

PARIS **Ella Baché**

2018
student handbook



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1. INTRODUCTION

Welcome to the Ella Baché College of Skin and Beauty Therapy! We hope your time with us is enjoyable as well as being very rewarding. As a student at Ella Baché College of Beauty Therapy, you will have the very best tuition in theory and practical classes as well as the professionalism of a dedicated and caring team of educators.

1.1 Background

Ella Baché is the name of a unique range of skin care products which has come to be known for its quality and performance. Ella Baché is also the name of the woman, born in 1900, who created the products and founded her own company in Paris in 1936. A woman ahead of her time, she gained her degree in Pharmacy at Budapest University at a time when degrees in Medicine, Law and Pharmacy required eight years of Latin and four years of Ancient Greek! In addition, she spent several semesters studying herbs, which proved invaluable to her as a cosmetic chemist.

Madame Ella Baché sadly passed away in November 1999, but up until that time was still actively involved with her products. In 1954 Edith Hallas, a gifted beauty therapist who had trained in Europe, single-handedly introduced the Ella Baché products into Australia. Ella Baché and Edith Hallas were a formidable pair - one a cosmetic chemist with a great understanding of the skin, the other a beauty therapist with an inquiring mind and real “feel” for cosmetic preparations.

Edith Hallas said: “My knowledge of the skin and the excellence of the Ella Baché products overcame the hurdle of being a small fish in a huge pond”. Passionate about educating the public about the skin and responsible care, Edith Hallas’ skin care philosophies did not promise miracles but they did make a lot of sense. As a result, her methods of treating the skin became highly regarded and she developed a very loyal following as well as a reputation for quality skin care advice and products. In fact the success of Ella Baché products in Australia over the past forty years can be attributed to Edith Hallas’ unique approach to the skin. Edith Hallas opened the first training college in 1963. Her philosophy was, prevention and protection for all skins in Australia’s harsh environment, as well as the necessity to treat each skin individually by prescribing exactly what the skin needs rather than categorising it into ‘oily’, ‘dry’ and ‘normal’ parameters. Her methods were unique then and still are today.

1.2A word from our founder, Mrs Edith Hallas (1917 – 2003)

Beauty Therapy is a versatile career where many opportunities abound for running your own business, working as a consultant, teaching or conducting specialised seminars, working as a therapist in a salon, spa, health resort or a beauty manager in a major department store, as well as promotions, film and management. The Ella Baché College of Beauty Therapy has produced some of the best beauty therapists Australia has to offer, some of whom have progressed to senior management positions within the industry nationally and internationally.

“In our Colleges we pay particular attention to diagnosing skin types. I firmly believe in the individuality of the skin. Like a fingerprint, no two skins are alike, so the diagnosis and prevention of individual problems are of paramount importance in skin therapy”, said Edith Hallas. “My teaching techniques and Ella Baché products (performance products brought to you by the experts) have grown to be appreciated all over Australia. The growth, I am pleased to say, has been the result of that most satisfying of things: the recommendation of others.”

Care is at the heart of Ella Baché’s professional code of ethics. Nowhere is this more evident than at the Ella Baché Beauty Therapy Colleges. A truly professional beauty therapist is one who cares - for herself/himself, for the client and for the salon. Edith Hallas said: “I find the profession of Beauty Therapy a most satisfying, humane and compassionate one. It is

satisfying because it is essentially a form of preventative medicine. It is humane and compassionate because while caring for the skin one is caring for the entire person."

These days the focus is on skin treatments with a purpose rather than facials and pampering. In fact, over the past six to seven years Ella Baché has deliberately moved the focus away from "beauty" to concentrate more on skin and body health and fitness for both men and women; something to which everyone can aspire.

1.3 The service provided

The College is registered to provide the following nationally recognised qualifications, in all states and territories of Australia:

- SHB50115 Diploma of Beauty Therapy
- SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction

The College delivers face-to-face, on campus training in Sydney. The Stellar Distance Learning Program is an integrated online delivery medium made via a state of the art education technology platform known as Stellar Learning (Online), using the MOODLE platform.

Stellar Online students undertake practical workshops delivered face to face in the Sydney College and interstate training rooms. Six workshops are delivered over the two year duration. The College provides training at a high standard integrated with practical work experience in commercial beauty salons to ensure that all students are inspired by their studies to continue a journey of life-long learning.

The main College campus is based in Sydney at 2-4 Lambs Road, Artarmon, NSW, 2061. The College also has training premises at Level 2 / 252 Bay Street, Port Melbourne, 3207 and in Brisbane at the Darin Building, Level 1 / 631 Logan Road, Greenslopes, 4120.



2. CODE OF PRACTICE

The Ella Baché College of Beauty Therapy agrees to undertake and adhere to the following Code of Practice:

- The College will maintain high professional standards in all areas of training and will comply with all requirements of the VET Quality Framework
- The College will take all reasonable steps to safeguard the interest and welfare of its students whilst students are on College premises.
- The College adopts an anti-discrimination policy that allows an environment that is conducive to optimum learning for all students
- The College has adopted a refund policy that is fair and equitable.
- The College reserves the right to adjust and/or modify timetables, units and educators attending lessons at its own discretion.
- The College will undertake to review and evaluate the teaching curriculum and delivery of the curriculum on a regular basis to ensure that it complies with the VET Quality Framework and Training Package requirements.
- The College will undertake to review, validate and moderate assessments with its trainers and stakeholders on a regular basis.
- All grievances and concerns of students will be dealt with in a fair and equitable manner.
- The College does not and has not represented to College students that the College is responsible for finding or providing employment as a result of enrolment and completion of any course.
- The College will properly document their contractual and financial relationships with students and provide students with copies of this documentation

2.1 College Responsibility

The College has a responsibility regarding the standards of courses and their delivery and the educational interests and welfare of its students. To fulfil these responsibilities, policies are developed and disseminated publicly. They are implemented consistently and reviewed regularly to ensure quality and equity.

2.2 College Access and Equity

The College applies access and equity principles through all its policies and procedures to promote full and equal participation of all students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

2.3 Student Responsibility

It is the student's responsibility to ensure all College policies are clearly understood, or to seek clarification from the College's administration to achieve this. It is the student's responsibility to read this Handbook thoroughly to prevent any confusion regarding policies and procedures.

