



Student Handbook

Think Aesthetics Training Policies and Procedures



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About THink Aesthetics

We provide careers, not just classes.

Welcome, we are delighted to have you train with our team at THink Aesthetics. THink Aesthetics is a family owned and operated business specialising in cosmetic tattoo treatments, training and supplies. Whether you are starting your career, changing careers, upskilling or planning for a promotion, your professional development and educational needs can be met by our industry leading training school.



We want to make a positive difference in our industry, both in terms of cosmetic tattooing and the wider beauty industry, where our role continues to expand. We have developed a strong reputation for driving industry standards and supporting our clients, customers and business partners. THink is a Registered Training Organisation (**RTO 45188**). That means we are under government scrutiny in our training operations and are required to meet standards and report to the Australian Skills Quality Authority.

We train cosmetic tattooists around Australia, New Zealand and beyond and were the first dedicated cosmetic tattoo RTO in Australia. This was part of our commitment to driving standards. Our trainers and technicians are expected to work to the highest standards and keep up to date with industry trends. We work with international trainers to continuously drive these standards.

Our training has a reputation “second to none” in Australia. We consistently get fantastic feedback for all our training courses. We train with only the best quality materials and equipment. THink’s trainers and staff are frequently contacted by companies worldwide to speak at cosmetic tattoo conferences and trade exhibitions. As well as highly qualified trainers, assessors and other cosmetic tattoo technicians, THink Aesthetics also has an enthusiastic management team, dedicated to ensuring we deliver a high quality,

standardised, yet tailored training program to assist in developing and delivering all your training requirements and needs, that meet your expectations and goals.

We look forward to guiding you through your Cosmetic Tattoo journey.

Registered Training Organisation

THink Aesthetics is a leading Registered Training Organisation (**RTO 45188**) dedicated to providing cosmetic tattoo courses throughout Australia, New Zealand and beyond. THink is recognised by the Australian Skills Quality Authority (ASQA) to deliver vocational education and training services.

With over 30 years of experience in the industry, our trainers and technicians are able to provide the very best cosmetic tattoo treatment instruction and keep up-to-date with contemporary trends through attending international training courses and working with international trainers on the latest techniques.

We provide accredited and advanced courses that launch the careers of cosmetic tattooists both nationally and internationally. Our nationally recognised qualifications:

- SHB50321 Diploma of Cosmetic Tattooing
- SHBBSKT010 Provide Skin Needling Treatments
- SHBBFAS004 Provide Lash and Brow Services
- BSB40320 Certificate IV in Entrepreneurship and New Business
- SHBBINF002 Maintain Infection Control Standards
- HLTINF005 Maintain Infection Prevention for Skin Penetration Treatments

In addition, we offer advanced courses beyond the national qualifications:

- Ombre Brows
- Feather Stroke Brows
- Hybrid Brows
- Essential Brow Course
- Full Lips
- Designer Eyeliner
- Paramedical
- Scalp Micropigmentation
- Skin Needling

Enjoy our personalised training, join our extensive alumni network and be part of our professional community. We want you to complete your course feeling confident and ready to turn great training into great treatments and a great career.

Our Vision

THink Aesthetics strives to be the leading Australian and New Zealand brand in cosmetic tattooing and skin treatments. We aim to provide the highest standards of cosmetic tattoo

training and treatments. We are a respected and reliable provider of the best quality cosmetic tattoo and skin treatment equipment and supplies and will work hard to support our customers in growing their businesses. We will work to the highest industry benchmarks when expanding our own aesthetics services.

About this handbook

This handbook has been created to familiarise you with THink Aesthetics key policies and procedures and to outline the rights and responsibilities of both the student and THink staff.

THink caters for students with special needs, including language and literacy, learning, mobility, visual impairment or hearing. Let us know in advance so we can be well prepared. As well as free car parking on the same level we have direct wheelchair access to our clinic from the top level of the car park.

Student Admissions

All prospective and current students are to be informed of their rights, responsibilities and training and assessment requirements prior to enrolment. All the information regarding our policies and procedures can be found in this document.

All selection processes relating to enrolment at THink Aesthetics will be according to our Access and Equity policy and will remain confidential as per our Privacy policy.

Training Pre-requisites

Infection Control

Businesses that offer high risk services, such as skin penetration require a qualification in Infection Control to provide these services.

THink Aesthetics has two (2) infection control courses

- HLTINF005 Maintain Infection Prevention for Skin Penetration Treatments
- SHBBINF002 Maintain Infection Control Standards

For the state of Queensland, it is a pre-requisite to have the HLTINF005 qualification. We recommend that everyone check with their local council for which infection control certificate they will accept.

Both courses are offered online over a 3 month timeframe. Students can complete the Infection Control courses any time within that timeframe.

