

# Australian Hair & Beauty College Pty Ltd

Level 1 and 2, Royal Arcade  
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The commitments set out in the Australian Hair & Beauty College Code of Practice underpin the operations of the College. All staff will abide by its provisions.

## Code of Practice

The Australian Hair & Beauty College provides the highest standard of vocational education and training in the fields of hairdressing. Our Code of Practice outlines our operational policies and our commitment to our clients. The Australian Hair & Beauty College provides equal access to training delivery and assessment services for all students. Where possible, we conduct flexible training to meet specific needs of individual students.

The Australian Hair & Beauty College:

1. will conduct its business with honesty, diligence and integrity in all aspects of its functions;
2. complies with all state and territory regulatory and legislative requirements;
3. maintains registration on the Commonwealth Register of Institutions and Courses for International Students (CRICOS 02606J);
4. advertises and markets its training delivery services openly, honestly and with integrity;
5. provides accurate, relevant and up-to-date information on enquiry;
6. states its fees and charges on enquiry;
7. outlines its fees refund policy in the Student Handbook;
8. enrolls applicants 18 years of age or older to its courses on the basis of access and equity;
9. recognises qualifications/statement of attainments issued by registered training organisations within the Australian Qualifications Framework;
10. provides students with a thorough induction to the college and the course in which they enrol;
11. provides up-to-date facilities and equipment in a safe and healthy environment;
12. prohibits discrimination, bullying or victimization in any form towards any group or individual;
13. employs suitably qualified and experienced staff;
14. conducts fair, flexible, valid and reliable competency based assessments;
15. provides an assessment appeals procedure and opportunities for re-assessment;
16. provides academic support to students or referral to external agencies for additional learning support;
17. refers students to external expert advise for personal and financial support;
18. encourages feedback and evaluation from its stakeholders;
19. maintains accurate, confidential and secure training and financial records;
20. provides timely and accurate information to government agencies and funding bodies;
21. analyses and reviews training delivery and assessment procedure;
22. documents and implements appropriate changes;
23. notifies students three weeks in advance if the College decides to relocate.
24. Implements the intervention strategy according to the National Code 2007