2.4 ACPET Code of Conduct

The College is an endorsed quality member of the Australian Council for Private Education and Training (ACPET). The College abides by the ACPET Code of Ethics. The College, through ACPET has Australian Student Tuition Assurance Scheme (ASTAS) – a fee-protection measure required by providers who collect course fees in advance.

2.5 Statement of VET Tuition Assurance

To protect students in the event we cease to provide a VET course of study in which a student is enrolled, we have current membership of the Australian Council of Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme.

3. ORGANISATIONAL STRUCTURE

Administration Team	
Head of Education	Jennifer Hayes
College Operations Manager	Paul Leeden
Head of Studies	Prescilla Woodley-Laigle
Dermal Studies Coordinator	Meredith Schaerf
Course and Careers Advisor	Michele van Duyker
Student Services Officer	Michelle Lamborne
Student Services Officer	Rosaline Rowley
Counsellor	Odette Moss
Education Team	
Senior Trainer and Assessor	Elise Gehle
Trainer and Assessor	Jodi Keys-Jones
Trainer and Assessor	Natalie O'Brien
Trainer and Assessor	TBA

4. POLICIES AND PROCEDURES

This Student Handbook contains all the relevant policies and procedures that relate to students and potential clients of the College.

4.1 Publically available documents and forms

The following Forms, Policies and Procedures are available on the College website and in the Learning Management System at www.my.ellabachecollege.edu.au

- Policy and Procedure - Refunds Fee Paying Students
- Policy and Procedure - Refunds VSL & VFH
- Policy and Procedure - Refund International Students
- Policy and Procedure Withdrawal or deferral
- Policy and Procedure - Complaints Grievances and Appeals
- VET Student Loans (VSL) Enrolment Information
- Tuition Fees – Payment Options 2017-2018
- Application to Withdraw form
- Application for Refund Form
- Application for remission of fees under special circumstances
- Complaint, grievance and appeals Form

4.2 Forms, Policies and Procedures available on request

Students may request access to any or all of the RTO policies and procedures and forms at any time by contacting the Student Services at studentservices@ellabachecollege.edu.au

4.3 International student policies, procedures and forms

This Student Handbook contains information, policies and procedures for International students who are seeking enrolment into the College. International students may request access to any or all of the College policies and procedures and forms related to International Students at any time by contacting the Student Services at studentservices@ellabachecollege.edu.au.

Policies, forms and procedures available are:

- Extending Visas – CRICOS
- International Student Course Completion – CRICOS
- International Student Records – CRICOS
- Policy and Procedure - Refund International Students
- Notifying the Department of Education and the Department of Immigration and Border Protection for International Students – CRICOS
- Monitoring Course Progress of International Students – CRICOS
- Monitoring Attendance for International Students – CRICOS
- Transfer between Registered Providers – CRICOS
- Application to extend visa application Form
- Application to transfer application Form
- Letter of release application Form

5. COURSE INFORMATION

5.1 SHB50115 Diploma of Beauty Therapy

This qualification is for those who wish to be or are employed as beauty therapists in beauty salons, cosmetic clinics, medi-spas and day spas, to provide consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skin-care and cosmetic products.

In this qualification you will learn how to provide a broad range of beauty therapy treatments and services including:

- Facial treatments
- Body massage and treatments
- Hair removal
- Lash and brow treatments
- Nail and make-up services
- Electrolysis and Diathermy
- Aromatherapy

Graduates of this qualification will acquire the skills to work autonomously, to be accountable for personal outputs and to apply sound judgement when planning and selecting appropriate equipment, services and techniques.

Academic Entry Requirements

There are no academic entry requirements into this qualification.

General Entry Requirements

To successfully complete the program, all students will require access to a computer with stable internet and general office software such as; word processing; PDF reader; and presentation applications. Equipment and facilities used for practical training, applications and assessments will be provided by the College. All students are required to wear the Ella Bache student uniform when On-Campus and participating in Practical Workshops Off-Campus. 1 Uniform set will be provided to each Student at the commencement of training. Any additional uniform items will need to be purchased by each student.

VET Student Loans

The SHB50115 Diploma of Beauty Therapy is a VET Student Loans approved course. A loan cap of \$10,000 is available to eligible applicants to assist with Tuition Fees. [Click Here](#) for more information about Tuition Fees, eligibility requirements and how to apply for a VET Student Loan.

Duration and Study Load

On-Campus (Artarmon) / Full-time

- Duration: approximately 12 months,
- Study Load: 3 x 13-week Trimesters with a 2-week break between each Trimester.
- 60 hours of Student Salon plus 150 hours of Work Experience

On-Line / Part-time

- Duration: approximately 24 months,
- Study Load: 6 x 13-week Trimesters with a 2-week break between each Trimester.
- 6 x 5-day practical workshops occurring approximately once every 13 weeks in Sydney, Brisbane or Melbourne and 150 hours of Work Experience

In addition to the 2-week break between Trimesters, the College will closed for an 8-week break from 23 December 2017 to 27 February 2018. All students who are enrolled at this time will be on Study Leave for this period.

Attendance

The attendance requirements for On-Campus (Artarmon) / Full-time students is 3 days per week, between 9:00am and 4:45pm. On-Campus/ Full-time students must attend a minimum of 80% of all classes. The attendance requirements for On-Line students is to remain active in the learning portal and attend all 6 Practical Workshop sessions.

Qualification requirements and Delivery Schedule

Successful completion of the SHB50115 Diploma of Beauty Therapy, will provide graduates with 25 units of competency - 13 core units and 12 electives (comprised of 8 mandatory electives and 4 set elective units from one of two specialisation streams).