There are 3 assessment components in which you will need to be competent in:

1. The first is your written assessment. You will be provided access to the online training course in which you will need to read through all the information and complete the written Q&A assessment.
2. The second is your practical in which you will need to submit 3 videos of you demonstrating your knowledge and understanding of infection control practices and procedures within a workplace. These are for review and assessment.
 - Please note, depending on which infection control course you complete you may need access to an autoclave. Our facility does have an autoclave and students are more than welcome to complete their practical at our clinic with the assessor present.
3. The third is a workplace compliance audit. You will need to create an audit report based on a workplace that provides skin penetration treatments (can be your own or someone else's). This demonstrates your understanding of workplace infection control compliance within a clinic.

Enrolment Form

If you wish to apply for THINK Aesthetics training, please email our office and our office manager will organise your enrolment. You will be emailed our Student Enrolment Form which you will need to complete prior to receiving any course materials.

Alternatively, the enrolment form is also located on our website. If you complete the form online our office manager will email you to organise your enrolment.

Unique Student Identifier Number

As of the 1st of January 2015, it is mandatory for students doing vocational education and training (VET) courses to have a USI number. To access more information about USI numbers you can visit www.usi.gov.au.

Applying for a USI is free and the number remains with you for life. THINK Aesthetics can apply for one on your behalf (please give permission for THINK to do so on your Student Enrolment Form) or you can apply for it directly at <http://www.usi.gov.au/create-yourUSI>

Dress Code

The following attire is required to attend THINK Aesthetics training:

- Smart casual presentation
- Enclosed shoes
- Minimal jewellery

These are a requirements per infection control regulations and workplace policy.

Language, Literacy and Numeracy (LLN)

The term 'language, literacy and numeracy' refers to five core skills:

- Learning
- Reading
- Writing
- Oral communication
- Numeracy.

These five core skills have been identified by the Australian Core Skills Framework (ACSF) as the essential skills for individuals undertaking Vocational Education and Training (VET). It is a requirement that students enrolled into any of our courses have basic Language, Literacy and Numeracy skills in English. All assessments are required to be written and spoken in English and all training materials are provided in English.

THINK Aesthetics acknowledges its responsibility to support students identified as 'at risk' within the scale and scope of its operations. The LLN strategy to provide this support is to recommend individual and/or a group to assistance to improve the language, literacy and numeracy skills.

The following strategies may be implemented by THink based on the individual needs of the student:

- Provision of concurrent assistance.
- Planning teaching.
- Referral to external agencies for literacy and numeracy courses.
- Providing flexibility in learning and assessments delivery modes, scheduling and access to support services.
- One-on-one tutoring if appropriate.

We recognise that LLN (Language, Literacy and Numeracy) and ESL (English as a Second Language) are not identical however they can be co-existing matters and English as a Second Language should be considered in LLN matters.

Students who identify with English as a Second Language (ESL) or who demonstrate difficulty with the English language during their course admission process or studies should notify an instructor or the office manager.

VET applicants who identify with ESL must have a minimum requirement of an IELTS score of 6 (or equivalent) in all four abilities of the English language, i.e. Reading, Listening, speaking and writing.

If you do not have the appropriate LLN and ESL requirements, your enrolment application will not be accepted. You will be required to further your LLN and ESL skills in English and can reapply once this requirement has been fulfilled.

Smoking

THink Aesthetics has an obligation to provide a safe work environment for all staff and students alike. Smoking is not permitted on THink premises as per workplace policy and Queensland Government law. Non-compliance in this matter may result in cancellation of any course with no refund of fees.

Drugs and Alcohol

The use of drugs and alcohol can impair one's ability to perform tasks in a proper and safe manner and may affect the health and safety of self and others. THink Aesthetics maintains a safe work environment, and should one be considered under the influence of drugs and alcohol whilst on THink premises it may result in course cancellation with no refund.

Industry Engagement

THink Aesthetics holds Platinum membership to the Aesthetics Practitioners Advisory Network (APAN). THink is also a long-standing member of the Association of Professional Aestheticians of Australia (APAA), and a recognised Cosmetic Tattoo Aesthetics Practitioners Advisory Network Registered Practitioner (CTARP).

THink will assist you in identifying which associations you should consider joining to enhance your professional industry engagement and career.

Participant Selection and Enrolment Policy and Procedure

All prospective and current students are to be informed of their rights, responsibilities and training and assessment requirements prior to enrolment.

SCOPE

This policy and procedure covers prospective and current students prior to enrolment.

POLICY

Participants are informed of their rights, responsibilities and training and assessment requirements prior to enrolment. The orientation process further ensures participant understanding of these rights, responsibilities and training and assessment.

THink Aesthetics ensures that all participants have access to the Student Handbook prior to enrolment.

All selection processes relating to enrolment at THink Aesthetics will be according to our Access and Equity policy and will remain confidential per our Privacy policy.

PROCEDURE

Selection of applicants for enrolment:

1. Applicants who meet the requirements for course entry as set out in the training package will be accepted.
2. Where there are more applicants meeting course entry requirements than there are available places, applicants will be accepted on a 'first come, first served' basis. Persons not accepted on this basis will be offered enrolment in the next course scheduled.

