

SECTION 4

Studying at *Australian Hair and Beauty College*

Section 4: Studying at Australian Hair and Beauty College

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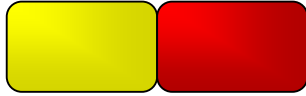
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To Begin:



Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
 - International Office staff and their duties
 - Course or Academic Advisor
 - ESL Advisor
 - Student Services staff
 - Religious/Cultural/Ministry staff
 - Accommodation/Homestay Coordinator
 - Counsellors
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
 - Library
 - Computer rooms and facilities
 - Recreation and eating areas
 - Clubs and Associations
 - Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

What to Do First

Report to the Administration that you have arrived, have your passport and your COE ready. The Administration staff will inform you the procedure prior Orientation.

International Student Orientation

Please arrive at 9:45am on the date specified on your COE.
AHBC students must wear closed toed shoes.
Be prepared for an all day Orientation.

Director of Studies and Compliance Officer: Chris Drake.

Orientation/Induction to the Course

STUDENTS MUST ATTEND ORIENTATION IT IS COMPULSORY

Before paying and commencing a course at the Australian Hair & Beauty College, you will have had the following information explained to you. This information will then be clarified to you during your Induction process. This vital information is available on our website:

your stay in Australia;

accommodation, finances and further study;

requirements to receive a qualification;

certificates issued on successful completion of the course;

how your skills, knowledge and attitudes will be assessed;

recognition of prior learning (RPL) or recognition of current competency (RRC);

how you can appeal if you don't agree with your assessment outcome;

how you can place a complaint or appeal if you are not satisfied with any part of the course or training;

how you can get extra help with your learning;

course timetable;

course content;

emergency evacuation procedures;

Your obligations as a student at our College including attendance and academic performance requirements.

The Orientation days are as follow:

| Intake dates | Month |
|---------------------|----------------|
| 6 & 20 | July 2009 |
| 3 & 17 | August 2009 |
| 7 & 21 | September 2009 |
| 5 & 19 | October 2009 |
| 2 & 16 | November 2009 |
| 7 & 21 | December 2009 |
| 4 & 18 | January 2010 |
| 1 & 15 | February 2010 |
| 1 & 15 | March 2010 |
| 5 & 19 | April 2010 |
| 3 & 17 | May 2010 |
| 7 & 21 | June 2010 |

International Student 'Code of Behaviour'

Student Responsibilities/Code of Behaviour

While you remain a student at the Australian Hair & Beauty College it is your responsibility:
attend class regularly and punctually; follow the booking in procedure outlined in your handbook
advise the College of any absences; when immediately possible
keep the College informed of your address and other contact details at all times whilst in Australia within 7 days of changing either
conduct yourself in a safe and healthy manner;
follow the intervention strategy as outlined in your handbook regarding attendance and academic performance
behave in a manner which prevents injury and disease to you, your educator and fellow students;
identify and report to your educator any possible hazards from equipment, facilities and the environment;
comply with and assist in the College's emergency procedures;
refrain from smoking anywhere in the College building;
refrain from drinking and/or eating in the College;
comply with the Assessment Information outlined in the Student Handbook and the
register complaints, disputes or appeals with your educator;
ensure non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the College;
report any discriminatory behaviour, bullying, victimisation or harassment to your educator;
refrain from unacceptable behaviour including the use of bad language, alcohol and drugs;
refrain from the use of devices which may disrupt classes ie. mobile phones, ipods and pagers.

Disciplinary procedures

Suspension/Defferal

The Australian Hair & Beauty College will do all in its power to ensure all students receive fair and equal treatment. If a student is unable to abide by the College rules and regulations, then they may be requested to not return to College premises for a specified duration of time stated by the Principal. The Australian Hair & Beauty College reserves the right to suspend students who do not abide by the College Code of Practice, or any of the following:

theft;
non-payment of fees;
non-attendance;
disruptive behaviour;
not abiding by the College Code of Practice.

The timeframe for suspension depends on the incident(s) and is up to the discretion of the Principal. The Australian Hair & Beauty College reserves the right to suspend students. The procedure for suspension is as follows:

Step 1: A meeting will be held with the student in question and a verbal warning will be given to the student along with updated records in the student files.

Step 2: A written warning will be presented to the student and details documented in the student files.

Step 3: The student will be given a written letter documenting their suspension details and reasons for doing so. Details are documented in the student file. No refunds will be given.

10 Expulsion

The Australian Hair & Beauty College reserves the right to expel students for not abiding by the College Code of Practice or any of the points stated in Policy 9-Suspension. See below for details:

Step 1: A meeting will be held with the student in question and a verbal warning will be given to the student along with updated records in the student files.

Step 2: A written warning will be presented to the student and details documented in the student file.

Step 3: The student will be given a written letter documenting their suspension details and reasons for doing so. Details are documented in the student file.

Step 4: If the student has proceeded through the suspension process (as per above) and continues to not abide by College rules and regulations then the College reserves the right to cease delivery & assessment of the course and expel the student from College premises on a permanent basis. Notification of this outcome will be delivered to the student in writing and apply only after the student has proceeded through the suspension process. No refunds will be given.

Academic Policies & Procedures

Please refer to the Student Handbook given to you on your Orientation day.

Complaints & Grievances

Complaints and Appeals Procedures

Student Complaints and Appeals

AHBC welcomes your feedback and suggestions on our services. We respond to all substantiated complaints and appeals against decisions made by us in a constructive and timely manner.

All complaints must be addressed and in writing to:

The Principal
Australian Hair and Beauty College
PO Box 516 Bondi Junction 1355

AHBC internal complaints procedure.

AHBC ensures that:

- Each complaint and appeal and its outcome is recorded in writing.
- Each appeal is heard by an independent person or panel.
- Each appellant has an opportunity to formally present their case and is given a written statement of appeal outcome including the reasons for the decision.

