a highly skilled hairdresser, working as part of a salon team or coordinating a salon team; a technical adviser with a hairdressing products company; or independently as a freelance session stylist. Functions at this level include the self-directed application of a broad range of knowledge and skills and the provision of technical leadership, training and support to colleagues.

Duration: The Certificate IV in Hairdressing encompasses 22 weeks of attending college; 2 weeks of holidays and 6 weeks of vocational placement, equaling a total of 30 weeks.

EQUIPMENT & RESOURCES

You will be required to purchase a Standard Kit of Equipment from The Queensland Hairdressing Academy, prior to, or on commencement of your course.

The Kit consists of:

All your textbooks and workbooks

1 mannequin heads

Tools and equipment

Equipment must be clearly labelled. An engraving tool is available for use from the receptionist. In order to comply with Workplace Health and Safety requirements, all electrical equipment must have a current electrical inspection tag. All textbooks and workbooks are included in the full cost of the course. Textbooks will be issued on commencement, and Workbooks/Textbooks/Log Books that are lost, or need replacing, must be re-purchased by the student at an additional cost.

The Academy does not take any responsibility for lost or stolen equipment.

Be aware that random bag and locker checks do occur.

All workbooks remain the property of the QHA, and are kept as evidence of competency

ACADEMY RESOURCES

The Academy provides additional resources and equipment for each unit of competency (e.g. mannequin heads, thermal equipment, setting rollers, perm rods, foil, protective gloves and aprons, capes, streaking caps, head clamps, pins, water bottles, colour charts and product, as well as a large amount of written resources). In addition, there is a video/DVD library, industry magazines, and specialized equipment like the Rollerball and Climazone machines. Resources may be borrowed on a daily basis and returned during or at the end of the day. There is a resource management book at reception, which is used to sign out Academy resources; Students are responsible for replacing lost resources at their own cost. The student may not remove school resources from the Academy without approval from the Director. Any damage to Academy equipment or property must be paid for. Full time students are to keep all personal items in their lockers. Equipment bags are to be kept under the workstations at all times, in line with Workplace, Health and Safety regulations.

ENROLMENT PROCEDURE

Before sending in your enrolment form:

- ❑ Check with the Australian Consulate or Embassy to find out what you must do to get a student visa.
- ❑ Read the Handbook and sign the Agreement form.
- ❑ Fill in and sign the Enrolment form (including the payment plan number and start date)
- ❑ Pay your non-refundable application fee of \$1000 AUD.
- ❑ Payment can be transferred electronically, using telegraphic or electronic funds transfer.
- ❑ Academy bank details are on page 30 of this manual.
- ❑ Photocopy your passport and visa (if you have them); attach them to your enrolment.
- ❑ Photocopy your English test results and attach them as well (these documents are verified by the Director at the Queensland Hairdressing Academy as are all relevant documents which pertain to international students, applications and Visa information that may be collected).
- ❑ Make arrangements for your Health Care Cover in Australia. Notify Medibank Private on 132331.
- ❑ Attach a passport photo, so that we can process your Student ID Card.
- ❑ After doing all of this, please fax us a copy of the bank deposit document, or email us the transaction details, so we can start processing your Enrolment, on 0011 61 7 3397 4165 or email them to director@qldhair.com.au .

Once all this has been done, forward the requested documents to:

The Queensland Hairdressing Academy

PO Box 213

Stones Corner, QLD. 4120

AUSTRALIA

You will be sent a Letter of Offer and an Electronic Confirmation of Enrolment, which will enable you to apply for your student visa. Your student file will be set up and your documents secured.

WHAT TO EXPECT ON YOUR FIRST DAY

At Induction, your textbooks will be issued (including a Practical Log Book), a Student Calendar, as well as your hairdressing equipment and the first workbooks. The Staff will explain how these books are to be used. You will also receive a Training plan, which will help you keep "on track", and you will be advised of all the Academy policies and procedures. If there are any questions please ask them. Your locker key will be issued, and you will have time to engrave all your equipment.

You will be introduced to all the teaching and administrative staff, and shown the various working areas of the Academy. Language, Literacy and Numeracy testing will be conducted to identify any specific needs of the student.

BONUS BENEFITS OF CHOOSING THE QUEENSLAND HAIRDRESSING ACADEMY

As we continually strive for excellence in the hairdressing industry, free bonus courses may be available during the scheduled college attendance time. You may select two.

1. Salon Communication Seminar and Certificate
2. Advanced Colour Seminar
3. Invitation to attend certain nominated Jon Le Court Staff Training nights and events
4. Opportunities for outstanding students to complete industry placement in a Jon Le Court Salon.

ARRANGEMENTS FOR UNACCOMPANIED CHILDREN

Presently, the QHA does not offer courses to International students under 18 years of age.

Students enrolling, are advised that any school aged children, accompanying them to Australia, will be required to pay full fees, if they are enrolled in either a government or non-government school.

VERSION CONTROL

Our commitment to being a leading hairdressing industry provider means that our business will continue to evolve as we introduce new services and products. Because of this, we may review and revise our policies, from time to time.

POLICY ON TRANSFER OF INTERNATIONAL STUDENTS

In the event that a student wishes to transfer studies from another CRICOS provider, or on fully completing a course in Australia, and enrolling in a new course, enrolment would be possible if a student has:

- Completed a minimum of six months in initial course of study
- Demonstrated good commitment to study
- Had a good attendance record for the course
- No outstanding fees
- The ability to supply a Letter of Release, outlining the above mentioned items

COLLEGE HOURS

The Academy is closed on public holidays and over the Christmas and New Year period.

Academy hours are from 8.30am to 4.30pm, Monday to Friday.

- ❑ From 8.30am – 10.30am - Theory time
You have the choice of working on your workbooks or attending a tutorial (class) at 9am.
- ❑ From 10.30am – 2.30pm Practical
(New skill development)
- ❑ From 2.30pm – 4pm Practical
(Revision of previous skills developed)
- ❑ From 4pm – 4.30pm
- ❑ Clean up and End of College day.

Because the Academy is your “workplace”, cleaning is part of our daily routine and complies with Workplace Health and Safety Regulations and Legislation.

Lunch break in the Education area is from 12.15pm – 1pm daily. Breaks are also available for morning and afternoon tea.

If you are conducting client work in the salon, the supervising educator will notify you of your lunch break, between 12.00 and 2pm.