Unit Code and Title	Type	On-Campus delivery	On-Line delivery	
SHBXWHS001 Apply safe hygiene, health and work practices	Core	Trimester 1	Trimester 1	
SHBBFAS001 Provide lash and brow services	Core	Trimester 1	Trimester 1	
SHBBNLS001 Provide manicure and pedicure services	Core	Trimester 1	Trimester 1	
SHBBHRS001 Provide waxing services	Core	Trimester 1	Trimester 1	
SHBXCCS001 Conduct salon financial transactions	Core	Trimester 1	Trimester 1	
BSBSUS201 Participate in environmentally sustainable work practices	Elective	Trimester 1	Trimester 1	
		Student Salon	Workshop 1	
SHBXCCS002 Provide salon services to clients	Core	Trimester 1	Trimester 2	
SHBBMUP002 Design and apply make-up	Core	Trimester 1	Trimester 2	
SHBXIND001 Comply with organisational requirement within a personal services environment.	Core	Trimester 1	Trimester 2	
SHBBRES001 Research and apply beauty industry information	Core	Trimester 1	Trimester 2	
SHBBFAS002 Provide facial treatments and skin care recommendations (Pt 1)	Core	Trimester 1	Trimester 2	
		Student Salon	Workshop 2	
SHBBFAS002 Provide facial treatments and skin care recommendations (Pt 2)	Core	Trimester 2	Trimester 3	
SHBBBOS002 Provide body massages	Core	Trimester 2	Trimester 3	
SHBBBOS006 Provide superficial lymph massage treatments	Elective	Trimester 2	Trimester 3	
		Student Salon	Workshop 3	
SIRXSL303 Build relationships with customers	Elective	Trimester 2	Trimester 4	
SHBBFAS003 Provide specialised facial treatments	Core	Trimester 2	Trimester 4	
SHBBBOS003 Provide body treatments	Core	Trimester 2	Trimester 4	
		Student Salon	Workshop 4	
Specialisation Elective Units				
Business Management	Electrolysis/Diathermy	Type	On-Campus delivery	On-Line delivery
BSBSMB404 Undertake small business planning	SHBBHRS004 Provide hair reduction treatments using electrical currents	Elective	Trimester 3	Trimester 5
BSBSMB406 Manage small business finances.	SHBBSKS002 Provide diathermy treatments	Elective	Trimester 3	Trimester 5
BSBSMB405 Monitor and manage small business operations	SHBBINF001 Maintain infection control standards	Elective	Trimester 3	Trimester 5
BSBSMB403 Market the small business	SHBBSKS005 Provide micro-dermabrasion treatments	Elective	Trimester 3	Trimester 5
		Student Salon	Workshop 5	
SHBBBOS004 Provide aromatherapy massages		Elective	Trimester 3	Trimester 6
SHBBCCS002 Prepare personalised aromatic plant oil blends for beauty		Elective	Trimester 3	Trimester 6

treatments			
SHBBSPA003 Provide stone therapy massage	Elective	Trimester 3	Trimester 6
SHBBSPA004 Provide Indian head massage for relaxation	Elective	Trimester 3	Trimester 6
SHBBBOS005 Use reflexology relaxation techniques in beauty treatments	Elective	Trimester 3	Trimester 6
Student Salon			Workshop 6

Work Experience

Students are expected to complete a minimum of **150 hours** of external work experience in a commercial salon whilst they are undertaking their studies. Work experience is a vital component of the qualification and a requirement to be issued the Ella Bache Diploma of Beauty Therapy.

Third Party assessment – Log book. / Portfolio of Evidence

Work experience will be generally undertaken concurrently with study during Trimesters 2 and 3 for On-Campus and On-Line students. Flexibility is offered dependent on each student's location, situation and access to a commercial salon. This will be in addition to the 22 hours per week of On-Campus study. Work experience is not paid work. For international students, work experience is not considered at contributing towards the 20 hours per week international students are permitted to work.

Students will be assisted, as far as is reasonably practical, to find a work placement in one of the College's partner salons, however there are no guarantees of successful placement. Factors which are considered in this process are location, suitability of student and availability. If students are already working in a salon, they will need to seek advice from College trainers as to the suitability of salons, spas and other commercial enterprises for completion of their work experience placement.

Note: For students that are considering entry into the SIB70110 Graduate certificate in intense pulsed light and laser hair reduction qualification, they should ensure that the primary focus of their work experience or employment is in providing facial services, skin services and hair reduction services.

Mandatory Practical Workshops – On-Line students

In addition to the minimum 150 hours of beauty industry work experience, all Stellar Learning (On-Line) students **MUST** attend at least 5 practical training and assessment workshops throughout the course of their program. The successful completion of the 5 workshops are a compulsory requirement to achieve a SHB50115 Diploma of Beauty Therapy qualification through On-Line delivery. **Please note that the Practical Workshops are separate to and not the same as Work Experience.**

The purpose of the workshops are to provide practical training and assessment in the use of equipment and/or techniques and applications which are relevant to the units of competency provided during each Trimester. Ella Baché College or a delegated representative will provide product and equipment for all practical training.

Students are required to and responsible for registering by week 4 of the relevant trimester to attend the required practical workshop. Workshops are held in Sydney, Melbourne, Brisbane and Perth. It is the responsibility of all students to cover the cost of transport and accommodation to attend practical training workshops. To register for the workshops or for more information students should navigate to the 'My Course Information' pages in the learning portal.

Academic pathways

Ella Baché College has had an articulation pathway agreement with Victoria University since 2009. This academic pathway opportunity provides graduates of the SHB50115 Diploma of Beauty Therapy who complete the Electrolysis/Diathermy elective stream will receive 8 subjects of credit, which is equivalent to the first year of the 4-year Bachelor of Health Science (Dermal Therapies) degree.

Graduates of the Diploma who meet the University entry requirements will be offered a place and can enter the program at the start of the second year. The Dermal Therapies degree at Victoria University can be attempted and completed online from the second year onwards. For more information on the Bachelor of Dermal Sciences please visit the [Victoria University Website](#).

5.2 SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction

This qualification is for those who wish to apply their substantial knowledge and skills to design and safely apply non-ionising radiation treatments using intense pulsed light and laser technologies, to reduce unwanted hair on the face and body. In this qualification you will learn how to:

- Make complex, high level, independent judgements in consulting with clients and analyse their skin and hair characteristics,
- Design and evaluate intense pulsed light and laser hair reduction treatment programs
- Select and use appropriate technology, and applying it within the context of safe client and operator practices and in compliance with regulatory requirements.