If you have a problem or complaint with another student, the trainer, the course content, the facilities or any component of the course you should talk to your Educator, Welfare Officer or College Coordinator. Please write down your complaint. Any complaint found substantiated will be acted upon immediately. Feedback will be given to you in the form of a meeting and in writing on the College premises. The meeting will be held with yourself, the College Coordinator and any relevant parties – you may bring someone with you for the meeting if you wish to do so. The internal procedure is at no cost to the student.

If after following one of these options you wish to make a formal complaint you should put your complaints in writing to the Principal. If you or the Principal feel there is a reason why the Principal should not be involved an independent mediator, agreed by both parties, will be appointed. AHBC maintains a written record of each complaint.

If at any stage you are dissatisfied with the response to your complaint you can appeal the decision. This should be done in writing and addressed to the Principal. AHBC will organize for and independent person to hear the appeal. This gives you're the opportunity to formally present your case. You will be provided with a written statement of the appeal outcome including the reasons for the decision.

In situations where and independent mediator is required this person will be independent to the complaint and appeal. They will be qualified and experienced in the particular area of the complaint and appeal and, depending on the nature of the complaint and appeal, they may include:

- A panel of qualified trainers/assessors.
- A qualified trainer/assessor external to AHBC.
- A representative of ACPET.
- A representative of WRAPS or the Service Skills Council.

AHBC intervention strategy

As per the National Code of Practice for RTO 2007, this is the intervention Strategy for Certificate III in Hairdressing, Certificate IV in Hairdressing and the Diploma of Hairdressing Salon Management at Australian Hair and Beauty College. This complaints and appeals procedure applies to complaints or appeals arising from the intervention strategy relevant to failure in meeting course progress as stipulated in the student handbook.

Standard 8 Complaints and Appeals

Under Standard 8, of the national code, if at any time a student feels the need to access our complaints and appeals process at Australian Hair and Beauty College the procedure will be as follows:

Standard 8.1 (National Code 2007)

- Any complaint will need to be in writing. This could be through a Session Evaluation form, College Evaluation form, or Course Evaluation form. These forms are available from the administration staff and are also available from educators during lectures. This form needs to be addressed to the Principal who in turn will address the complaint as quickly as possible, this must be within 10 days of receiving the written complaint.
- The College Coordinator/ Director of Study and Compliance will make an appointment with the said student to discuss any complaint or appeal. This meeting will be attended by the Coordinator, Director of studies and Compliance or the Principal
- The student/complainant may also wish to have someone else with them during this meeting.
- Once all matters have been discussed and an agreement has been met by both parties, the complainant is to be given a written 'statement of outcomes' including details of the reasons for the outcomes.

Standard 8.2 (National Code 2007)

AHBC has sourced an external company to hear student complaints or appeals arising from its internal complaints and appeals process. This company is independent of and external to AHBC. To access this external appeal body the student must contact them directly. Application forms are available from the administration desk in the main suite of the College. Students may only access the external complaints and appeals body once the internal complaints and appeals process has completed. The student and the provider share the costs.

ACPET

(Representative)

Box Q1076 QVB PO, Sydney NSW 2000

+61 2 9264 4490 (phone) +61 2 9264 4550 (fax)

Standard 8.3 (National Code 2007)

Should an outcome not be reached, the student/complainant will be given the opportunity to access an independent body to handle the complaint further. The student/ complainant will be told this and advised that this will be at minimal or no cost to the student/complainant.

If you are not satisfied with the way the complaint and/or appeal were handled by the AHBC you should feel free to take it to an outside agency such as listed below:

Standard 8.4 (National Code 2007)

If a student chooses to access AHBC's complaints and appeals processes as per this standard – AHBC must maintain the student's enrolment while the complaints and appeals process is ongoing. If the student does not access the complaints and appeals process within 20 working days, AHBC will proceed with the cancellation procedures.

Standard 8.5 (National Code 2007)

Once the student/complainant has accessed an external appeals and the outcome is in the students favour, AHBC must implement any decision immediately and/or corrective and preventative action and advise the complainant of the outcome.

These are other options for accessing external agencies.

Department of Fair Trading
1 Fitzwilliam Street
Parramatta
NSW
2123
Ph (02 98950111)

WorkCover Information Centre
400 Kent Street
Sydney
NSW
2000
Ph 131050

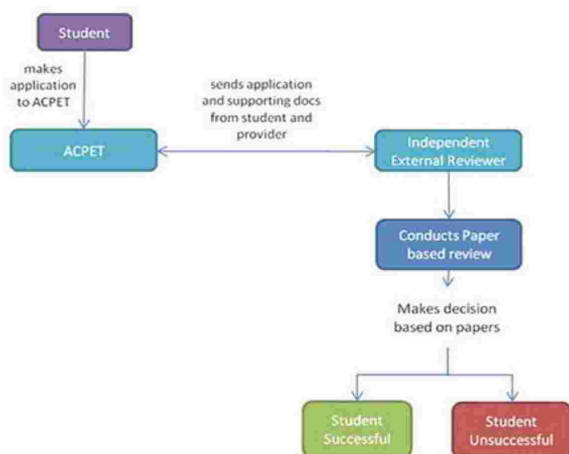
Anti-discrimination Board
Level 4/181 Lawson St
Redfern
NSW

Office of the Director of Equal Opportunity in
Public Employment
Level 11 - 28 Margaret Streets
Sydney, NSW, 2000 - Ph (02) 9248 3555

National Complaints Hotline 1800 000674

ACPET External Complaints and appeals process description.