Unsuccessful Applications

If we are unable to enrol you in a course, THink will discuss this with you. This could be due to the selection criteria, course fees outstanding, or an incomplete application.

Recognition of Prior Learning

If you have substantial prior experience, Recognition of Prior Learning (RPL) is available.

RPL is available on provision of verification documentation, reviewed by THink, and an interview. Practical Assessments may be applicable in some circumstances. Please email us to enquire within.

RPL for Infection Control

RPL for Infection Control is only applicable for prior nationally recognised training (i.e. provided by an RTO). Instructors and assessors will review each application and determine each individual's suitability.

- Students will need to complete the Infection Control RPL Application Form and attach all the relevant evidence.
- THink Assessors will look over the application and determine each individual's suitability for RPL or if students will need to enrol into the full course.
- Once determined if they are a suitable applicant for RPL, the online course will be opened up to the student in which they will need to complete;
 - Q&A Assessment
 - Practical/Observation Demonstration
 - Workplace Compliance Audit Assessment

For more information please enquire to info@thinkaesthetics.com

Continuous Improvement Policy

THink Aesthetics encourages the continuous improvement of training and assessment strategies and practices to ensure ongoing compliance with Standard 1 of the Registered Training Organisation (RTO) Standards 2015. In order to achieve this, THink Aesthetics systematically evaluates quality/performance indicator data, validation outcomes, client, trainer and assessor feedback, and complaints and appeals. Data outcomes are used to continually improve our training and assessment strategies and practices, and an annual Declaration of Compliance confirms THink Aesthetics has systematically monitored its compliance with the Standards.

For the achievement of ongoing improvement, procedures are in place to monitor and evaluate the RTO's training and assessment strategies and practices. The data collected, analysed and acted upon must include:

- Information from quality indicator data
- Validation outcomes
- Client, trainer and assessor feedback
- Complaints and appeals

In addition, THink Aesthetics must provide an annual declaration (Declaration of Compliance) to ASQA stating that it is compliant with the standards across its entire scope of registration and that the training and assessment strategies and practices in place ensure that current and prospective students are assessed in accordance with the requirements of the standards. Further, THink Aesthetics must comply with the Data Provision Requirements and provide accurate and current information on its performance and governance and the satisfaction of clients, trainers and assessors, and associated activities, to ensure conformity to standards to better meet client needs and create a benchmark of quality services.

The use and development of process improvement strategies involves the outcome of management reviews, internal and external monitoring, self-assessment and performance measurement in the areas of training and assessment strategies and practices, and management systems.

Issues and concerns identified are recorded in the Continuous Improvement Register which is analysed and information is then used in strategic planning, product development, service delivery changes and in the implementation of process improvement activities.

Management also encourages every employee to "own" their respective position and the relevant responsibilities involved and to examine the instructions included in the duty statements and advise where improvements could be made.

This information can be transmitted by way of formal meetings, internal audits and management system reviews and is expected to point to ways of improvement.

PROCEDURE

Information from quality indicator data

THink Aesthetics is required to submit information to ASQA, as outlined by the Data Revision Requirements 2012. Quality indicator data is submitted to ASQA annually by 30 June for the previous calendar year and consists of collecting and reporting on data gathered from learner engagement and employer satisfaction questionnaires. This data can be reported through ASQA's Quality Indicator Annual Summary Report template or the Survey Management, Analysis and Reporting. Information gathered from Quality Indicator data should then be used in the RTO's continuous improvement process.

Validation outcomes

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations (Users' Guide Standards for RTOs 2015, p 97).

Each training product on THink Aesthetics' scope of registration must undergo validation once every 5 years and validation of at least 50% of the training products must be validated in the first three years of that cycle. Persons involved in the validation process must have appropriate vocational competencies, current industry skills and knowledge, the appropriate training and assessment qualification or assessor skill set and current knowledge and skills in vocational teaching and learning.

Client, trainer and assessor feedback

Student and trainer/assessor feedback is collected to gauge satisfaction and gain an overview of opinions of the course. Student's reserve the right to remain anonymous when providing feedback.

The trainer/assessor will review student feedback forms and note positive feedback as well as identify areas of concern which need to be raised at the next management meeting. Serious issues must be brought to the immediate attention of the CEO and discussed.

All areas of concern should be discussed, and a determination should be made what items need to be recorded on the continuous improvement register.

Any items recorded on the register; need to be actioned by the person nominated on the register and the CEO is responsible for overseeing the process and ensuring any issues identified are actioned.

Complaints and appeals

THink Aesthetics has a Complaints and Appeals policy as found in this document. Where complaints or appeals are received, THink Aesthetics retains this information on the continual improvement register, detailing how the matter was dealt with and the outcome. This process identifies the cause of the complaint or appeal and the steps undertaken to ensure it does not happen again. The information identified in the continual improvement register forms part of the continuous improvement process for THink Aesthetics.

INTERNAL AUDIT/SELF ASSESSMENT

Internal reviews are normally conducted annually.