STUDENT CONFIDENTIALITY

Our privacy policy applies to Jon Le Court Pty Ltd, trading as The Queensland Hairdressing Academy. Your personal information is important to us and we are committed to protecting your privacy. We recognise that you have a right to control how your personal information is collected and used. The Academy is bound by the National privacy principles, contained in the Privacy Act 1988. Any personal information you give us, we use solely for our business purposes, such as:

- ❑ Enrolling you in a course
- ❑ Establishing your account with us
- ❑ Fulfilling our obligations under any contract with us
- ❑ Providing you with information about our advanced course
- ❑ Developing our courses to better suit your needs and preferences

We will not use, or disclose, any personal information for any other purpose without your consent, except in very limited circumstances such as where:

- ❑ Disclosure is required by law
- ❑ When reporting to, or requested by, Commonwealth or State government agencies and if need be to the Fund Manager of the Assurance Fund.
- ❑ For Government statistical requirements

We have taken all reasonable steps to keep any personal information, which we hold about you, secure against unauthorised access.

We do not store any credit card details electronically, thereby safe guarding your credit card details against computer fraud and hacking.

Only authorized personnel are entitled to access your personal information.

Those authorized, are contractually obligated to respect the confidentiality of any personal information held by us. If, at any time, you want to know what information we hold about you, or wish to have personal information updated, corrected, or deleted, please contact the Director on (07) 3847 3874.

RECORDS

Both academic records, as well as attendance records are maintained and held at The Queensland Hairdressing Academy.

ACADEMIC:

You are requested to complete your workbook activities, which are handed in to the supervising educator for marking. If you have not answered a question properly, or incorrectly, it will be put in the "Review" box. This is to make sure that you have the necessary underpinning knowledge. Once it is reviewed, we suggest you sit your exam while everything is still fresh in your mind; the workbook and exam are then placed into the "Competency" box held in the Directors office. Student competency is updated and documented on a Full-time Assessment Checklist. At the end of the student's contract period, when all competencies has been achieved, the assessment outcome is then given to the Administrator for data entry and to process the qualification. The original qualification is presented to the student, a copy is put on file and the file is then archived. There is a central archive register, where students file are cross-referenced with box numbers for easy and quick access. Students are required to maintain satisfactory academic progress throughout the duration of their studies at The Queensland Hairdressing Academy, which means a student must pass in excess of 50% of assessments within a given study period.

Attendance: Roll call is held everyday by the supervising educator and recorded on the attendance sheet, which is then given to Administration for data entry. Once a student has enrolled in a course, the Academy will only allow them to defer commencement of their studies in cases of illness (needs to be evidenced by a Doctors certificate), or on other exceptional compassionate grounds beyond the student's control. If the student defers or suspends their studies for any other reasons, the Academy will report the student having breached their visa conditions. It is the student's responsibility to ensure their attendance is recorded accurately. If attendance is not recorded the Academy will assume the student is absent.

DRESS CODE

The Academy is your workplace...your appearance can be fashionable, but must be professional! We are proud of our high professional standard and want you to be too. It is a student's responsibility to maintain their clothing in a clean and neat condition; to come to the Academy looking like a hairdresser, with hair done and makeup on.

CLOTHING

Academy dress code is black, white, or black and white (no denim, colours, torn or stained clothes). We encourage individuals to be themselves and express their creativity in the way they dress, however, they must be smart and non-offensive. Shorts, beach attire, jeans are not acceptable.

SHOES

It is essential to always wear a good support shoe. In the hairdressing industry you are on your feet for long periods of time, so comfort is just as important as fashion. We encourage closed-in shoes in the interests of Health and Safety. Thongs, open shoes, or sports shoes are not to be worn. This will be reflected in your attendance record.

HAIR

Hair must be smart to represent a well-groomed appearance. We ask that all students' hair be done prior to the commencement of the school day. From time to time we do allow you to have your hair done by other students with permission from the supervising Educator, so you can continue to represent today's look in the hair and beauty industry.

MAKEUP AND NAILS

Must complement today's fashion. It is essential that you be well groomed at all times.

PHONES

Students will be called to the phone immediately, if the call is "urgent", otherwise a message will be taken and given to you. Phone calls can be made on the pay phone outside the Academy on the ground floor, before class, at lunch, or after college – at no other time!

INTERNATIONAL PHONE CARDS

Tele Pacific	1300 369 888
Time Phone Card	1300 736 900
Joy Phone Card	1300 652 184

MOBILE PHONES ARE NOT ALLOWED IN TEACHING AREAS.

Should mobile phones interfere with studies phones will be confiscated and held in the Director's office, to be picked up at the end of the day. The same principle applies to iPods and MP3 players.

STUDENT NOTICE BOARD

The student noticeboard is displayed on the left side of the Academy entrance on the first floor, when walking to the student recreation room. At different times, notices will be displayed on the board dealing with hair shows, competitions, industry updates and information, Industry educational calendars, college initiatives, etc that are in each student's interest to be aware and to check the notice board at regular intervals.

LANGUAGE, LITERACY AND NUMERACY

The Queensland Hairdressing Academy seeks to offer the very best learning support. This will help us identify any special student needs. If you require any special assistance please inform the Director on enrolment.

RECOGNITION OF PRIOR LEARNING (RPL)

The objective of The Queensland Hairdressing Academy's Recognition of Prior Learning (RPL) Policy is to ensure that an individual's prior learning, achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

This may assist the student to progress faster through a unit of competency. Application for Recognition of Prior Learning may be made to the Academy.

A booklet outlining the requirements is available from the Academy on request.

If RPL is made, which leads to a reduction in study load, the Academy will report the change of the course duration via PRISMS. Be reminded that it is still a condition of your visa that you be enrolled in full-time study.

If a student finishes their course early, they must either enrol in another CRICOS-registered course or leave Australia, unless they have been given permission by DIAC to remain in Australia.

CUSTOMISED LEARNING STRATEGIES

The Queensland Hairdressing Academy adopts a range of learning strategies in both theory and practical sessions that are customised to student needs. The Queensland Hairdressing Academy achieves this by giving students guidance, mentoring and coaching as well as assistance to train in a workplace environment.

The Queensland Hairdressing Academy caters for differences in learning styles by using a variety of delivery and assessment methods such as demonstration, role play, observation, problem solving, self paced learning and self assessment.

Students with English as a second language are given assistance such as being able to provide oral responses to some assessments and also they are given additional time in theory examinations.