ACPET External Review Process –
Post Student Application



International Student Visa Conditions

For a full list of **mandatory** and **discretionary** student visa conditions please visit www.immi.gov.au/students/index.htm

Academic Progress

Monitoring Course Progress

AHBC Policy on Monitoring, Recording and assessing student's academic progress

AHBC is proactive in notifying and counseling students who are at risk of failing to meet course progress requirements. Under section 19 of the ESOS Act, who have breached the course progress requirements?

At AHBC all students' academic progress is monitored, recorded and assessed on a monthly basis reflecting a study period. This will be tracked via progress charts inside each student's academic folder for practical course requirements and the barcode system for theory progress. The Training Director will systematically check students progress every when entering student results.

Students will be informed at induction, as to the progress recommendations of each of the units of competency, and the time allocated in which to complete their chosen course within the expected duration time. E.g. for Certificate III in Hairdressing this time is 1 year or 42 college weeks, 20 hours a week

At the end of each study period the unit coordinator will print academic reports for all students for the previous month. The report will list all the tasks including assessments that students must complete in order to obtain the qualification they have enrolled for. The unit coordinators will make an assessment as to students potentially falling behind and students whom have fallen behind for that particular month. Student's holidays are considered when making the assessment. The Unit Coordinators will compile a short list of students and group them into stage one, two or three of intervention see point 9.

The Unit coordinators/Training director will give students written evidence of which stage of intervention they are in for the month. All correspondence will be scanned and saved for future reference.

If a student is at risk of not making satisfactory course progress, the academic advisor will establish a support program which may include one or more of the following:

- attending academic skills programmes;
- attending tutorial or study groups;
- receiving individual case management;
- attending counseling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- a combination of the above and a reduction in course load

A record of the intervention measures implemented will be kept in the student's file.

(a) Satisfactory course progress for Certificate III in Hairdressing WRH30106

(a) Requirements for achieving satisfactory course progress

AHBC will use the table below as a guide when monitoring, assessing and reviewing course progress for the 3 Courses which are on its scope. Student's course progress is checked monthly for the previous month. When the guide below is achieved for weeks on a cluster of subjects, it is deemed that the student has achieved satisfactory course progress for that month. For example:

A Student has been in Salon Fundamentals for 4 weeks and have completed 6 units of competency, they would be deemed to have satisfactory course progress. By the next months check they should have completed Salon Fundamentals.

(b) Assessing satisfactory course progress

AHBC will assess course progress for all its courses on scope monthly for the previous month. AHBC unit coordinators will update each student's electronic file and print out the reports. An Assessment will be made using the table below, taking all theory and practical work into consideration.

(c) Intervention

AHBC has implemented an intervention strategy consisting of three stages. Stage 1 is where the student is notified that they might be falling behind in their progress, an entry is made in the student's electronic file the student will be spoken to by the corresponding unit coordinator and alerted to the fact that they should be aware that it is looking like they might be falling behind. They will be guided into what they should have completed by the next academic check.

If the same student is behind in the second consecutive month they will be classed in stage two. Stage 2 is where a student is spoken to by two or more educators and given a formal letter, inviting them to suggest their own improvement strategy to be able to catch up with their studies. All means and ways of efforts are put in on behalf of AHBC to assist the student meeting their target. The student is assigned an educator for the month to supervise their progress.

If the same student is behind in the third consecutive month they will be classed in stage 2.2, This is where the student is issued with a letter of intent to report to the Principal. The student is given the letter with a copy of the complaints and appeals procedure

(d) Determining failure to meet course progress requirements

A student would be deemed to have failed to meet course progress requirements if they have not improved their progress over a three month period measured by the guide below

(e) Notifying students

A written letter will be issued to the student and forwarded to their supplied address, email address. The College will try various ways of contacting them (phone, sms, email physical address) Students will be notified within 5 working days of making the assessment on course progress, due to the flexibility of the College

Assessing course progress

AHBC assess course progress as above policy mentioned at the end of each study period which is monthly. Reports are printed, discussed, assessed and students are informed within 5 working days. Students whom are absent due to illness or students on holidays will be spoken to when they return. The attendance enforcement officer will notify the unit coordinators when students return.

This table sets out the requirements for students to complete their studies within the specified allocated weeks, and achieving satisfactory course progress. Student's barcodes issued in Certificate III gives them each task they would need to complete in order to qualify for the AQF Certificate III in Hairdressing

Intervention strategy

Available to students: International student handbook
Available to staff: Staff handbook, X: Staff folder

(c) Activation

Intervention strategy is activated if a student has not achieved academic performance by the table above in 50% of the estimated course work in the allocated cluster

For example:

A student has been studying the Diploma of Hairdressing Salon Management and has been at the College for five weeks and only has completed WRHSM502A, the student has therefore not met the requirement in a study period where the student was expected to complete 2.2 Units of study approximately. The student would be subjected at this stage to Stage 1 of the intervention strategy.

(b) Assisting

Strategies used by AHBC to assist students meeting course progress

1. Lectures
2. Demonstrations
3. Video
4. One to One session with educators/assessors
5. Goals (written benchmarks to achieve individual tasks)
6. Coaching
7. Mentoring
8. Reducing some of the students course load

(a) Contacting

Students are informed at Stage one via face to face meeting with corresponding unit coordinator
In stage two the students are issued a letter that they and AHBC signs
If students have not come in within five days of the assessment made, the Unit coordinators will try and contact the student via, email, mail, phone call, text message.