Course entry pre-requisites:

To enrol in the Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction, applicants will need to meet the following entry requirements:

- Diploma of Beauty Therapy or a relevant qualification at diploma level or above in medical health, including the study of human biology, anatomy and physiology; and
- Significant and relevant vocational experience as a beauty therapist with a primary focus on providing facial services, skin services and hair reduction services;
OR
- Evidence of significant and relevant vocational experience relating to the application of human biology, anatomy and physiology knowledge in their respective field.

All International applicants:

International students may enrol into the On-Campus course at the Artarmon Campus, subject to meeting an IELTS 5.5 (Academic) or equivalent.

General entry requirements:

All applicants into this qualification will need to provide:

- Access to the equipment and facilities of a commercial salon which provides services in IPL and Laser Hair Reduction.
- Their own personal computer with stable internet and general office software such as; Word; PDF reader; and presentation applications such as PowerPoint.
- The physical capability to perform the role of a therapist including the ability to stand for lengthy periods of time.

Duration, Attendance and Study Load:

The minimum duration to achieve this qualification is 14 weeks. This is comprised of the equivalent of 3 days per week of study, which includes: 1 day per week compulsory attendance at college for practical training, 1 day for self-paced online learning and assessment preparation, and 1 day of work experience.

The 1 day work experience component requires at least 100 hours of work in an actual salon providing treatments to clients with laser or IPL devices for hair reduction. The college may be able to assist applicants with this placement. The assessment preparation and work experience components are flexible aspects of the course which may be adjusted, depending on the individual circumstances of the learner. The maximum course duration is 24 weeks for all components to be completed.

Work Experience

All Students must complete the work experience component of at least 100 hours of work in an actual commercial salon providing treatments to clients with laser or IPL devices for hair reduction. Work experience is a vital component of the qualification and a requirement to be issued the Ella Baché SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction.

Flexibility is offered dependent on each student’s location, situation and access to a commercial salon. Students will be assisted, as far as is reasonably practical, to find a work placement in one of the College’s partner salons, however there are no guarantees of successful placement.

If students are already working in a salon, they will need to seek advice from College trainers as to the suitability of salons, spas and other commercial enterprises for completion of their 100 hours of work experience placement.

Equipment and facilities:

For the 1 day per week compulsory attendance at the College for practical training and assessment, all Laser and IPL equipment and facilities will be provided.

Qualification requirements and Delivery Schedule

Successful completion of the SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction, will provide graduates with 5 units of competency.

Unit Code and Title	Type
HLTIN402B Maintain infection control standards in office practice settings	Elective
SIBBHRS706A Design intense pulsed light and laser hair reduction treatment programs	Elective
SIBBHRS706A Design intense pulsed light and laser hair reduction treatment programs	Elective
SIBBHRS707A Provide intense pulsed light and laser hair reduction treatments	Elective
SIBBRES702A Investigate developments in cosmetic treatments using light or laser systems	Elective

Careers

Our Graduate Certificate in Laser and IPL program will give you the competitive edge you need to get the best jobs in Beauty. Drawing on the fundamentals of beauty therapy you will progress to advanced laser and light where you will gain confidence in performing advanced technology based treatments to best practice standards.

Academic pathways

Ella Baché College has had an articulation pathway agreement with Victoria University since 2009. This academic pathway opportunity provides graduates of the SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction will receive 2 subjects of credit, which is equivalent to the first Trimester of the 4-year Bachelor of Health Science (Dermal Therapies) degree.

Graduates of the Course who meet the University entry requirements will be offered a place and can enter the program at the start of the first year. The Dermal Therapies degree at Victoria University can be attempted and completed online from the second year onwards. For more information on the Bachelor of Dermal Sciences please visit the [Victoria University Website](#).

6. APPLICATION AND ENROLMENT PROCESS

Before students enrol or enter into an agreement, the College will inform you via the website and other marketing materials about the training, assessment and support services to be provided, and about your rights and obligations. The College reserves the right to refuse enrolment of any student at its discretion, and further correspondence will not be entered into.

Domestic students wishing to enrol at the College must meet the Entry Requirements for the Course, and the following College criteria:

- Domestic On-Campus students must be 16 years of age or above.
- Domestic Online/Blended students must be 18 years of age or above.

6.1 Entry Requirements: 16-18 Year old applicants

Students aged 16-18 may apply to enrol as an On-Campus student, subject to meeting the following criteria.

- Attending a suitability interview at the College, and
- Providing appropriate supporting evidence such as year 10 school report and / OR recommendation from a Principal / Employer / Community group

Students may apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT) from previous studies and related work experience. These are assessed and approved by the College at the College's discretion.

6.2 Application Process

Before you enrol, you can find out about your course and the Ella Baché College of Skin and Beauty Therapy through our College website.

The College offers a number of Information sessions. These are held as Open Days at the Artarmon campus, or for On-Line students these are held as webinars. Open Day event dates and registration can be found on our website. These information sessions are a fantastic opportunity for students to explore the College facilities, access information about course material and meet key members of the College team. To proceed with enrolment, complete and submit the online Enrolment Form. If you have met academic and non-academic entry requirements a conditional Letter of Offer will be provided along, with information about payment options.

The College's Course and Careers Advisor will provide prospective students wishing to be funded through VET Student Loans (VSL) with detailed information about VSL, including eligibility, access and obligations.

Once the College has received all the required application forms and payment details, student details are checked against the entry criteria and then entered into the Student Management System. You will then be issued with a confirmation of enrolment email outlining the course dates, census dates (if applicable) and your student number.

6.3 Terms and Conditions of Enrolment

As a student it is your obligation to abide by these terms and conditions of your enrolment and the policies and procedures as outlined in this Student Handbook:

- The College reserves the right to refuse the enrolment of any participant at its discretion and no further correspondence will be entered into.
- Once we receive your Enrolment Form you will be issued with a Conditional Letter of Offer outlining all conditions which may apply. All conditions must be met (including the provision of any supporting documents) before enrolment can be finalised. Conditions may be items such as: the successful completion of a Language Literacy

and Numeracy Assessment; Proof of Citizenship; Proof of Identity; and evidence of previous completed qualifications.