Students with learning difficulties in literacy or numeracy are given extra assistance from The Queensland Hairdressing Academy staff in the form of tutorials, additional time in examinations, oral assessments and are directed to specific providers for specialist help if required.

RECOGNITION OF AQF QUALIFICATIONS ISSUED BY OTHER PROVIDERS & CREDIT TRANSFER

The Queensland Hairdressing Academy complies with the Australian Quality Training Framework standards for recognition of AQF qualifications issued by other providers and Credit Transfer. The Academy will recognise Statement of Attainment's or Qualifications issued by other Australian Registered Training Organizations as outlined in the Australian Quality Training Framework. If you wish to apply for credit transfer, speak with the Director or Educator and they will assist you complete the form. You will need proof of competency, by providing a certified copy of your previous Statement of Attainment/Results.

MODELS

The Queensland Hairdressing Academy provides the necessary models for your practical component. However, students may need to take some initiative in providing additional models for Industry workshops and in particular skill areas such as perming, and chemical straightening. These models are to be booked in to the Advanced Salon as personal assessment models and these models are only charged the cost of product, quoted before the service by the supervising Educator.

QUALITY ASSURANCE

The Queensland Hairdressing Academy has a Quality Assurance system, which is in accordance with the Australian Quality Training Framework. This system allows the Academy to provide the highest possible standard of quality and service to all its students. A copy of the policies and procedures are available on request. In the event that the Academy is unable to provide the services it has contractually agreed to, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 cover you.

DISPUTE RESOLUTION POLICY

Academic: Students may appeal against any result they believe to be incorrect or unfair. A fair and equitable process is available to all students wishing to appeal against decisions that may affect progress of the course. The Director must receive the appeal in writing within 14 days after the assessment. After interviewing the student, the appeal will be reviewed and a response will be given in writing within 7 working days, informing the appellant of the outcome; the reason for the decision will also be stated. If an appeal is upheld, there will be an opportunity to be reassessed. An independent assessor will give this reassessment at a time, which is mutually suitable.

In the event of a student encountering a problem with a person or process (including academic), The Queensland Hairdressing Academy suggest the following process;

1. Contact the Educator responsible to attempt to resolve the issue;
2. If the matter cannot be resolved, make an appointment to see the Director who will attempt to resolve the issue as quickly as possible. All details of the interview will be recorded in writing on the QHA Improvement Form, for the student's file.
3. The Director will discuss the issue with all parties involved in an attempt to agree to an acceptable solution. The student may nominate a support person to accompany him/her at any stage of the dispute resolution process
4. After confirming the complaint, the Director will respond in writing to the student, outlining outcomes, within a 7-day timeframe.
5. If a student is not satisfied with the outcome, they are given the opportunity to formally present their case to an independent person/panel.
6. QHA will make arrangements for independent mediation to resolve the dispute, made through the Dispute Resolution Branch, of the Department of Justice and Attorney General.
There are 6 Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located: 13th Floor, Central Courts Building, 170 North Quay, QLD 4001. Contact them on ph 61 7 3239 6269. Students outside of Brisbane can phone Toll Free on 1800 017 288. At present there is no fee for this service, but this may change. All grievances and/or complaints of The Queensland Hairdressing Academy will be treated in a confidential and caring manner.
7. If a student is concerned about the actions of this organization, they may approach the National Authority for CRICOS registration. In Queensland this is the Australian Skills Quality Authority (ASQA). The Director General has the power to suspend or cancel the Academy's registration or course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the Academy should be addressed to ASQA through the online complaint form at the attached link provided
<http://www.asqa.gov.au/about-vet/student-information/student-information.html>
8. If you wish to lodge an external appeal or complain about this decision, you can contact 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 www.oso.gov.au or phone 1300 362 072 for more information.

Nothing in this organisation's Dispute Resolution Policy negates the right of any student to take action under Australia's consumer protection laws in the case of financial disputes. Nothing in the Academy's Dispute Resolution Policy negates the right of any student to pursue other legal remedies. This policy will be reiterated on your first day at the Academy, during your Induction.

COUNSELING AND ASSISTANCE

In the event of a student having a problem with the course or on a personal level that relates to the course, we would encourage the student to seek advice from one of the Instructors. Each student is treated as an individual and any assistance would be given confidentially and in a caring manner. If unresolved, the student would be encouraged to approach the Director. If necessary, counselling would be directed to an Independent Advisor.

CHANGES TO POLICY

Our commitment to being a leading hairdressing industry provider means that our business will continue to evolve as we introduce new services and products. Because of this, we may review and revise our policies from time to time. Accordingly, we reserve the right to change our policies at any time.

DISCLAIMER

The Queensland Hairdressing Academy provides quality education, training and support. The Academy, and its staff, are not responsible for the students progression, or failure to reach course competency, by the end of their contractual period.

It is the student's responsibility to reach each competency in all qualification units by:

- Abiding by all QHA policies and procedures
- Setting their priorities correctly
- Abiding by all their contractual obligations
- Attending as required
- Applying themselves in their education and training.

CHANGE OF STUDENT DETAILS

At any time during your training at The Queensland Hairdressing Academy, you must report any change of personal details to Administration within seven days of the change. These changes include:

- Name
- Address
- Phone numbers/Mobile number
- Email address
- Emergency contact details
- Person responsible for fees
- Guardians details

An "Update Personal Details" form is available on request from Reception, and will need to be completed so that our data is current. This is your responsibility.

You will also be required to complete a mandatory "update of personal details" form at intervals no longer than each 6 months of study. This is a requirement of the Australian Government.

DISCIPLINARY PROCEDURE

All students must abide by The Queensland Hairdressing Academy Addendum. Any student failing to comply with these requirements will:

1. Receive 3 verbal warnings for the same behaviour
2. Receive written warning
3. If the same offence occurs after this, the student will be expelled.

Expulsion will also apply to students who commit theft, should Police investigations uphold the claim. Until then, they will immediately withdraw from the Academy.

Expulsion will also apply to any serious act of misconduct, such as drugs, alcohol, or willful destruction of Academy property.

The Academy provides protection for the welfare of all students. The Academy reserves the right to call the student's emergency contact/guardian, to get them picked up, if necessary.

OVERSEAS STUDENT HEALTH COVER

Hyperlink: www.ecu.edu.au/iso/content/health/index.php

As an international student on a student visa you are required to arrange Overseas Student Health Cover (OSHC) before your arrival in Australia. You will also be required to maintain your cover whilst you are on a student visa.