Monitoring Procedure

1. At the beginning of each study period students previous months academic performance are monitored
2. All unit coordinators print out their students reports for discussion after making sure the barcodes have been updated

Assessing Procedure (see point 9)

3. The unit coordinator will make an informed decision based on the guide above if a student is performing or looking like they might fall behind and discuss it in the morning meeting
4. If a student's report is satisfactory as deemed by the unit coordinator a entry will be made on the students physical paper report and one in the Manager Menu of the students own electronic file. The student will receive a copy of the report in their attendance file for their own record and for feedback on how they are proceeding through the course
5. Should the student look like they are falling behind the students report will be kept separately for discussion with the unit coordinator falling under Stage 1 of the intervention strategy
6. The unit coordinator will inform the student that it looks like by next month they will be in stage 2 unless they can complete By (date). The student then has their report and the unit coordinator has guided them into what they should have completed by the next months academic progress check.
7. If the student improves their progress they will fall back to Stage 0
8. Should the student by the second month not complete what was agreed, or make no improvement the students report would fall into Stage 2
9. The student would receive a formal letter attached with a copy of the previous months report and the current report to compare efforts made.

10. The letter would ask the student to make an appointment with the corresponding unit coordinator with an improvement strategy that they compile themselves in order to complete the course on the stated COE date. The improvement strategy could include above required attendance, more lecture and demonstration attendance etc.
11. The Unit Coordinators will discuss the student's improvement plan with them to establish if it is realistic and not unreasonable to the student. Every effort will be made to assist the student to improve their progress
12. The student will be assigned a educator to shadow them for the next month to help motivate an assist to meet their goal
13. If the student in the third month has caught up significantly the student would be back at Stage 0
14. If the student in the third month has just caught up – the student would fall back into Stage 1 as a reminder to check the students progress
15. If the student in the third month has not made the required improvement or no improvement at all the student will be in Stage 3
16. Stage 3 is where AHBC will inform the student of its intent to cancel their enrolment based on Standard 10 of the National Code 2007
17. The student will be given a letter informing them of the College's intent to cancel and an accompanying complaints and appeals process
18. The student has 20 working days to access the complaints and appeals process

Recording Procedure

- Physical reports capture the students individual barcodes
- Student reports that meet satisfactory course progress are filed in the student's progress file
- Entries are made in the students electronic file located on the Manager Menu Q:
- A folder is located on the X drive for stage one, two and three with correspondence evidence

Implementing the intervention strategy

AHBC implements its intervention strategy if students have not met at least 50% of units / course work in the study period of one month. AHBC intervention strategy has been developed in consultation with the National Code Explanatory Guide, and to assist students meeting expected COE completion dates.

Reporting students for not meeting satisfactory course progress

AHBC will when it has followed its intervention strategy procedure, report students whom have not met the requirement in the third consecutive month.

Students are informed on their letter that the complaints and appeals process is available to them and should they wish to access it, they have 20 working days in which to do so.

Reporting to DEEWR through PRISMS

Should a student choose not to access AHBC's complaints and appeals process, withdraw from the process or the process was completed and resulted in a decision that supports AHBC, AHBC will report on the students Confirmation of Enrolment notifying the Secretary of DEEWR that the student has failed to meet satisfactory course progress as soon as practicable.

Attendance

Monitoring Attendance

Policy on attendance

AHBC systematically monitor student's attendance on a weekly basis. AHBC is proactive in notifying and counseling students relating to attendance. AHBC will report students under section 19 of the ESOS Act, who have breached the attendance requirements. AHBC implements bimonthly study period audits on students whom for 8(eight) consecutive weeks have only attended the minimum requirement of 80%. These audits are to identify and counsel student whom are at risk of falling behind the required course attendance. AHBC requires students to attend 20 contact hours per week, at a minimum 80% of the contact hours. The College will credit students 8 hours for public holidays. The College will use its discretion when accepting medical certificates for absences. Absences must be evidenced by a medical certificate where possible. Students must attend at least 80% of their course. The amounts of absences are limited for each course.

Attendance Enforcement Officer (AEO)

AHBC has employed a suitable candidate to monitor record and assess student attendance. The AEO is directly responsible to the Principal. The AEO is responsible for system back up regularly and issuing students with the appropriate intervention mechanisms in consultation with the unit coordinators. The electronic system will be managed by the Attendance Enforcement Officer. The AEO role will be to manage the system and for authenticity of logins by students. The AEO will print reports weekly to monitor student's attendance weekly. The AEO will print monthly individual reports to inform students of their on going attendance performance. The reports will capture attendance and absences.

System

Student's attendance is recorded electronically. Students are required to sign in on the sheets provided for a study period in advance – depending on the discipline. Certificate III in Hairdressing Educators are rostered on a particular discipline for a 3 month period at a time. Your educator will know which students he or she will be attending to well in advance. This system has been designed to foster good relationships and communication between the AEO, Unit Coordinators, Students and Staff.

Steps to take when you arrive at College for your planned shift

1. Report to the Attendance Enforcement Officer located at the student attendance desk in Suite 12 of the College
2. Log in to the Electronic Attendance touch screen system with your PIN number to register your attendance
3. The attendance Enforcement Officer will verify your identity by your ID photo that will appear on the monitor
4. Attempts at non authentic log ins will be reasons for expulsion under student misbehavior/general misconduct
5. Proceed to the allocated discipline you are studying (cutting, colour, hair design etc)
6. Announce yourself to the educator(s) allocated to that discipline – educators have name tags on for new students
7. The educator will highlight your name on the sign in sheet to indicate you are present
8. You are to log out for personal activities for example if you need to go to the dentist etc.
9. You must log out at the end of your shift – students whom forget to log out will be counseled by the Attendance Enforcement Officer. You are allowed three counseling sessions and then you will be issued with a warning letter – you will only receive one warning letter. Should this happen after the warning letter again you will face suspension from the College.