- Fee for Service (Fee Paying) domestic students are required to pay a deposit of \$1000.00 to secure a place in the course once enrolment has been finalised.
- International (Fee Paying) CRICOS students are required to pay a deposit of \$1000.00 to secure a place in the course once enrolment has been finalised. The \$1000 deposit is non-refundable.
- A Fee for Service student who has not paid their course fees or entered into a payment plan with the College, by the published Census date for a fee-period, will not be permitted to attend class or access the My Ella Bache learning management system.
- Students applying for a VET Student Loan (VSL) are required to complete an electronic commonwealth assistance loan application form (eCAF) through a unique URL provided by the Department of Education.
- All VSL students will receive an invoice 14 days prior to the published census date for each study fee period. The Census date is the last date students can withdraw from their study period without incurring the VSL debt for that fee period. Students withdrawing after the fee period census date will incur the full debt for that study period.
- Each course has three study and three corresponding fee periods; each carrying one third of the total VSL debt for the entire course.
- The Census dates for each course are published on the college website. **It is the student's responsibility to inform themselves of the Census dates for their course.**
- For VSL students a Commonwealth Assistance Notice (CAN) will be issued after the published Census date outlining the debt incurred with the Australian Government. For Fee for Service students the invoice is payable one day after the published census date.
- Students may apply for Recognition of Prior Learning (RPL) or Credit Transfer from previous studies and related work experience: All RPL applications which are completed for units of competency before the Census date for the unit of competency will be liable for a per unit fee, regardless of outcome. The fee per unit varies across qualifications; All RPL applications which are completed for units of competency after the Census date for the unit of competency will be liable for the full Census fee for the period; Credit Transfer is only available for students who are enrolled in, or are intending to enroll into a full qualification at the College. The fee per unit varies, with the costs deducted from the total course fees payable; All Credit Transfer applications must be completed prior to the first Census Period for the Course.
- The College will provide all written forms of communication both academic and financial to the students registered email address. It is the students' responsibility to update the College of any changes to their contact details.
- The College will send promotional information to Students on an ongoing basis. If Students would like to stop receiving this correspondence it is the Student's responsibility to unsubscribe accordingly, where indicated within the promotional material.
- The College will grant a qualification only to students who have: Achieved the competency levels set by the National Training Package in both theory and practical assessments; attended all required practical training; paid in full all tuition fees and any additional charges.
- All Diploma of Beauty Therapy students must complete 150 hours of Work Experience. Informal practice cannot be included in these hours. In addition, all Diploma of Beauty Therapy Stellar Learning (On-Line) students MUST attend at least 6 practical training and assessment workshops throughout the course of their program. The successful completion of the 6 workshops are a compulsory requirement to achieve a SHB50115 Diploma of Beauty Therapy qualification through On-Line delivery. These Practical training workshops will be held at least three times

a year in metropolitan Sydney, Melbourne, Brisbane and Perth at dates and locations set by the College.

- All students are provided with multiple opportunities to demonstrate competency in an assessment; Students have a maximum of three (3) attempts to demonstrate competency in an individual assessment task. Students that are graded as Not Satisfactory in their second attempt at an assessment will be able to undertake a third and final assessment. The fee for a third and final re-assessment is \$60, payable in advance of the assessment. If a student achieves a Not Satisfactory result in the third and final attempt, they will be graded as Not Competent for the unit of competency, and will be required to re-enrol and repeat the entire unit of competency when it is next offered in the College. This could be the following year depending on the subject. This will include re-payment of the entire unit fee.
- If an enrolled student does not participate in their course of study in the pre census period and is unable to be contacted by the college their enrolment will be cancelled. If an enrolled student does not participate in their course of study in the post census period and is unable to be contacted by the college they will be held in inactive status. The College will make all reasonable attempts to contact the student and will notify the student of their inactive status. If the student does not contact the College within the inactive period or prior to the next period of study the student will be deemed to have withdrawn from the course and remains liable and will forfeit fees for the preceding fee period.
- For refund or remission of VSL debt or upfront Fee payment, any refund request will be reviewed in accordance with the relevant refund policy. All refund policies are published on the College website and are available at all times.
- In the event that a Legal Guardian or Parent is a party to and has executed this Agreement, then they hereby guarantee the due and punctual payment of the financial obligations of the student in this Agreement and in the event of default by the Student, they acknowledge that as the Legal Guardian or Parent they are deemed to be principal party for all purposes. The Legal Guardian or Parent hereby indemnifies and will keep indemnified the College from and against all loss or damage arising from the Student's failure to perform his/her financial obligations under this Agreement. This indemnity is given in addition to any rights or obligations which may exist at law.
- By accepting these terms and conditions of enrolment, the Student further agrees to adhere to the Colleges' policies and procedures as outlined in the Student Handbook. The Student Handbook is available to enrolled students from the College Learning Management System, and is accessible at all times to enrolled Students.

7. VET Student Loans (VSL) Enrolment Information

The following information is given to every student prior to enrolling into a VSL approved program or course. Every student that is enrolled under VSL is required to acknowledge that they have received and understood the information below prior to applying for an eCAF for a VSL.

7.1 What is a VET Student Loan (VSL)?

- A VSL is a loan made to Students by the Commonwealth Government.
- Students apply for a VSL through the Commonwealth's Electronic Commonwealth Assistance Form (eCAF). The College cannot apply for a VSL on behalf of the Student.
- The loan will remain a personal debt of the Student until it is repaid to the Commonwealth.
- The Commonwealth Government applies a 20% fee to each Student that applies for a VSL. The amount of HELP debt the Student will accrue if the Student receives the \$10,000 maximum amount of VSL for the Course will be \$12,000.
- The loan may, until the debt is repaid, reduce a Student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity.
- Students may wish to seek independent financial advice before applying for a VSL.