AHM (Australian Health Management) OSHC is a preferred provider of overseas student health cover. Choosing to study in Australia is a big decision and you want to know that you are with a quality health insurance provider. You have the freedom to choose a provider that best suit you, AHM provides students with:

- High Quality service and support
- Competitive commission levels
- Affordable, convenient product for students.

To find out more information, you can contact them on a Toll Free Hotline Service, which is available 7 days a week, 24 hours a day, or alternatively you can email them.

Call 134246 or email them on: oshc@ahmg.com.au

TOILETS

The toilets are located in the walkway behind the stairs and lift. The Advanced Salon also has its own toilet located in the salon.

STUDENT RECREATION ROOM

This room is a lunchroom for all students, equipped with a refrigerator, microwave, table and chairs, as well as a vending machine for soft drinks and food snacks

The refrigerator is checked daily and cleaned weekly, so do not leave any lunch boxes or bags behind, or you will lose them. The microwave oven is to be wiped out after use. Students are required to tidy up and clean their recreational room daily.

Food and drinks are not to be taken in the teaching areas, except for water.

LOCKERS

The receptionist will issue keys for lockers at Induction. All students require a locker for the safe keeping of personal items. No bags are allowed in the salon, except for equipment bags.

Any lost locker keys must be paid for. An amount of \$15.00 will be charged for replacement of lost keys. If a locksmith is required the fee will be \$50.

Full time students are to return their key before leaving the Academy at the end of their course.

HOLIDAY LEAVE

Four (4) weeks of annual leave per year for the Certificate III in Hairdressing and two (2) weeks of annual leave per year for the Certificate IV in Hairdressing have been factored into your course duration

PUBLIC HOLIDAYS

Public Holidays DO NOT affect tuition fees and are included as part of the costing of the "month's tuition" with the exception of the Christmas break.

HOW DO I COMPLETE A UNIT

Every unit of competency has a workbook. These are available on enrolment. Each unit begins by giving an explanation on each of the following:

- Assessment – What you need to successfully complete to achieve competency. They may include short answer/multiple choice tests; assignments, or completion of practical tasks based on achievement within a commercial time frame.
- Elements of Competency – This is where you will find a list of all the things you need to know and will be assessed against.
- Learning outcomes - What you need to know and demonstrate in order to be called competent.

ASSESSMENTS

For your assessments all short answer tests and practical demonstrations must be completed at the Academy under supervision.

When you feel you are ready to complete a written exam you can obtain the exam from the Educator. Exams will be marked and results available within one week. We suggest you contact your study supervisor to obtain your results. Any answers that are incomplete or incorrect may be discussed and your competency decided. In the event a student is not competent after sitting the first exam, the educator will ask you to go back over your theory, or discuss the material you are having difficulty with, before asking you to sit an exam for that unit again. It will be seen as a "failure to progress" if you have to sit a third time. This will be reported to the appropriate Government body, which may also affect your visa and continued study in Australia. Practical: An instructor must check all practical work on completion so they can record it in your workbook. Anything not checked will not be recorded. The student is responsible for getting their practical work marked off by the Educator on the **same day** (not 3 days later).

GRADUATION

Upon the successful completion of the course, a student will be issued with a Qualification, and Statement of Attainment, which details specific units completed. No results will be issued for partially completed units or when unpaid fees remain outstanding. Should the student not show the necessary competency to attain their Qualification, a Statement of Attainment will be issued for those Units showing total competency.

After the contractual period has ended, the student may choose to continue his/her study until they reach the necessary competency to attain their Certificate; additional costs would apply. (You would need to contact DIAC regarding the duration/expiry of your student visa).

AFFIRMATIVE ACTION POLICY OF THE QUEENSLAND HAIRDRESSING ACADEMY

"The Queensland Hairdressing Academy Management and staff are committed to the Affirmative Action Policy"

The Queensland Hairdressing Academy continually strives for a fair and equitable environment for its staff and students; we follow all aspects of this affirmative action/equal opportunity policy.

This policy is aimed to provide equal employment opportunities for women by taking affirmative action. No barriers shall exist within our organisation to inhibit anyone, from employment and promotional opportunities in the workplace. Through our fair and equitable systems and procedures, employees and students are recognised for their true skills allowing them more opportunities to further their potential in the workforce.

The educational programs at the Academy have been specifically developed to assist areas of

- Workers re-entering the workforce
- Anti Discrimination
- Skills Upgrade

Our programmes are constantly under evaluation and are annually reviewed for improvements in the areas of development, implementation, delivery and industry relevance.

ACADEMIC PERFORMANCE – Unsatisfactory progression

The Queensland Hairdressing Academy is very proud of its teaching team and the skill and success of the students who attend and leave the course qualified to an industry standard.

As well as the commitment to our students, we also have obligations to the Australian government in reporting unsatisfactory academic performance.

Our policy is as follows:

- 8 weeks after commencing at the Academy, you will have your first academic review with the student co-ordinator. These reviews are held continually every 8 weeks after that.
- The review date will be set by the student co-ordinator who will inform you verbally of the date and time you are to attend the review. You must attend, otherwise a letter of warning will be issued and a copy placed on your file.

- During the review of your academic progression, your attendance, your practical work and theoretical work will be assessed in order to determine whether you are ahead, on target or falling behind.
- You will be told of if you are falling behind at the first review. After a discussion, and with your approval, the student co-ordinator will put a "plan of action" (intervention policy) into place to help you catch up. You are required to sign to that on the review form. You are obligated to abide by the agreement.
- If you are still behind by the next academic review, alternative options may be suggested, such as mentoring, or further English language classes if you are having difficulties.
- We understand that this course is competency-based, so it may take some students longer than others to become skilled in different areas; however, if you are more than 2 weeks behind in either your theory or practical at any stage within each semester, a letter of warning will be issued. At the 2nd written warning a lack of academic progress will be reported to DIAC. Satisfactory academic progress is defined as passing in excess of 50% of assessments within a study period.

ACCESS & EQUITY POLICY

"The Queensland Hairdressing Academy Management and staff are committed to the Access and Equity Policy"

This policy is to offer students the opportunity to successfully gain skills, knowledge and experience through education and training.

Purpose of our Access and Equity policy: -

- ❑ Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- ❑ Equality of outcome within Queensland's vocational education and training for all people, without discrimination.
- ❑ Access for all people to appropriate, quality vocational education and training programs and services.
- ❑ Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.