Not attending a planned shift

You must contact the Attendance Enforcement Officer should you not be able to attend a planned shift

Monitoring

AHBC requires students to attend at a minimum 80% attendance for the Course for which the student is enrolled. The electronic system will capture student's daily attendance and formulate weekly reports that the Attendance Enforcement Officer will print out for the previous week. The Attendance Enforcement Officer will make the assessment in relation to AHBC policies and procedures regarding attendance (20 hours = 100% attendance and 16 hours = 80% attendance) students achieving less than 80% attendance will be subject to the following actions being taken:

1. Student has not achieved the minimum attendance requirement of 80% for the first time
2. Attendance Enforcement Officer will notify the student and give the student a verbal warning informing them of AHBC's attendance requirement
3. Verbal warnings will be evidenced by a signed document from the Attendance Enforcement Officer
4. The document will be scanned and saved for future reference
5. Student has not achieved the minimum attendance requirement of 80% for the second time
6. Attendance Enforcement Officer will contact the student and issue the student with a written warning signed by the AEO and the student.
7. The written warning will be saved for future reference
8. Student has not achieved the minimum attendance requirement of 80% for the third time
9. Attendance Enforcement Officer will issue the student with a counseling letter to counsel the student which the student must sign
10. The counseling letter will be saved for future reference
11. Student has not achieved the minimum attendance requirement of 80% for the fourth time
12. The AEO will issue the student with a notification to report to the Principal the breach.
13. The letter will be signed by the Principal and the student and saved for future reference
14. Student has not achieved the minimum attendance requirement of 80% for the fifth time
15. The AEO in consultation with the Principal will issue the student with the intention to report the breach to the Secretary of DEEWR via PRISMS
16. The student is given a copy of the complaints and appeals procedure
17. Should the student not access the Complaints and appeals procedure or withdraw from the process, AHBC will notify DEEWR via PRISMS of the students failure to meet attendance requirements
18. Should the student access the Complaints and appeals procedure and the procedure results in a decision supporting the student, AHBC will implement the decision made

AHBC will not report a student for breaching attendance requirements if their academic progress is above satisfactory and the student is consistent in at least attending 70% of the course hours.

AHBC will use any of the following contact methods to contact the student:

- Telephone
- Email
- SMS
- Mail
- Students friends
- Face to face
- Agent

Recording Attendance

AHBC records attendance using the following methods

Electronic Recording system (photographic recognition system used with security PIN)

The ID photo will be taken by the administration department upon student commencement of studies, and issued with a security PIN number.

students must upon arrival report to the Attendance Desk located in the main suite 12 of the College. Complete the following steps to register your attendance:

1. Enter your PIN number
2. Press F5 and enter your PIN again
3. Touch your ID photo to confirm an authentic Log on
4. Proceed to the Log on ICON
5. Verify the time, the program has prompted

Allocated discipline roll – students book themselves in for the days and shifts they would like to attend. They are to book a study period (one month) ahead. The sheets are located on the front desk of Suite 12 for Certificate III students and on the front desk in Suite 13 for Certificate IV and the Diploma students. Students are to report to the educator (once logged on) allocated to the discipline for which the student has signed in to get their name highlighted by the educator. This will inform the educator that the student has arrived for their shift.

LUNCH Breaks

Students whom are attending a full shift will have an hour lunch subtracted for each full shift they attend. Students whom are attending a half shift are not eligible for a lunch break. Students booked in for a full shift on Fridays will incur a half an hour deduction for lunch. The Attendance Enforcement Officer will deduct the hours at the end of the week for all students whom attended a full shift.

Roll call –

Certificate III Allocated discipline roll

Suite 12

Each educator is allocated a discipline for three months and has the student sign in sheet for the day. Once a student is logged on in the electronic system they then proceed to their allocated discipline and report to the educator. The educator will highlight their name to register their attendance.

Certificate IV Allocated course roll

Suite 13

The Unit Coordinator will keep the sign in sheet for the day and students once logged on must report to the unit coordinator. The unit coordinator will highlight their name to register their attendance.

Diploma Allocated course roll

Suite 24

The Unit Coordinator will keep the sign in sheet for the day and students once logged on must report to the unit coordinator. The unit coordinator will highlight their name to register their attendance.

AHBC attendance information available to students

- (a) Student Handbook
- (b) Prospective student pack
- (c) Policies and Procedures manual

Contacting and Counseling students

AHBC monitors, records and assess student attendance weekly. Should a student not have contacted the Attendance Enforcement Officer and present with no attendance for 5 consecutive days, the AEO will contact the student. The student would be required to come in for a meeting with the Attendance Enforcement Officer regarding their whereabouts. If the student responds informing the College they have been sick/unwell they must present a medical certificate at the next available practicable time, to register an absence in the electronic system.

Assessing attendance

AHBC may decide not to report the student for breaching the 80 per cent attendance requirement where:

- The decision is consistent with its documented policies and procedures, and
- The student records clearly indicate that the student is maintain satisfactory course progress, and
- AHBC confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled

Fraudulent logon's / fraudulent attendance

AHBC will not tolerate students attempting to log class mates on or any other fraudulent attendance. Part of the AEO's role is to confirm the PIN log on with a Photo ID, should your photo not appear the Attendance Enforcement Officer will assume that you are trying to Log your classmates on. Students will be subject to disciplinary action such as suspension or expulsion at the discretion of the Principal.

Reporting students for not meeting the attendance requirement to DEEWR

AHBC will inform students that have not met the attendance requirement in writing of its intent to cancel their enrolment. The written notification will include the non compliance information. All written notifications of intent to report is accompanied by a copy of the complaints and appeals procedure, should students wish to access it they have 20 working days. AHBC will notify DEEWR via PRISMS should the student not access the complaints and appeals process, withdraw from the process or the process results in a decision supporting the College

Current Address Details

Students on an International Student Visa no longer need to keep DIAC informed of their home address in Australia, as DIAC will check these details with your education provider if required. Therefore you **MUST** maintain a current residential address on your student file **AT ALL TIMES**.

If you change your address, ask the administration to update your contact details.