7.2 VSL Eligibility Criteria

The criteria for being an eligible person to apply for a VET student loan is that the Student must satisfy all of the following:

- a) Is an Australian citizen; or
The holder of a permanent humanitarian visa who is usually resident in Australia; or
A qualifying New Zealand citizen
- b) Has been assessed as academically suited to undertake the Course by way of:
 - Completion of any Certificate IV or above qualification delivered in English; or
 - Completion of a Secondary Certificate of Education, or equivalent (example HSC); or
 - Completion of Language, Literacy and Numeracy assessment at 'Exit level three'.
- c) The amount of the VSL must not be greater than the Student's remaining FEE-HELP balance
- d) Have a valid Tax File Number.

7.3 How to apply for a VSL

The College will create an enrolment in the Electronic Commonwealth Assistance Form (eCAF) only for those Students that have met the VSL Eligibility Criteria (a-c above).

Students will receive the invitation to apply for a VSL by email from eCAF, and should follow the link in the email to apply for their VSL. Students will need to provide their Tax File Number when applying for a VSL in eCAF.

7.4 Maintaining Information with the College and with the Department of Education and Training (DET)

- Email is the primary form of contact between the College, the DET and Students.
- Enrolled students must notify the College of any change of contact details, in particular email addresses and mobile phone numbers.
- If a Student discontinues, changes or alters in any way their personal email address without notifying the College, they will not receive any notifications from the College or from the DET.
- Students may be required during their course to communicate his or her agreement with the DET that the Student wishes to continue to use their VET Student Loan to pay for the Students tuition fees for the Course.

8. International Student (CRICOS) Enrolment Information

Before international students enrol or enter into an agreement, the College will inform you via the website and other marketing materials about the training, assessment and support services to be provided, and about your rights and obligations. The College reserves the right to refuse enrolment of any student at its discretion, and further correspondence will not be entered into.

International students wishing to enrol at the College must meet the Entry Requirements for the Course, and the following College criteria:

- International students must be 18 years of age or above.
- International students require an IELTS band score of 6.0.

8.1 Entry Requirements: International Students

Supporting information which must be provided with an Application includes:

- Passport Information
- Passport number
- City of issue
- Student Visa number (if known)

8.2 Course completion

International students are expected to complete their course within the duration of study as recorded on PRISMS. At the commencement of each trimester the Head of Studies must review international students' programs to ensure that students will complete their course within the expected duration of study.

The duration of the student's course may be extended only in the following circumstances:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class), or
- In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required)
- Where Ella Baché College of Skin and Beauty Therapy is implementing an intervention strategy for students at risk of not meeting academic progress requirements
- Where Ella Baché College of Skin and Beauty Therapy has approved the deferral of commencement of studies or the suspension of study.

Any extension to the duration of a student's course must be notified by Ella Baché College of Skin and Beauty Therapy on PRISMS and if necessary a new CoE issued and must be recorded in the student's file in the SMS

8.3 Extending Visas - CRICOS

The College will extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration as specified on the student's CoE. This must be the result of:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or;
- An approved deferment or suspension of study has been granted under Standard 13 of the National Code.

Procedures

To extend a student's visa term, the student must apply for the extension in writing to the Head of Education explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the visa are to be retained on the student record.

The Head of Education shall review the application along with trainers and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision.

The Student shall be advised of the decision to support or not support their application in writing. Where a student's application to extend their visa is supported, the college will issue a new eCoE which the student will lodge to Department of Immigration and Border Protection.

The student will be advised by the Department of Immigration and Border Protection of the outcome of their application.

8.4 International Students - Withdrawal

Once international students have enrolled into the College, they are not permitted to defer the commencement or suspend their studies except for:

- Grounds of serious illness or injury (evidence such as doctor's certificate required)
- Compassionate and compelling circumstances beyond the control of the student.

Once an international student has deferred, suspended or withdrawn his or her studies, the College must report the student's situation and change of status to the Department of Immigration via PRISMS, as this will affect compliance with the student's visa conditions.

8.5 Transfer between registered providers - CRICOS

Ella Baché College of Skin and Beauty Therapy recognises the right of students to transfer to another Registered Training Provider. All transfer requests must be submitted in writing to the Head of College. All transfer requests will be reviewed by the Head of Education within 5 working days from receipt of the request in writing. Students will be notified in writing of the outcome for the request to transfer by the Head of Education.

International Students wishing to transfer to another provider (RTO)

A student will be granted transfer to another provider if:

- The College has ceased to be registered for training
- The course the student is enrolled in has been cancelled
- A government sponsor of the student has decided that the student's best interest would be met if they changed providers and this has been set as a written request

A student will not be granted a transfer to another provider if:

- There is not a valid reason for the transfer (that is we still are offering the course to which the student is currently enrolled, the student's progress is satisfactory)
- If the College has evidence that the transfer could be detrimental to the student's development and learning

International students transferring to the Ella Bache College from another provider (RTO)

The Ella Baché College of Skin and Beauty Therapy will accept a student transferring from another provider if:

- They have ceased operations
- The student has a letter of release from the original college
- The student provides a valid letter of Offer from another registered provider confirming that a valid enrolment has been made.

- The student has a letter from a government sponsor stating the transfer is in the best interests of the student and their learning and development.

The letter of release will be provided at no cost to the student and will advise the student of the need to contact the Department of Immigration and Border Protection regarding their visa status. The Ella Baché College of Skin and Beauty Therapy will not accept a student for transfer from another college when:

- The transferring student does not have a written letter of release
- The student has been at their original college for less than 6 months
- The college feels it does not have an appropriate course for the student to enter

If transfer is not approved students will be notified in writing of the reasons and their right to appeal the decision.