Privacy and Confidentiality Policy

The information you provide to THink Aesthetics will remain private and confidential under the requirements of the Privacy Act 1988. Your personal details will be used for the purpose of processing your enrolment and facilitating the training and assessment services. Your personal information will not be released unless required by law or approval is provided by you. Your personal information will never be sold to a third party. Your information may be provided to a third party who has entered into a legally binding agreement with the RTO to provide services to either you or Think Aesthetics and who agrees to keep your personal information confidential except as required by law. Your personal information will be collected and used for the purpose of collection of data for statistical information under the requirement of the Data Provision Requirements 2012 and in line with current AVETMISS reporting requirements; however, this information is reported in a manner that does not identify you.

Under the Data Provision Requirements 2012, Think Aesthetics (RTO 45188) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on THink Aesthetics enrolment form) may be used or disclosed by THink Aesthetics RTO 45188 for statistical, regulatory and research purposes. Think Aesthetics may disclose your personal information for these purposes to third parties including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorized agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Access and Equity Policy

Access and Equity policies are incorporated into operational procedures. THink Aesthetics prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

PURPOSE

THink Aesthetics is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by THink Aesthetics to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

SCOPE

This policy covers all THink Aesthetics policies and procedures and all training function activities.

DEFINITIONS

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Disadvantaged groups include the following groups who traditionally have been under represented in Vocational Education and Training (VET):

- People with a disability
- Aboriginals and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed

Discrimination can be direct, indirect or systemic.

Direct discrimination

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because of their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has, as a focus, assumed differences between people.

Indirect discrimination

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral, but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike, but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination

A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate and benefit to the same level.

Legislation includes

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Disability Services Act 2006

Sexual Harassment

Sexual harassment is defined by the Commonwealth Sexual Discrimination Act 1984 as when a person:

- Makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- Engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

POLICY

1. The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
4. All trainers / assessors are responsible to observe and be advocates for the policy.
5. This policy will be widely disseminated in the organisation.
6. THink Aesthetics's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

THink Aesthetics's CEO will be the person responsible for the implementation and maintenance of the policy.

Work Health and Safety Policy

Management is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove, or minimize risks to the health, safety and welfare of workers, contractors, authorised visitors, and anyone else who may be affected by our operations.

We are committed to ensuring we comply with the Work Health and Safety Act 2012, the Work Health and Safety Regulations 2012, and applicable Codes of Practice and Australian Standards as far as possible.

SCOPE

This policy applies to all THink Aesthetics business operations and functions, including those situations where employees and students are required to conduct training and assessment outside of the THink Aesthetics head office.

THINK SAFETY

Train well and prepare well

Help get the client prepared for the treatment

Insist on the best infection controls

Note any client feedback

Keep colleagues informed of ways to improve

POLICY

This policy:

- Shows the commitment of THink Aesthetics' management and workers to health and safety
- Aims to remove or minimise the risks to the health, safety and welfare of all workers, contractors and visitors, and anyone else who may be affected by our business operations
- Aims to ensure all work activities are done safely.

RESPONSIBILITIES

Management is responsible for providing and maintaining:

- A safe working environment
- Safe systems of work
- Equipment maintained in safe condition
- Facilities for the welfare of all employees, students and clients.
- Any information, instruction, training and supervision needed to make sure that all employees, students and clients are safe from injury and risks to their health

Students and employees are responsible for:

- Ensuring their own personal health and safety, and that of others in the workplace
- Complying with any reasonable directions given by management for health and safety
- Following Think policies and procedures
- Immediate reporting of incidents, near misses, injuries, unsafe acts
- Use of Personal Protective Equipment (where applicable)
- Ensuring vaccinations are up to date
- Using Standard Precautions at all times

We expect visitors and contractors to:

- Ensuring their own personal health and safety, and that of others in the workplace
- Complying with any reasonable directions given by management for health and safety
- Immediate reporting of incidents, near misses, injuries, unsafe acts
- Use of Personal Protective Equipment (where applicable)

Rights and Responsibility Policy

THink Aesthetics encourages and supports the participation of people from every background and aims for each student to have an equal opportunity to learn in a supportive environment.

THink recognises that students have the right to:

- Expect THink to provide training of the highest quality that understands and recognises their individual learning styles and requirements
- Receive all the correct information of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement
- Have their prior learning, previously acquired competencies, and prior experienced recognised
- Learn from fully qualified, competent and meticulous trainers
- Learn in an appropriate appointed, safe and clean learning environment
- Be treated with dignity and fairness
- Have THink be ethical and principled in their relations, communications and advertising
- Expect THink to observe their duty of care to them
- Efficient handling of administrative matters including the processing of fees and refunds etc.
- Privacy and confidentiality, to secure storage of student records in accordance with THink's policies, to the extent permitted by law and ASQA.