Queensland Hairdressing Academy fair access and equity policy strives to meet the needs of all employers and students including but not limited to the following: -

- ❑ Women / Men
- ❑ Aboriginals and Torres Straight Islanders
- ❑ People from non-English speaking backgrounds
- ❑ People with a disability
- ❑ Rural and regionally isolated communities
- ❑ People in transition and other special groups
- ❑ People re-entering the workforce
- ❑ Sole parents
- ❑ People with literacy issues
- The long term unemployed
- Those who have been institutionalised.

Our programs, systems and policies are continuously evaluated throughout the year through the use of Feedback Forms issued to clients.

- ❑ Is the training accessible to everyone?
- ❑ Is it inclusive?
- ❑ Is it meeting learner needs?
- ❑ Is there support for learners with different and diverse needs?
- ❑ Does the education and training acknowledge and celebrate diversity?
- ❑ Does the student population reflect the diversity of backgrounds and experiences found within the broader community?
- ❑ Is education and training attracting and supporting people who, in the past, have been excluded – or unsuccessful – in their studies?

The agenda for the meeting incorporates responses from the above.

Workplace Health & Safety Plan

The Queensland Hairdressing Academy Management and staff are committed to the Workplace Health and Safety Plan In accordance with the Workplace Health & Safety Act 1995, the following is the Queensland Hairdressing Academy Workplace Health & Safety plan.

The plan has been developed to ensure the Health & Safety of the: -

- Employees
- Students
- Clients
- Visitors to the Academy

The plan aids in the control of the minimisation of: -

- Injury or illness resulting from the workplace
- Injury or illness resulting from inaccurate use of Academy supplied product in the workplace
- Accidents occurring due to inappropriate access to and from the workplace

The Queensland Hairdressing Academy ensures minimisation of risk due to its Risk Management Policy; it is a logical and systematic approach to the reduction of the incidence of injury and disease.

Four simple steps are required: -

- Step 1** Identifying and containing the hazard
- Step 2** Assessing the Risk
- Step 3** Deciding on, and implementing, control measures to prevent future levels of risk
- Step 4** Monitoring and reviewing the effectiveness of the control measures

Step 1 – Identifying the Hazard

The process includes but is not limited to a reporting structure through, consultation from the instructors, feedback from the students and employers, and direction from senior management in identifying any hazards that may or have potential impact upon the Queensland Hairdressing Academy.

In accordance with our Quality Assurance System A Non conformance, which could reflect unfavourably on the Queensland Hairdressing Academy is immediately reported to the Pncipal. This process identifies hazards immediately.

They can be logged by a variety of ways: -

- Internal Improvement Form
- Student Feedback
- Employer Feedback
- Director's Incident Log
- Correction Action Request

Step 2 – Assessing the Risk

Students upon identifying a Workplace Health & Safety risk are to inform instructor immediately. The instructor is to inform the Director, and familiarise themselves with the Workplace Health & Safety Guide for the Hair & Beauty Industry Page 9.

Step 3 – Risk Control Measures

During the assessment process, the measures that result would be corrective.

1. Corrective. Fix problem immediately by isolating cause.
2. Preventive. Personal look at the action in consultation with the Director, which will prevent the risk from re-occurring.

Step 4 – Monitoring and Reviewing Control Measure

Once again according to our QA Manual (QP4.14.1) all non-conformances are raised at the internal review when matters are revisited to ensure ongoing maintenance.

This is attended by General Manager and Director and has representation from instructors and students.

LEGISLATION REFERENCES

Legislation

Queensland Hairdressing Academy Pty Ltd provides its staff and students with access to all the relevant Acts and Regulations that govern the actions of persons engaged in the hospitality and business sectors. In particular, all training staff will be required to be familiar with all the provisions of the following Legislation as it affects Queensland Hairdressing Academy Pty Ltd as a Registered Training Organisation.

Copies of the following legislation will be available in either print form or by electronic media:

- Vocational Education, Training and Employment Act 2000
- Public Health (Infection Control for Personal Appearance services) Act 2003
- Qld Workplace Health & Safety Act 2011
- Extracts from the GST and Related Matters Act 2000
- Anti-Discrimination Act including equal opportunity, racial vilification, and disability discrimination 1991
- Workers Compensation and Rehabilitation Act 2003
- Commissioner for Children & Young Peoples & Child Guardian Regulation 2001
- Privacy Legislation
- Hairdressing Regulation Act 2002
- Health Regulation Act 1996
- Industrial Relations Act 1999
- Brisbane City Council Business and Procedure Act 1939
- ESOS Act 2002

Queensland Hairdressing Academy Pty Ltd has identified and will comply with relevant State or Territory Laws including Commonwealth or State/Territory legislation on:

- Occupational Health and Safety;
- Workplace Harassment, victimization and bullying;
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination;
- Vocational education and training;
- Queensland Hairdressing Academy Pty Ltd ensures that its policies and procedures meet the requirements of the legislation, which are relevant to its operations and that:
- Staff are provided with information about legislation that significantly affects their duties;
- Clients are provided with information about legislation that significantly affects their participation in vocational education and training.
- Queensland Hairdressing Academy Pty Ltd ensures that it has all the insurance cover necessary to carry out its business including:
 - Workers Compensation Insurance;
 - Public Liability Insurance;
 - Professional Indemnity Insurance;
 - Building and Contents Insurance where applicable.

Legislation Summary

The Vocational Education, Training and Employment Act 2000 can be read and printed from the Queensland Government Web site at: <http://www.trainandemploy.qld.gov.au>

This act provides an overview of legal definitions, basic concepts, apprenticeships and traineeships and vocational placements. It also provides the overarching legal framework for the operation of RTO's, procedures for amending, suspending and cancelling registration, audit powers, other powers, accredited courses, apprenticeship contracts, employer obligations, the training ombudsman, the Training and Employment board and council, and the operation of TAFE institutes.

The Public Health (Infection Control for Personal Appearance Services) Act 2003 can be found at the website:
http://www.legislation.qld.gov.au/Bill_Docs/Bill50_03.htm

The Public Health (Infection Control for Personal Appearance Services) Act 2003 provides information relating to hairdressing, beauty therapy, and skin penetration businesses. It identifies non- higher risk personal services such as hairdressing, beauty therapy, and those skin penetration procedures that are not higher risk services eg. Closed ear or nose piercing. If you operate a business that provides higher risk personal services you must hold a license under the act and only provide services from the premises stated on the license.