Procedures

International Students wishing to transfer to another provider (RTO)

- Students wishing to transfer to another provider must apply in writing to the Head of College.
- The Head of Education will review the request and determined if the student is eligible for transferred.
- If the college approves then the student will be issued with a letter of release that has been signed by the Head of Education. A copy of the letter of release is also sent to the new college on the student's behalf.
- All transfer paperwork and a copy of the letter of release will be stored in the student record.
- The Head of Education (or delegate) will also contact the Department of Immigration and Border Protection via PRISMS to inform them of the change in student's provider.
- The Head of Education (or delegate) will make the required adjustments to the student status keeping the Department of Immigration and Border Protection informed.
- The Ella Bache College will provide students transferring with a letter of release containing:
 - The student's current status within the college
 - Academic progress within the course to date

International students transferring to The Ella Baché College of Skin and Beauty Therapy from another provider

- The student will need to have completed and signed a statement that clearly states they have come to Ella Bache College of their own accord and have not been approached by any member of the college our college to transfer to us.
- Ella Baché College of Skin and Beauty Therapy will not knowingly enrol a student wishing to transfer from another registered providers course prior the student completing 6 months of the principal course of study except where;
 - The original registered provider has ceased to be registered Or the course in which the student is enrolled has ceased to be registered.
 - The original registered provider has provided a letter of release
 - The original registered provider has had a sanction imposed on its registration by the Australian government or NSW government that prevents the student from continuing the principal course, or
 - Any government sponsor of the student considers the change to be in the students best interest and has provided written support for that change.

The Head of Education (or delegate) will also contact the Department of Immigration and Border Protection via PRISMS to ensure the student's details are recorded and if required

any variations made to the CoE to allow for the student to complete their studies within the time frame of their enrolment and CoE dates.

8.6 Refund Policy – International Students

This policy relates to international students enrolled under CRICOS. This refund policy will be made available to students and persons seeking to enrol with the Ella Baché College of Skin and Beauty Therapy by publication in this Student Handbook and on the College's website.

For a refund of upfront fee payment any refund request will be reviewed in accordance with this refund policy. The purpose of this policy is to provide guidelines for refunds for international students who are not eligible for FEE-Help assistance and are currently enrolled at the Ella Baché College of Skin and Beauty Therapy.

The policies and procedures which govern the refund of fees are different for each payment type. In case of a default by the Ella Baché College, the College will issue a Statement of Attainment for achieved units of competency. In the event of default by Ella Baché College all Students fees are protected by our membership of the Australian Tuition Assurance Scheme as detailed on the College website, and in the Student Handbook. The College's terms, conditions and refund policies do not remove the right of a Student to take further action under Australia's consumer protection laws.

General

- The Enrolment application deposit of \$1000 is non-refundable.
- If a Student wishes to withdraw from a course more than 28 days before the course commencement date, and submits an Application to Withdraw Form or Application to Defer Form to the College, then all fees paid except the enrolment deposit of \$1,000.00 will be refunded.
- If the Student withdraws from a course with less than 28 days' notice in writing then the Student is liable and will be asked to pay the equivalent of 25% of the total course fees and will not be refunded the non-refundable deposit of \$1,000.00
- The Student enrolment may be terminated by the College because of failure to comply with College policy, bad behaviour, and unsatisfactory course progress, failure at examinations or unsatisfactory attendance. In this case, refunds are not payable unless under extenuating circumstances.
- Where a Student withdraws in a case of compassionate or compelling circumstances, a student may be given refund of fees paid if they need to withdraw from a course.
- If a Student withdraws for compassionate or compelling circumstances 28 days or less before a course commences and wishes to be considered for a refund of fees paid and / or be exempt from liability for fees, the Student must notify the College as soon as possible and submit a request in writing within 28 days of the date of their withdrawal / deferral.
- In the case of compassionate or compelling circumstances, all refund cases will be handled with the Head of College who will refer it to the Head of Education for a final decision, and it will be carried out in professional and confidential manner.
- If the College cancels a Student enrolment because they are not offering a course or they are not offering a course at that particular time, Students will be notified in writing and will be given the option to transfer their enrolment to another course at another time or they can request a full refund of the fees paid.
- Requests for the full refund will be processed within 2 weeks of the provider default unless a request to transfer to another course at another commencement date is received from the Student in writing during this period.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend class
- Bereavement of close family members such as parents, siblings, or grandparents
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted their studies
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing a serious accident
 - A serious crime was committed against the student
 - The student has been witness to a serious crime.

Refunds for College Default

The College refund policy meets the requirements of the National Code and the ESOS Act 2000. A Default means the course not being provided in full to the student if numbers fall below viable levels.

- If a course is cancelled by the College before the course commences and no tuition has been given, then any fees paid by the student will be refunded.
- The College will make all attempts to assist the student by offering a place in another course, or in the same course that the College may be offering at another time.
- The College will refund all fees within 28 days of the date of default. The College will also give the student a statement that explains how the refund amount has been calculated (if applicable)

OR

- The student may be offered enrolment into another course with a different commencement date at no extra costs to the student
- The student has the right to make his or her own decision as to whether they would prefer a full refund or a transfer to another course at a different commencement date with the College or with another provider.
- If the College is not able to offer a student a position in another course, the Student Tuition Protection Scheme will place the student in a suitable alternative course at no extra cost to the student.
- If the student cannot be placed in a suitable alternative course, or, if this is not possible, the student will be eligible for a refund as calculated by the Head of Education.

Refund for Student Default

- If a student withdraws from a course during the course, they will be liable for all fees for that term, and asked to pay for all fees that are due. No refunds will be given for fees already paid unless there are compassionate or compelling circumstances. (See above)
- Any refunds will be paid within 4 weeks of receiving the relevant completed form from the student
- Approval of withdrawal or deferment due to compassionate or compelling circumstances will be reviewed and given by the Head of Education.
- Where there is a refusal by the Australian Government authorities to grant a student visa or the visa is not granted in time for the student to commence the course on the agreed start date, any fees paid will be refunded.

Procedure

Where an International Student proceeds to request a refund of fees they must notify the College in writing. Written notification may be by completion and return of the 'Refund Request Form', and if appropriate the 'Application to Withdraw Form' or 'Application to Defer Form', all available from the 'My Course Information' subject in the learning portal, by

requesting a copy from Student Services; or by email to studentservices@ellabachecollege.edu.au clearly stating name, address, and course title, and reason for refund.