Students are responsible for:

- Accepting and understanding the enrolment conditions for the courses they undertake
- Providing true and accurate information about themselves at the time of enrolment
- Paying of all fees and charges associated with their course/s
- Abiding by the dress code outlined in this document
- Submitting their own work and ensuring there is no cheating or plagiarism in any course work/assessments submitted
- Ensuring that class is attended sober and drug free, and smoking only is designated smoking areas on the premises
- Promptly informing all incidents of harassment or injury to the CEO
- Respecting THink's property and observing guidelines and instructions for the use of equipment
- Asking for assistance and/or support when required or as needed
- Punctual attendance
- Seeking clarification of their rights and responsibilities when in doubt.

Assessment Policy and Procedure

- To ensure that the requirements of the training package are met through the use of appropriate assessment tools.
- To recognise the prior learning of all participants.
- To ensure that all assessments conducted are valid, fair, reliable and flexible.

PROCEDURE

Recognition of Prior Learning (RPL)

1. All participants should review THink Aesthetics' policy on RPL prior to enrolment.
2. Assessment of RPL entitlements is conducted prior to or during course enrolment.
3. RPL is not available once the course has commenced or has been completed.
4. RPL is available for most Units of Competency on provision of verification information prior to course commencement, and providing all required documents are submitted for review by our staff.
5. The learning outcomes of each unit provide the RPL benchmarks. Candidates may receive full recognition or advanced standing for the competencies required for a course or module.
6. If you wish to apply for RPL, you must obtain and lodge an application for Recognition of Prior Learning prior to enrolment, together with all relevant supporting information for assessment.
7. Successful applicants are notified promptly of the RPL outcome.
8. The Administration Manager will review each application in consultation with the Master Trainer and a decision will be made as to whether RPL can be granted.
9. If such a decision cannot be made then the applicant may be required to provide more information, e.g. more details, verification of experience, etc.
10. The applicant may be invited to attend an interview with an RPL assessor and/or industry expert and may be accompanied by his/her employer or support person.
11. An initial assessment and/or a request for further information will be made within 14 working days of the receipt of the application.
12. An applicant may appeal against a decision in accordance with the Complaints and Appeals Policy and Procedure.

Developing Learning and Assessment Strategies

THink's strategies:

1. Identify the course outcomes to be achieved from the training package.
2. Identify the target groups, industry sector, language, literacy and numeracy requirements and any factors limiting an individual's ability to participate in the course.
3. Identify the skills and knowledge to be applied and the standard of performance required in the workplace in conjunction with workplace representative.
4. Identify appropriate delivery and assessment methods.

5. Identify the human and physical resources required to conduct the training and carry out the assessment, including trainer and participant manuals, workbooks, etc.
6. Document the learning and assessment strategy and submit to the CEO for authorisation.
7. Document the validation process.
8. Gather industry feedback and act on any recommendations for improvement.

Validation of Assessment

In addition to reviewing feedback on assessment via THink Aesthetics continuous improvement policy and procedure, the following process occurs regularly to assist in the maintenance of high-quality service and provide trainers/assessors with feedback.

1. The assessment outcomes for each assessor of each unit are compared by the CEO to determine any apparent variations in judgments formed.
2. Assessments and judgements are compared to ensure consistency amongst assessors, through trainer moderation.
3. Any proposed changes to assessment tools and strategies are documented and submitted to the CEO for review and implementation, as appropriate.

Training plans

- Where required individual training plans are prepared in conjunction with the student and THink Aesthetics.
- The proposed commencement and completion dates for each unit are entered into the training plan.
- The training plan is signed and dated by all parties.
- The students progress is monitored and recorded on the training plan. Any variations to the training plan are agreed to by both parties prior to noting those variations on the training plan.

Plagiarism Policy

The purpose of this policy is to ensure a systematic approach to the treatment of plagiarism at the training organisation. Contravention of this policy will result in students being penalised.

DEFINITION

Plagiarism means to take and use ideas of another person and pass it off as their own. This includes, but is not limited to work published or not published, printed material, information on the internet, recordings and work of other students.

OBLIGATIONS AND RESPONSIBILITIES

THink Aesthetics is proactive in informing all students and staff of their obligations in relation to this policy.

Staff obligations and responsibilities:

- Develop and maintain knowledge of the legislation and policy concerning plagiarism
- Comply with the legislation and policy relating to plagiarism and demonstrate compliance through their own actions
- Provide information to students regarding their obligations and potential ramifications in relation plagiarism legislation and policy
- Be diligent in the detection of plagiarism
- Ensure that students have information regarding obligations and requirements relating to plagiarism and referencing
- Ensure students are aware of the requirements to their own assessments, working independently of other students

Student obligations and responsibilities:

- To read, understand and comply with information and obligations relating to plagiarism legislation and policy
- Apply suitable referencing
- Appropriately acknowledge work that has been sourced from others
- Take reasonable steps to avoid work being reproduced by other students

PROCEDURES

The responsibility for the development and implementation of this policy at THink Aesthetics lies with the CEO. All staff must ensure that they remain diligent and monitor all students work for plagiarism and report any concerns of potential plagiarism.