The act also provides guidelines for basic facilities although there are no mandatory building requirements for non- higher risk services. It also covers standard infection control precautions, environmental cleaning and waste disposal, guidelines for the operation of non – higher risk services, skin penetration procedures, cleaning & sterilising instruments, body piercing and tattooing, harm reduction strategies for personal appearance services.

The Brisbane City Council Business and Procedure Act 1939 provides for the making of the rules relating to the conduct of business & proceedings in the Council of the City of Brisbane and for other premises. It covers the appointment of an officer of the Public service to coordinate business etc of the Council, rescind resolutions, interpretation of the Local Government Act 1936 as to titles for land sold or acquired by Local Authorities.

The Health Regulation Act 1996

<http://www.legislation.qld.gov.au/search97cgi/s97r.cgi?action>

Part 5 of this act refers to Hairdressers and covers licences, licensed premises, sanitary provisions, dis-infection of appliances and miscellaneous areas such as infectious skin diseases.

The Hairdressing Regulation Act 2003 – see also

The Public Health (Infection Control for Personal Appearance Services) Act 2003
<http://www.legislation.qld.gov.au/search97cgi/s97r.cgi?action>

The Industrial Relations Act 1996 Individual Organisations Bill 1996

This act concerns arrangements relating to Employer/ employee individual organisations. It ensures individual organizations are made more accountable through strengthening of financial and other reporting. The bill 1996 contains legislation reforms to support a cooperative relationship between employer & employee.

The **Workplace Health and Safety Act 1995** can be read and printed from the Queensland Government Web Site at:
<http://www.whs.qld.gov.au/whsact/index.htm>

This Act covers who and what the act applies to, definitions, explanation of public liability as it relates to bodily injury and property damage, obligations of employers and others, obligations of workers and others, WHS board and committee roles, conduct of enquiries claims in relation to civil liability arising from the conduct of the Insured Professional Business Practice.

Information about **Work Cover Queensland** can be read and printed from the web site:

<http://www.workcover.qld.gov.au/>

About Work Cover

Workers' compensation insurance has been part of Queensland business since 1916. Since its formation in 1997, WorkCover Queensland has been the main provider of workers' compensation insurance to Queensland employers. WorkCover is a Queensland government owned statutory authority, which means that while we are part of the Queensland Government, WorkCover operates as an independent, commercial enterprise. Our income is derived from premiums paid by employers and returns on our funds invested. A WorkCover insurance policy insures employers against the cost of statutory claims and possible common law claims. This insurance coverage ensures that an employee who is injured at work receives financial support and rehabilitation following an injury. **Workers Compensation and Rehabilitation Act 2003** http://www.gcomp.com.au/scheme_development/legislation/htm/ - The Workers Compensation and Rehabilitation Act 2003, establishes a workers compensation scheme for Queensland – Providing benefits for workers who sustain injury in their employment, for dependents if a worker's injury results in the worker's death, for persons other than workers, and for others benefits: and Encouraging improved health and safety performance by employers **GST and Related Matters Act 2000** The Act covers all matters related to the implementation of GST.

The **Anti-Discrimination Act 1991** can be accessed and printed from the web site:

http://www.legislation.qld.gov.au/LEGISITN/CURRENT/A/AntiDiscrim91_06a.PDF

One of the purposes of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation and from sexual harassment and certain associated objectionable conduct.

The Act prohibits discrimination against Sex, Race, Political Belief, Lawful sexual activity, Marital status, Impairment, Family responsibility, Political belief or activity, Trade union Activity, Lawful sexual activity, Sexuality, Age, Parental Status, Social Origin, Religious conviction, Trade union activity, Sexual orientation, Relationship status, Pregnancy, Breastfeeding, Gender Activity. **Sexual harassment is defined in the Anti-Discrimination Act 1991** as happening when a person: Subjects another person to an unsolicited act of physical intimacy (egg. physical contact such as patting, pinching or touching in a sexual way or other unnecessary familiarity such as deliberately brushing against a person); or

- *Makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person (e.g. sexual propositions); or*
- *Makes a remark with sexual connotations relating to the other person (e.g. unwelcome or uncalled for remarks or insinuations about a person's sex or private life or suggestive comments about a person's appearance or body); or*
- *Engages in any other unwelcome conduct of a sexual nature in relation to the other person (e.g. offensive phone calls, e-mails, screen savers, indecent exposure or stalking);*
- **The Commission for Children, Young People & Child Guardian Act 2000** <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CommischildA00.pdf> *The object of the Act is to establish the commission for children and Young people and Child Guardian to promote and protect the rights, interests and well being of children in Queensland. The Act designates requirements for screening for regulated employment and regulated businesses, including the utilization of volunteers. This includes criminal history checks of all new staff.* [Http://www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

Commonwealth Legislation

Details about the following Commonwealth Legislation may be found on the Internet at the web sites listed.

The **Equal Opportunity for Women in the Workplace Act 1999** can be accessed and printed from the web site:

<http://eowa.gov.au>

The Equal Opportunity for Women in the Workplace Act 1999 aims to:

- *Promote merit in employment;*
- *Promote equal employment opportunity and eliminate discrimination; and*
- *Encourage consultation between employers and employees on these issues.*

The Act applies to workplaces employing more than 100 employees

<http://scaleplus.law.gov.au/>

The **Copyright Act 1968** can be read and printed from the web site:

<http://www.comlaw.gov.au>

The **Workplace Relations Act 1996** can be accessed and printed from the web sites:

<http://scaleplus.law.gov.au/>

Department of Education Science & Training

The AQTF Information kit is available at:

http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/

Other relevant information can be found by referencing the Web directory for the AQTF Standards published by DEST. A PDF version of this document can be found at:

<http://www.dest.gov.au/>

ENROLMENT FORM

INTERNATIONAL STUDENT CHECKLIST

Things to do **before** sending your enrolment form:

- Check with the Australian Consulate or Embassy to find out what you must do to get a Student Visa to Australia.
- They will need to know the following details:
- Queensland Hairdressing Academy CRICOS Provider number: 02207B
- Course Name: Certificate III in Hairdressing
 - Course number: SIH30111
 - CRICOS No 077453A
- Course Name: Certificate IV in Hairdressing
 - Course number: SIH40111
 - CRICOS No. 077452B
- Fill in and sign the Enrolment Form
- Read and sign the school rules (addendum)
- Photocopy your passport and Visa (if you have them) and attach them to your Enrolment Form.
- Photocopy any English test results and attach them to you Enrolment Form.
- Pay your non-refundable application fee to the Queensland Hairdressing Academy of \$1000.00 AUD.
- You need to make arrangements for your Health Care Cover in Australia. Notify Medibank Private on 13 2331 or contact AHM (Australian Health Management) OSHC is a preferred provider of overseas student health cover (oshc@ahmg.com.au).
- Payment can be transferred to us electronically from your bank to ours using a Telegraphic transfer or electronic funds transfer. Our bank details are included on the 'Other Information' page in this booklet. We also accept a money order in AUD dollars.
- Afterwards please fax us a copy of the bank deposit document or email us the transaction details so we can start processing your Enrolment form.
- Fax Number: (07) 3397 4165 or Email Address: director@qldhair.com.au

Important:

Once ALL documents have been completed, send your fees paid either electronically transferred or sent to:

The Queensland Hairdressing Academy, PO Box 213, STONES CORNER, QLD 4120 AUSTRALIA

You will be sent a Letter of Placement Offer and a Confirmation of Enrolment for Overseas letter, which will enable you to apply for your Student Visa.