Student Administration Information



ADMINISTRATION FEES AND CHARGES

| Description | Fees / Charges |
|---|---------------------------|
| Student identification card | No charge |
| Re-issue student identification card | \$20.00 |
| Student letter (family invitation, attendance letter, etc.) | \$20.00 |
| Barcodes (re-issue) | \$50.00 |
| Course COE print out | No charge |
| COE amendments (change dates) | \$50.00 |
| Enrolment fee | \$250.00 |
| Next day Certificate service fee | \$250.00 |
| Credit card payments (any credit card) | No extra cost |
| Payment plan reschedule | No charge |
| Application for RPL | \$250.00 |
| Re-issue of Certificate or Statement of Attainment | \$100.00 |
| Re-issue of Course completion letter | \$50.00 |
| Recommencement of course after withdrawal (re-enrolment) | \$250.00 |
| Academic report print out | No charge |
| Workbooks | No charge |
| Workbook replacement (if lost) | Depending on discipline |
| Attendance Report | \$20.00 |
| Late payment fee | At the discretion of AHBC |
| Re-assessment fee | \$100.00 |
| Tuition support | Fees upon enquiry |
| Misbehaviour | Discretion of AHBC |
| Tuition support | Fees upon enquiry |

Note: Normally documents requested will be issued within 2 working days.

Certificates and completion letters can take up to 15 working days to be ready (student's tuition fees will have to be up to date).

Paying Fees

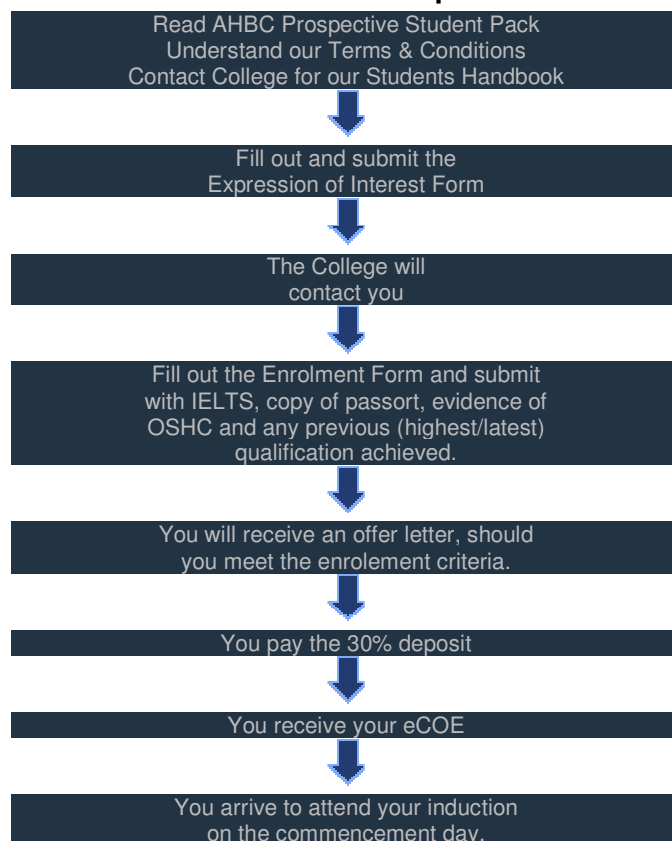
Students will discuss their payment plan options on Orientation Day.

They will be given a copy of their signed agreement as well as a document stating the specific payment dates.

Late fees might apply for payments after the due date.

Enrolment Procedure

International Students Enrolment Procedural Steps



ID Cards

A request for ID card form will be handed out to students to fill out on Orientation Day. All students will be receiving an ID card on their first week. AHBC students must wear them at all times.

Refund & Cancellation Policy

Fees Refund Policy

- 2.1 The College reserves the right to cancel any enrolment prior to the date of course commencement and all fees will be refunded.
- 2.2 Requests for refunds must be made in writing and submitted with relevant documentary evidence. All refunds will be made by cheque or electronic fund transfer to the nominated bank account of the person who paid them, within 14 days.
- 2.3 The deposit is not refundable.
- 2.4 Where an applicant cancels his or her course giving more than 28 days notice prior to course commencement, all pre-paid fees are fully refunded less the 30% deposit.
- 2.5 Where an applicant cancels his or her course giving less than 28 days notice prior to course commencement, NO REFUNDS will be given.
- 2.6 A full refund of all tuition fees paid by the international student will be refunded if the initial student visa application is rejected. The request for refund must be accompanied with a copy of the rejection notice from DIAC; the application for the refund must be made no later than four weeks after the visa refusal.
- 2.7 Notice of cancellation must be made in writing directly to the College.

- 2.8 Any refunds will be paid in 14 days to the person who paid them.
- 2.9 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer laws
- 2.10 If the provider defaults for the following reasons a full refund of all monies paid to the provider will be refunded within 14 days. The Course doesn't start on the agreed starting day, The course is not provided in full or the provider cannot deliver the course
- 2.11 In the event that a student defaults, no refund will be issued to the student either before or after commencement of their course. (student default is: the student failed to pay an amount he or she was liable to pay AHBC directly or indirectly, in order to undertake the course, the student breached a condition of his or her student visa or misbehaviour by the student)
- 2.12 Funds are non transferable.
-

Textbooks

Textbooks are provided by the college at no extra cost.

Student Support Services



Learner Support

The learning support strategies used by trainers at Australian Hair & Beauty College include:

- pre-teaching technical terminology;
 - demonstrating procedures;
 - providing opportunities for 'hands-on' experience and practice;
 - ensuring individual support and advice to students;
 - encouraging students to work at their own pace;
 - where necessary, inviting students to record training sessions on an audiotape;
 - Providing written learning material and illustrations to reinforce the learning.
- Dictionaries are available at all times in the College Library.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

The Principal and our educators are available to discuss and support you with any concerns you may have during your studies with us; we have welfare officers on site. Feel free to talk to them about your adjustment to student life and study in Australia and any other problems that may be affecting your studies. They will advise or refer you appropriately.