1. Prior to enrolling students are advised of their obligation to comply with copyright requirements in the student handbook.

2. Following enrolment into any qualification or unit of competence students are provided with further information regarding their obligations regarding plagiarism and the requirements for appropriate referencing.
3. A trainer/assessor, who has reasonable grounds to believe that plagiarism has occurred, must report the matter to the CEO.
4. Where there are grounds to believe that plagiarism has occurred, the trainer/assessor must:
 - Advise the student that further investigation would be undertaken and once a decision made an appropriate disciplinary action would be determined. During this investigation the student will be given an opportunity to respond.
 - The trainer/assessor must notify the CEO of the registered training organisation, in writing that the assessment is not being accepted and steps taken to establish if plagiarism has occurred. A record of this must also be included in the students file.
 - Discipline may include:
 - A caution (warning)
 - Complete resubmission of assessment pieces/items
 - Suspension or cancellation of training
 - Exclusion from re-enrolment and receiving results.
5. Assessments that have been shown to be in breach of this policy will not be accepted.
6. The student will be advised of their right to appeal in writing within 21 days of the work being disallowed. students may choose to appeal for a number of reasons including but not limited to the student's belief:
 - the penalty is excessive based on the facts
 - new evidence of a substantive nature is now available
7. There are degrees of disciplinary action taken depending upon the severity of the breach.
 - Penalties that may be imposed for misconduct are:
 - A reprimand and caution (warning)
 - An appropriate period of suspension
 - Exclusion of re-enrolment and receiving results
 - Re-submit work
 - Academic counselling

Code of Practice

Think Aesthetics is committed to the following code of practice in the provision of training services.

SCOPE

1. This policy will be widely disseminated in the organisation.
2. Think Aesthetics's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

POLICY

Vocational Education & Training Standards

THink Aesthetics maintains high professional standards in the marketing and delivery of industry education and training services. We are customer focused will strive to grow and continuously improve.

We uphold the integrity and good reputation of the company and its services by:

- Acting with honesty, due care and diligence
- Behaving ethically and professionally and being openly accountable for our actions
- Avoiding any practice or activity which could reasonably be foreseen to bring the company into disrepute

Marketing

We market our courses with integrity, honesty and accuracy. No false or misleading information is provided. Our website, brochures and other materials use correct branding and wording.

Fees and Charges

We set out the course fees in full, accessible to all prospective and current students of THink Aesthetics. The fees, charges and refund policy are located within this document.

Pre-course Information for Clients and Course Participants

Course and fee information and our Policies and Procedures are provided in this document. If you have any questions or require additional information, please contact our friendly staff who would be able to assist you further.

Training Delivery and Assessment

We provide a learning environment that is safe, comfortable and friendly. Appropriate facilities and teaching materials are provided for all our training courses. We teach according to Australian Quality Framework (AQF) Training Package rules and guidelines. Assessment will be relevant and easy to follow and consistent with industry practices.

Qualified and experienced trainers and assessors

Where required, all our staff at THink Aesthetics, including trainers and assessors, have industry accreditation.

Recognition Processes and Credit Transfer.

We recognise qualifications from other registered training organisations or workplaces. Please enquire within for more information regarding the RPL process and to see if you are an appropriate candidate.

Keeping up to date with Nationally Recognised Training and Legislation

THink Aesthetics ensures that relevant legislation and regulations are ethically applied across all aspects of the training process.

Our focus is on the learning experience and support for participants

We promise to maintain support and information throughout the course. We understand that everyone learns at their own pace and will make reasonable adjustments to support students. We expect in return a commitment and co-operation that is manageable for your lifestyle, work commitments and career goals.

Complaints and appeals

All complaints must be dealt with in a constructive and timely manner. We recognise that it is important that complaints are attended to as quickly as possible. Our Complaints and Appeals process can be located within this document.

Quality Customer Service comes from Customer Satisfaction

We will gather input from our corporate clients, local employers and course participants to tailor courses, review assessment and maintain the performance of our trainers. We appreciate constructive feedback that improves our services.

Undertaking of Service

As a potential student or client of THink Aesthetics, you can expect:

- High quality service
- Professionalism and integrity
- Confidentiality and privacy
- Clear and timely communication
- Fairness in our dealings with you
- Consideration of your needs and background

Cancellation and Refund Policy

All prospective and current students are to be informed of their rights and responsibilities regarding cancellations, fees and refunds for courses prior to enrolment.

SCOPE

This policy and procedure covers cancellations, fees and refunds for non-accredited THink Aesthetics Courses. If you are undertaking nationally accredited training for Infection Control, please refer to the cancellation and refund policies relevant to those courses.