Other Useful Information

PROVIDER NAME:

Jon Le Court Pty Ltd trading as
The Queensland Hairdressing Academy
411 & 416 Logan Road
STONES CORNER BRISBANE QLD 4120
02207 B

CENTRAL CAMPUS:

CRICOS PROVIDER NUMBER:

ACN:

009841123

ACCOUNT NAME:

Jon Le Court Pty Ltd

BSB #:

084100 – National Australia Bank

ACCOUNT #:

794300055

CEO:

Jon Le Court

Postal Address:

PO Box 213
STONES CORNER QLD 4120

TELEPHONE:

0011 61 7 3847 3874

FAX:

0011 61 7 3397 4165

EMAIL:

info@qldhair.com.au

WEBSITE:

www.qldhair.com.au

COURSE NAME:

SIH30111 Certificate III in Hairdressing
SIH40111 Certificate IV in Hairdressing

DELIVERY ADDRESS

Brisbane Campus:

416 Logan Road
STONES CORNER QLD 4120

INTERNATIONAL STUDENT OFFICER:

Tanya Howell

ADDENDUM

Queensland Hairdressing Academy reserves the right to alter or adjust the Addendum at any time, without notice.

- In the interest of student health and safety there is a non-smoking policy in all areas of The Queensland Hairdressing Academy. This includes sitting on the steps of downstairs shops smoking, as the businesses underneath the Academy do not appreciate it. (10 Metres from any open door or thurifers)
- No eating, drinking or chewing gum is permitted on school premises. No storage of food in lockers. The kitchen is available for food consumption and storage (as per Workplace Health & Safety Regulations)
- Daily cleaning duties are the responsibility of all students at the Academy. Personal equipment must be kept sterilised, in good working order and tagged.
- No equipment or products are to be removed from Academy premises. Any damage to Academy equipment or property must be paid for.
- The Queensland Hairdressing Academy accepts no responsibility for damage or loss of any personal items.
- Students must use professional salon ethics at all times and demonstrate a strong commitment to their studies and practical tasks.
- Students are accountable to their instructor and need to let the instructor know if they are leaving the salon floor. All students are responsible to have all worked assessed by instructor during and prior to completion of services. Any work done prior to loss of workbook will need to be redone.
- College is open 8.30am – 5.00pm. College hours of attendance are 8.30am to 4.30 pm – Monday to Friday. Late arrivals and early finishes are not acceptable. In the case of guest speaker classes, any late arrivals will not be admitted into the class. Lunch breaks are 45 minutes only and this must be organised with your instructor.
- In the event of a student's non-attendance, a phone call prior to 9:00 am to advise the Academy is appreciated.
- Locker keys are issued to all full time students. In the event of a locker key being misplaced, there will be a \$20.00 charge for replacement.
- Sign-in-sheets are supplied for all students to record their attendance. An absence from college will be assumed where these sign-in-sheets are not filled out.
- Phone calls – a public phone is located below the Academy's main office. The Academy's telephones are not available for students use. No mobile phones to be turned on during Academy hours.
- All full time students are required to follow Queensland Hairdressing Academy dress code.
- All Academy Students are required to comply with the Workplace Health and Safety requirements.
- The Queensland Hairdressing Academy abides by a fair and equitable grievances/appeal process.
- Expulsion will apply to any student who has received three (3) written warnings or who commits theft or any act considered to be serious misconduct.
- NO TOLERANCE DRUG / ALCOHOL POLICY - No drugs or alcohol are to be consumed, stored, or carried within or near the proximity of the Queensland Hairdressing Academy. No student shall arrive at the Queensland Hairdressing Academy, having consumed during the day, any of the above substances. Any student exhibiting symptoms of drug or alcohol use will be asked to leave the premises immediately. The student is not to return until such stage, as they are free from the effects of substance abuse. We reserve the right to request that a student have counselling with the appropriate authorities should this situation be ongoing. The Queensland Hairdressing Academy reserves the right to nominate the emergency contact and request that they make arrangements for the students safe passage home
- Vocational Education, Training and Employment Act 2000
- Public Health (Infection Control for Personal Appearance services) Act 2003
- Qld Workplace Health & Safety Act 2011
- Extracts from the GST and Related Matters Act 2000
- Anti-Discrimination Act including equal opportunity, racial vilification, and disability discrimination 1991
- Workers Compensation and Rehabilitation Act 2003
- Commissioner for Children & Young Peoples & Child Guardian Regulation 2001
- Privacy Legislation
- Hairdressing Regulation Act 2003
- Health Regulation Act 1996
- Industrial Relations Act 1999
- Brisbane City Council Business and Procedure Act 1939
- The Queensland Hairdressing Academy requires all students to abide to standards of:
 - No sexual discrimination
 - No sexual harassment
 - No religious discrimination
 - No gender discrimination
 - No age discrimination
 - No racial discrimination

Student Signature: _____

Director Signature: _____



Queensland
Hairdressing
Academy

**SIH30111 Certificate III in Hairdressing
Full Time International Student Enrolment Form
CRICOS CODE: 077453A**

Student Name:

Address:

.....Postcode:

Home Phone:.....Mobile:.....

Email address:

Date of Birth: Country of birth

Rate yourself in your understanding of English: Very well Well Not well
Not at all

Language spoken at home?

ENGLISH REQUIREMENTS

IELTS International English Language Testing Service (Academic) Score:

TOEFL Test of English as a Foreign Language Score:

EMERGENCY CONTACT

Name: Relationship:

Address:

Home Phone:..... Work Phone:

STUDENT HISTORY

What is your highest completed school level?.....