International Student Office

International Student Coordinator/Advisor

Claudia Liem
P: + 61 2 9389 0771

Key Personnel:

| Position | Contact Name | Phone |
|---|--------------------|--------------|
| Principal | Richard Jeans | 0417431511 |
| Deputy Principal | Sharon MacNay | 0418165705 |
| General Manager | Annie Featherstone | 0401421593 |
| College Coordinator | Bessima Hayek | 0405529988 |
| College Administrator/Marketing Officer | Claudia Liem | 0406961780 |
| College Administrator | Lisa Harnum | (02)93890771 |
| Attendance Enforcement Officer | Emma Childs | 0405519049 |
| Compliance Officer/Director of Studies | Chris Drake | (02)93890771 |

Academic Skills Assistance

| Position | Contact Name | Phone |
|--|--------------------|--------------|
| Cert III unit Coordinator | Vicky Manolellis | 0402359450 |
| Cert IV unit Coordinator | Cassandra Hocking | (02)93890771 |
| Diploma unit Coordinator / | Jessica Pilkington | 0412700243 |
| Compliance Officer/Director of Studies | Chris Drake | (02)93890771 |

Counselling

| Position | Contact Name | Phone |
|--------------------------|--|--|
| College Welfare Officers | Claudia Liem Jess Pilkington Bessima Hayek Chris Drake | 0406961780 0412700243 0405529988 (02)93890771 |
| Lifeline | www.lifeline.org.au | 13 11 14 |
| Beyond Blue | www.beyondblue.org.au | 1 300 224 636 |

Disability Services

| Position | Contact Name | Phone |
|--|--|--|
| Principal | Richard Jeans | 0417431511 |
| College Welfare Officers | Claudia Liem Bessima Hayek Jess Pilkington | 0406961780 0405529988 0412700243 |
| Compliance Officer/Director of Studies | Chris Drake | 02 9389 0771 |
| Disability Support | www.dsa.org.au | (02)97916599 |

Ancillary Student Services

Student Accommodation Office:

Claudia Liem: 0406961780

Student Employment Office:

Bessima Hayek: 0405529988

Student Notice Boards:

Vicki Manolellis: 0402353450

Student Representatives

Flavio Souza, Hee Jin Yang, Frendinah Nduku, Navdeep Singh, Wahid Bhuiyan & Rassamee Chimthongdee are the AHBC Student Representatives. They are responsible for representing AHBC student's interests.

There is a monthly meeting where the Unit Coordinator discuss with the Student Representatives improvements that can be applied to the college facilities, policies and procedures.

Quick Guide to Key Personnel:



WHO TO SEE

ISSUES

ACADEMIC

Lecturers

Questions about content of units, teaching procedures, assessment.

Unit Coordinator

Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (**Inform International Education Office**)

College Coordinator

Help with reading, writing, note taking, preparation for exams & assignments

ADMINISTRATIVE

College Administrator

Visa problems, financial problems, enrolment and short term accommodation

College Administrator

Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.

Unit Coordinator

Timetable, registration in subject units, change of address.

PERSONAL

Welfare Officer

Problems with relationships, home-sickness, gambling, depression, relationship issues.

Welfare Officer

Spiritual / religious issues, personal problems.

Compliance Officer

Sexual harassment, discrimination issues.

Compliance Officer

Examination / study adjustments.

College Administrator

Accommodation issues

Campus & Facilities:



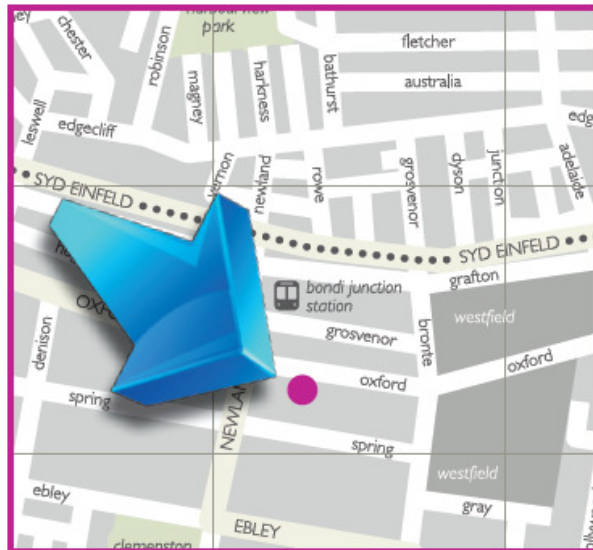
List of Facilities

Trainers and students have access to necessary training delivery and assessment facilities, materials and equipment. The facilities include:

- Adequate acoustics, ventilation and lighting
- Amenities for meal breaks
- Toilet facilities
- Accessible references and resources
- Audio visual
- Computer Assisted Learning Lab
- Projector
- Computers including laptop

Campus map

Australian Hair & Beauty College
Suites 12 & 13 on Level 1 and Suite 24 on Level 2
Royal Arcade, 175-181 Oxford Street
Bondi Junction NSW 2022



PO Box 516, Bondi Junction NSW 1355
T. 02 9389 0771 F. 02 9389 0538 E. info@ahbc.com.au

Calendar of Events:



Updated lists of AHBC Seminars are always available at the administration.
See below a sample:

As per usual, please keep reading the student notice board, for latest information or changes.