POLICY

- To secure a position, a minimum payment of \$1,000.00 deposit (includes \$350.00 administration fee) is required with the Student Enrolment Form. The enrolment cannot be processed without payment of the deposit and courses not paid in full by the due date are liable to be cancelled without refund or offered to wait-listed students.
- THink Aesthetics reserves the right to refuse the application of any student and subsequently all monies will be returned to the applicant.
- All requests for refunds need to be made in writing using the Refund Request form and be accompanied by supporting documentation where applicable.
- \$350 of the deposit is an administration cost and is non refundable.
- No refund is available to participants who remain enrolled and do not progress. Should a participant decide not to continue with the course the participant needs to notify THink Aesthetics of their intention to withdraw or defer. Enrolments are current for 6 months unless an extension or deferment is applied for. (Please note that any contract requirements such as traineeships will over rule this).
- Smoking within areas other than specified designated outside smoking areas is not allowed and smoking on THink premises will result in course cancellation with no refund of fees.
- 50% of course fees must be paid 4 weeks before course commencement. Full payment must be made 2 weeks before the date of course commencement.
- THink Aesthetics will refund any money received, in full, (or pro-rata adjusted refund) in the event we cancel or discontinue a course. Alternatively, Students will be given the option to transfer to another/future course.
- If you withdraw from a course with more than four (4) weeks notice from course commencement date, you will be refunded any monies paid minus the \$350.00 administration fee.
- If you withdraw from a course two (2) to four (4) weeks from practical training commencement date, you will be refunded any monies paid minus \$1,000.00 deposit.
- If you withdraw from a course with less than two (2) weeks prior to practical training commencement date there will be no refund of fees paid.

- If you withdraw from a course due to illness, two (2) to four (4) weeks prior to practical training commencement date, THink Aesthetics will provide a full refund (less \$350 administration fee) on the provision of a medical certificate.
- If you withdraw from a course due to illness less than two (2) weeks prior to the practical training commencement date, you will be entitled to transfer the fees to a new course date on the provision of a medical certificate. You will be required to pay an additional administration fee of \$350.
- If you wish to transfer the dates of the course two (2) to four (4) weeks from confirmed course commencement date, any fees paid will be transferred to the new course date. You will be required to pay an additional administration fee of \$350.00 to secure your new course dates

Cancellation and Refund Policy Infection Control

All prospective and current students are to be informed of their rights and responsibilities regarding cancellations, fees and refunds, prior to enrolment in any infection control course at THink Aesthetics to include:

- HLTINF005 Maintain Infection Prevention for Skin Penetration Treatments
- SHBBINF002 Maintain Infection Control Standards

SCOPE

This document covers cancellations, fees and refunds for Infection Control course(s).

POLICY

- Payment in full is required for enrolment on this course.
- Strictly no refunds available for this course once the student has been enrolled into the online training.
- THink Aesthetics reserves the right to refuse the application of any student and subsequently any monies paid will be returned to the applicant.
- No refund is available to participants who remain enrolled and do not progress. Should a participant decide not to continue with the course the participant needs to notify THink Aesthetics of their intention to withdraw or defer.
- Enrolment for this course is current for 3 months unless an extension or deferment is applied for. (Please note that any contract requirements such as traineeships will over rule this).
- Extensions can be granted free of cost if the student provides a medical certificate to the assessor or office manager.
- Smoking within areas other than specified designated outside smoking areas is not allowed and smoking on THink premises will result in course cancellation with no refund of fees.
- The Vocational Qualification Framework stipulates no more than \$1,500 of participants' monies are to be held in advance.
- THink Aesthetics will refund any money received, in full, (or pro-rata adjusted refund) in the event we cancel or discontinue a course. Alternatively, Students will be given the option to transfer to another/future course.

Complaints and Appeals Policy and Procedure

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students can be efficiently resolved in accordance with the principles of natural justice and equity.

SCOPE

This complaints and appeals policy applies to all students enrolled with THink Aesthetics.

DEFINITIONS

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

- Natural Justice is concerned with ensuring procedural fairness:
- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.

POLICY

THink Aesthetics believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing.

THink Aesthetics will manage all complaints and appeals fairly, equitably and efficiently as possible. THink Aesthetics will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, THink Aesthetics acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. THink Aesthetics seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

PROCEDURE

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.

2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If no resolution is reached, the student should have an informal discussion with the CEO to see if it can be resolved.
4. If still no resolution the student should put the following information relating to the complaint or appeal in writing using our Complaint / Appeals Form:
 - Description of the complaint or appeal
 - State whether they wish to formally present their case
 - Steps taken to deal with the complaint or appeal
 - What they would like to happen to fix the problem and prevent it from happening again.
5. The student brings the complaint or appeal to the attention of the trainer.
6. If the complaint or appeal is not dealt with to the student's satisfaction, s/he may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with from a management representative. This process must commence within 48 hours from the time the CEO receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 30 days.
7. Should the issue still not be resolved to the student's satisfaction, THink Aesthetics will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
8. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
9. If the student is still not happy with external mediation, he / she may take his / her complaint to the VET (Vocational Education and Training) Regulator, being an external and independent person to mediate between the parties.
10. All documentation relating to complaints or appeals should be archived for audit purposes.

THink Aesthetics CEO will be person responsible for the implementation and maintenance of the policy.