In which year did you complete that level?

Name of High School last attended:

Have you successfully completed any Courses since leaving school? Yes No

If yes, what was the most recent?

Do you have any medical disabilities we need to be aware of?

PAYMENT SCHEDULE

It is agreed that attendance will be (3 days/wk, Mon, Tues, Friday)) _____
 over _____ wks

PAYMENT DETAILS:		
		\$
Deposit	Non Refundable	
Kit/ Resources		
Payment Plan or	F/n or Mthly payments @ \$	
Payment in Full	(Total cost of tuition if paid in full)	
TOTAL		

All monthly payments are to be made prior to or on the 1st day of each month of tuition, according to the Payment Schedule.

This Course Agreement is for the Course of SIH30111 Certificate III in Hairdressing on behalf of the Queensland Hairdressing Academy at 416 Logan Road, Stones Corner and the student

Name.....of

Address.....

The Course will commence on _____ and the student is expected to complete and achieve competency of all modules as required by no later than _____ (i.e. – 64 weeks from commencement)

We estimate that the majority of students will finish the course within the specified time period, depending on learning capacity and full time attendance.

REFUND POLICY

In the event of a student starting, and then exiting the course prior to completion for any reason: the following will apply

- Reconciliation will be made against tuition fees already paid and scheduled attendance hours
- The current month's fees will suffice as a cancellation fee within the 1st month of the course
- After the first month, the month entered where tuition is received, will be forfeited. We suggest you cancel at the end of the current contracted month of delivery, if possible
- A \$300AUD cancellation fee will be charged to any cancellation
- No refund is available on the application fee or Kit
- Should a student not start on the agreed date, without notifying the Director, the Enrolment fee is forfeited.

The provisions of the ESOS Act 2000 and ESOS Regulations 2001 cover provider default.

International students, who for various reasons, are unable to commence their course are provided with a Deposit refund as set out below.

DEPOSIT REFUND	
5. Unsuccessful Visa application	100% Refund of Administration Deposit.
6. Cancellation of enrolment 28 days prior to commencement date.	75% Refund of Administration Deposit.
7. Cancellation between 28 days prior to commencement date.	50% Refund of Administration Deposit.
8. Cancellation after commencement date.	No refund of Administration Deposit.

All fees are to be paid in Australian dollars. In the event of a refund, the refund would be issued in Australian dollars, unless otherwise arranged.

Refunds will be issued upon receipt of a written refund application form. The refund process may take 14 days, but will not take more than 4 weeks.

This agreement does not remove the right to take further action under the Australian Consumer Protection Laws. This policy also does not circumscribe the student's right to pursue other legal remedies.

I(**Student Name**)accept the terms and conditions of The Queensland Hairdressing Academy.

Student signature: _____



Queensland
Hairdressing
Academy

**SIH40111 Certificate IV in Hairdressing
Full Time International Student Enrolment Form
CRICOS CODE: 077452B**

Student Name:

Address:

.....Postcode:

Home Phone: Mobile:

Email address:

Date of Birth: Country of birth

Rate yourself in your understanding of English: Very well Well Not well
Not at all

Language spoken at home?

ENGLISH REQUIREMENTS

IELTS International English Language Testing Service (Academic) Score:

TOEFL Test of English as a Foreign Language Score:

EMERGENCY CONTACT

Name: Relationship:

Address:

Home Phone: Work Phone:

STUDENT HISTORY

What is your highest completed school level?

In which year did you complete that level?

Name of High School last attended:

Have you successfully completed any Courses since leaving school? Yes No

If yes, what was the most recent?

Do you have any medical disabilities we need to be aware of?

PAYMENT SCHEDULE

It is agreed that attendance will be (3 days/wk, Mon, Tues, Friday)) _____
 over _____ wks

PAYMENT DETAILS:		
		\$
Deposit	Non Refundable	
Kit/ Resources		
Payment Plan or	F/n or Mthly payments @ \$	
Payment in Full	(Total cost of tuition if paid in full)	
TOTAL		

All monthly payments are to be made prior to or on the 1st day of each month of tuition, according to the Payment Schedule.

This Course Agreement is for the Course of SIH40111 Certificate III in Hairdressing on behalf of the Queensland Hairdressing Academy at 416 Logan Road, Stones Corner and the student

Name.....of

Address.....

The Course will commence on _____ and the student is expected to complete and achieve competency of all modules as required by no later than _____ (i.e. – 30 weeks from commencement)

We estimate that the majority of students will finish the course within the specified time period, depending on learning capacity and full time attendance.

REFUND POLICY

In the event of a student starting, and then exiting the course prior to completion for any reason: the following will apply

- Reconciliation will be made against tuition fees already paid and scheduled attendance hours
- The current month's fees will suffice as a cancellation fee within the 1st month of the course
- After the first month, the month entered where tuition is received, will be forfeited. We suggest you cancel at the end of the current contracted month of delivery, if possible
- A \$300AUD cancellation fee will be charged to any cancellation
- No refund is available on the application fee or Kit
- Should a student not start on the agreed date, without notifying the Director, the Enrolment fee is forfeited.

The provisions of the ESOS Act 2000 and ESOS Regulations 2001 cover provider default.

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12. Cancellation after commencement date.	No refund of Administration Deposit.

All fees are to be paid in Australian dollars. In the event of a refund, the refund would be issued in Australian dollars, unless otherwise arranged.

Refunds will be issued upon receipt of a written refund application form. The refund process may take 14 days, but will not take more than 4 weeks.

This agreement does not remove the right to take further action under the Australian Consumer Protection Laws. This policy also does not circumscribe the student's right to pursue other legal remedies.

I(**Student Name**)accept the terms and conditions of The Queensland Hairdressing Academy.

Student signature: _____



**Queensland
Hairdressing
Academy**

*I have read the
Academy handbook.
I understand and accept that I must abide
By all The Queensland Hairdressing Academy's
Policies and procedures.*

Full Name: _____

(Please print in full)

Signed: _____

Date Received: _____

QHA Representative: _____

I, _____ **(Name of Student)** understand the terms set out in the Queensland Hairdressing Academy Course Agreement and accept the payment and schedule as written in this Agreement.

STUDENT SIGNATURE: _____ **Date:** _____

DIRECTOR: _____ **Date:** _____

The Queensland Hairdressing Academy

WITNESS:

Name: _____

Position held _____

Signature: _____ **Date:** _____