| DATE | Time | SUBJECT |
|--|-----------------|--|
| Monday 19th January 2009 | 11:30 – 12pm | Solve complex colour problems - Matrix |
| Wednesday 18 th February 2009 | 11-12pm | DIAC Seminar |
| Tuesday 10 th February 2009 | 2 – 3pm | Perform on scalp full head and retouch bleach services - Matrix |
| Tuesday 17 th March 2009 | 11:30 – 12:30pm | Solve complex colour problems - Matrix |
| Wednesday 22 nd April 2009 | 11-12pm | DIAC Seminar |
| Thursday 2 nd April 2009 | 2 – 3pm | Perform on scalp full head and retouch bleach services - Matrix |
| Monday 4 th May 2009 | 3 – 4.30pm | Dateline - Chemical Straightening |
| Monday 18 th May 2009 | 1.30 – 2.30pm | Dateline - Fundamentals of Cutting |
| Monday 1 st June 2009 | 2 – 3pm | Dateline Bleaching / Rusk Scream Fashion Colours |
| Monday 15 th June 2009 | 1 – 2pm | Dateline – Perming Classing/Fan Winding |
| Tuesday 23 rd June 2009 | 11am – 12.30pm | Matrix Basic Colour Theory Class |
| Wednesday 24 th June 2009 | 11-12pm | DIAC Seminar |
| Monday 29 th June 2009 | 12.30 – 1.30pm | Dateline – Long Hair Design |
| Wednesday 8 th July 2009 | 11am – 12.30pm | Matrix Solve Complex Colour Problems |
| Monday 13 th July 2009 | 1.00 – 2.30pm | Dateline – Chemical Straightening |
| Wednesday 5 th August 2009 | 11am – 12.00pm | Matrix Bleaching class |
| Wednesday 9 th September 2009 | 11am – 12.30pm | Matrix So Colour Theory |
| Wednesday 7 th October 2009 | 11am – 12.30 om | Matrix Colour Sync Theory |

These Classes are part of your learning at the College and all students from all three Courses are encouraged to attend them all. Should there be any changes to these classes, we will let you know via the notice boards and announcements.

Timetables:



Course timetable

All courses are delivered in a flexible program. This enables new students to enter and exit at times that suit them. All units of study are delivered repeatedly throughout the year on a rotation basis. Students can access units of study as many times as they require during their course. The College times are 9am to 8pm Monday to Thursday, 9am to 5pm on Fridays your unit coordinator will give you more information on lecture time tables for the three individual courses. The Courses at the College are available 5 days a week. Each course has a student program, please see a member of staff if you have not received a copy.

Learning Support:



The learning support strategies used by trainers at Australian Hair & Beauty College include:

Pre-teaching technical terminology

Demonstrating procedures

Providing opportunities for 'hands-on' experience and practice in the Student Salon.

Ensuring individual support and advice to students

Encouraging students to work at their own pace

Where necessary inviting students to record training session on an audio-tape

Providing written learning material and illustrations to reinforce the learning

English Dictionaries in the Library available at all times

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Staff are responsible for:

Supporting students to achieve the course outcomes

Supporting and advising International students regarding any learning problems that may be affecting their studies

Referring students with learning difficulties beyond our areas of expertise to external specialist agencies

Advising International students with any settlement issues on arriving in Australia

Supporting and advising International students in their adjustment to student life in Australia

Referring students with any problems beyond our areas of expertise to suitable specialist agencies.

Assessments:



Conduct of Assessment

Assessment is conducted in accordance with the Standard 1 of the Australian Quality Training Framework for RTOs 2007.

- Assessment is competency based against the standards outlined in the units of competency in the National Hairdressing Training Package qualifications. It includes:
- Diagnostic assessment to determine training needs
- Formative assessment during the training
- Summative assessment of performance at the completion of training
- Recognition of prior learning or recognition of current competency
- Assessment is conducted in a simulated workplace and involves the collection of sufficient evidence to demonstrate competence. This may include:
- Measurement of products made or services delivered

- Observation of processes carried out
- Measurement of knowledge and understanding
- Observation of attitudes demonstrated
- Assessment methods may include:
 - Demonstration of skills
 - Computer Assisted Learning
 - Production of a piece of work
 - Written and oral questions
 - Group discussions
 - A portfolio of work
 - Oral presentations

Assessment Validation Strategies

- Meetings, where groups of assessors have the opportunity to compare and discuss their assessment processes
- The use of external assessment panels or teams of assessors
- External and written assessment tasks where markers' results are compared statistically
- Benchmarking exercises with other organizations to compare assessment processes, and practices,
- The use of common assessment tasks by a number of assessors
- The use of a lead assessor to manage or oversee the assessment process

Health & Safety on Campus:



NSW Occupational Health and Safety Act 2000 and Work Cover NSW

The Australian Hair & Beauty College guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Your trainer will talk to you about emergency evacuation procedures during the first lesson. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students on the corner of Spring Street and Newland Street for a roll call check.

No Smoking is allowed in any area of the College. If you wish to smoke you must leave the Building.

My Student Survival Page

EMERGENCY 000

Government Departments

DIAC – Department of Immigration & Citizenship
131 881 www.immi.gov.au

ATP – Australian Taxation Office
Tax File Number: **132 861** www.ato.gov.au

Health Cover

Medibank Private

All Enquiries

Our call centres are open:

Existing Members

8.00am - 8.00pm on Mon to Fri

8.00am - 4.00pm on Sat

New Member Sales

8.00am - 8.00pm on Mon to Fri

8.00am - 2.00pm on Sat

Australian Standard Eastern Time:

| | |
|-----------------------------|-----------------|
| Call from within Australia | 132 331 |
| Call from outside Australia | +61 3 8622 5780 |
| Life Insurance - Sales | 1300 722 568 |
| Life Insurance - Service | 1300 766 085 |
| Travel Insurance | 132 331 |

Institution 24hr Emergency

General Manager:

Annie Featherstone - 0401421539

My Important People & Places