Complaint and/or Appeal Form

By completing this form, you will be lodging a formal complaint or appeal. Please review our Complaints and Appeals Policy and Procedure to ensure you have followed it accordingly.

Please indicate relevant reason why you are completing this form:

- General Complaint
- Assessment Complaint
- Appeal

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint / appeal as soon as possible.

We endeavour to contact you regarding this matter as soon as possible.

Date

Full Name

Contact Number

Please detail your reason for completing this form in full, giving as much detail as possible. For example: Who did you first notify regarding this matter and when?

What is your desired outcome?

Date

Full Name

Signature

Office Use Only

Date Received	Received By		
To Be Actioned By		Follow up Date	
Issuer Notified		Action Taken	
Improvement Actions			

Room Rental Policy

THink leases the premises within The Gap Village Shopping Centre (“The Centre”) and is governed by the terms of the lease and the rules applicable to operating within The Centre. The Renter is responsible for operating within the lease conditions and The Centre rules as advised by THink, as well as THink policies and procedures.

THink operates from the premises and the first priority of THink and its staff is to service their clients and run their business. Rooms are generally rented to assist former students and sole practitioners to help them conduct their business.

The rental agreement may be terminated at any time if THink considers the arrangement is interfering with its business.

BOOKING

A minimum of 3 days notice is required for a room booking request, and acceptance is at the sole discretion of THink.

USE OF ROOM

THink will allocate a room based on current booking and availability. If a room is booked by the renter it may prevent THink taking late bookings and therefore the room rental fee becomes payable 3 days in advance of the renter’s booking. If the renter cancels less than 3 days (72 hours) in advance then the amount payable will be invoiced.

The Renter is to satisfy themselves at least 3 days in advance that the room is suitable for their purposes.

The Renter is to operate with minimum noise, not disturb THink staff and clients, and leave the room in a clean and tidy condition.

EQUIPMENT, SUPPLIES AND FACILITIES

The Renter is to supply all their own equipment, supplies (including towels) and documentation (e.g. forms). Cosmetic tattoo and scalp micropigmentation supplies are available on the premises at normal commercial cost and are only to be used if provided by THink staff and paid for prior to use.

The Renter may make reasonable use of the hand basin, tea and coffee making facilities and cold drinking water dispenser provided they are left clean and tidy.

BUSINESS AND STAFF INTERRUPTION

The Renter is specifically requested not to disturb THink personnel when they are conducting treatments and training. Any time given to The Renter outside of these times is discretionary, and renting a room does not give The Renter the right obtain free advice, guidance or information.

INFORMATION CONFIDENTIALITY

All information and materials on THink's premises should be regarded as confidential, unless it is made available to clients and customers. The Renter should not seek or disclose any confidential information, and any breach of this condition may result in THink pursuing a commercial damages claim against The Renter.

PARKING

Parking is available in The Centre car parking facilities but restrictions apply, such as a maximum time limit of 4 hours and/or parking location. Please consult with THink personnel to ensure you park in accordance with the applicable restrictions otherwise fines can be applied.

VALIDITY OF AGREEMENT

This is a multi-use agreement and will apply each time The Renter uses a room at THink. Room rental rates will be agreed at the time of booking based on availability, duration of use, and the time/date the room is required.

If you are interested in hiring a room, please complete the room rental agreement and either email or hand it into THink Aesthetics.

Room Rental Agreement Form

BETWEEN: THink Enhanced Beauty Pty Ltd ("THink"), Suite 6, 1000 Waterworks Road, The Gap Village Shopping Centre, 1000 Waterworks Road, The Gap, Queensland 4061:

AND: "The Renter"

Name: _____

Address: _____

ABN (if applicable): _____

Mobile Number: _____

By signing this, you "the renter" are agreeing to all the terms and conditions outlined in the Room Rental Policy

This agreement is made this (date) _____ by the authorised signatories below:

THink Enhanced Beauty Pty Ltd
Authorised Signature

The Rental
Authorised Signature

Print Name

Print Name

Contact Details

Reception:	07 3300 0465
Office Hours:	Monday, Wednesday & Friday 9am - 5pm Tuesday & Thursday 9am - 7pm Saturday 9am - 3pm E.S.T
Address:	Suite 4, Level 1, The Gap Village Shopping Centre 1000 Waterworks Rd, The Gap, QLD, 4061
Post:	PO Box 330, The Gap, QLD, 4061
Email:	info@thinkaesthetics.com
CEO:	Robert McGowan robert@thinkaesthetics.com
Managing Director:	Elizabeth McGowan liz@thinkaesthetics.com
Office Manager:	Chalatrice Moody (McGowan) chalatrice@thinkaesthetics.com
IT Manager:	Sequoia McGowan quoi@thinkaesthetics.com
Website:	www.thinkaesthetics.com.au
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Instagram:	@think.aesthetics

Document Revision

Documentation Creation	February 2020
Created By	Chalatrice Moody (McGowan)
Approved By	Robert McGowan
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