- All refund request applications must be sent to Student Services at studentservices@ellabachecollege.edu.au .
- All applications must include a completed Request for Refund Form and any other relevant and supporting documents.
- Applications will only be reviewed and processed once all paperwork is received
- The Head of College will review all applications and will interview the student before approving or considering the application.
- The Head of College will then make a record of findings and recommendation to the Head of Education for the final decision.
- If the student refund is approved, the College will cancel the Student’s enrolment and fees will be refunded in accordance with this policy and the circumstances involved
- Fees will be paid directly to the person who initially paid the fees.
- If the Student refund is not approved then the student will have the option of lodging a formal appeal against the decision in accordance with the Policy and Procedure – Complaints, Grievances and Appeals within 28 days after receiving the notification of non-approval of refund.

9. College Fees and Charges

The Ella Baché College of Skin and Beauty Therapy will properly document their contractual and financial relationships with students and provide students with copies of this documentation.

The College safeguards funds paid by students paid in advance, in accordance the Standards for Registered Training Organisations (2015). The College, through ACPET has Australian Student Tuition Assurance Scheme coverage (ASTAS) – a fee-protection measure required by providers who collect course fees in advance. Under Australian consumer law, all clients and students are entitled to a refund in certain situations. Please refer to the Refund Policy section of this Student Handbook for more information.

9.1 Tuition Fees

The fees below are confirmed exclusively for the 2017 enrolment period. All tuition fees are subject to change without notice.

On Campus:	
SHB50115 Diploma of Beauty Therapy	\$15,000.00
SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction	\$7,500.00
Stellar Learning:	
SHB50115 Diploma of Beauty Therapy	\$12,000.00
International On Campus:	
SHB50115 Diploma of Beauty Therapy	\$15,000.00

Included in fees for the SHB50115 qualification are:

- Access to student workbooks, learning and assessment materials
- Equipment and facilities to undertake practical training and assessment
- 1 Ella Bache Uniform – All students will receive 1 each of a Tunic and Pants.
- Make up kit – All Students
- Manicure kit – Stellar Online Learning Students Only
- Eye lash and brow tinting kit – Stellar Online Learning Students Only

9.2 Other Costs for Students

Recognition of Prior Learning	\$150.00 administration fee per unit
Re-assessment	\$60.00 per unit
Re-issue of lost certificate	\$75.00
Re-enrolment fee – when a Not Competent grade is achieved	\$720
Uniform – Tunic & Pants (second)	\$220.00 (approximately)
Graduation Tickets (subject to change)	<ul style="list-style-type: none"> • \$95.00 for students • \$105.00 for family and guests
ITEC Examination (optional)	\$290.00 – Beauty Specialist \$100.00 – Microdermabrasion

Travel Costs

All full-time students are eligible to receive a Travel Concession which will enable them to travel at a reduced cost on trains, buses and ferries.

Replacement Costs

Personal equipment is mandatory and if students lose any equipment, they are required to pay for replacement as follows:

Make up kit	\$800.00
Manicure/Pedicure kit	\$60.00
Eye lash and brow tinting kit	\$85.00

Product – Optional

All students can purchase Ella Bache products at reduced student prices. The Student discount is 35% off the RRP of all retail products in the Ella Bache range. Most students find they would like to practise their new beauty therapy skills at home on family and friends. We recommend that you practise all treatments that you have developed in the college as much as possible.

We will be able to help you with a list of wholesale suppliers that we recommend and that we know will look after you with great prices and deals.

ITEC: International Therapy Examination Council

ITEC is the United Kingdom's leading awarding body for professional qualifications in Beauty therapy, Complementary therapy and Sports therapy.

ITEC qualifications are considered to be the highest available world-wide and provide diploma and certificate holders with the best possible opportunities for employment in their fields both in Australia and around the world. Their qualifications are recognised internationally and programs are delivered by registered colleges in 25 countries worldwide.

Graduation

The Ella Baché Graduation ceremony is held in December each year in Sydney. The Graduation venue is announced during second trimester.

Graduation is a highly anticipated event for our students and students are encouraged to bring family and friends to help celebrate their successful journey. Graduation tickets cost

varies each year, current cost is approximately \$95 for students and \$105 for family and guests (cost is subject to change).

9.3 Ella Baché Bank Details

Account name	Ella Bache College Pty Ltd
Bank	Macquarie Bank
BSB	182222
Account Number	303784003

Late Payments

Ella Baché College does not allow students to attend class unless all due fees are fully paid prior to commencement of each trimester.

10. Tuition Fees – Payment Options

Tuition fees for all courses:

- Do not attract Goods and Services Tax.
- Are confirmed exclusively for the 2016 enrolment period.
- Are subject to change without notice.
- Where a VET Student Loan is not accessed to pay for tuition fees, all fees must to be paid in Australian dollars into the College bank account.

10.1 SHB50115 Diploma of Beauty Therapy

Course Duration, Trimesters and Fee Periods:

- The On-Campus Tuition Fees are \$15,000. The (Full-Time) Course has three (3) sequential Fee Periods and is delivered over three (3) Trimesters, in a period of approximately 12 months.
- The On-Line Tuition Fees are \$12,000. The (Part-Time) Course has three (3) sequential Fee Periods and is delivered over six (6) Trimesters, in a period of approximately 24 months.

OPTION 1 – PAYMENT AS FEES BECOME DUE

Initial, non-refundable deposit of \$1000, plus any one (1) of the following methods:

ON-LINE		ON-CAMPUS	
Amount & Frequency	Select	Amount & Frequency	Select
3 x \$4,666.67 – Due at the Census Date* for the Fee Period	<input type="checkbox"/>	3 x \$3,666.67 – Due at the Census Date* for the Fee Period	<input type="checkbox"/>
92 x \$119.56 – Due every week	<input type="checkbox"/>	46 x \$239.13 – Due every week	<input type="checkbox"/>
46 x \$239.13 – Due every fortnight	<input type="checkbox"/>	23 x \$478.26 – Due every fortnight	<input type="checkbox"/>
11 x \$1272.73 – Due every month	<input type="checkbox"/>	11 x \$1,000.00 – Due every month	<input type="checkbox"/>

OPTION 2 – PAYMENT ACCESSING A VET STUDENT LOAN (VSL)

A VSL of \$10,000, plus any one (1) of the following methods:

ON-LINE		ON-CAMPUS	
Amount & Frequency	Select	Amount & Frequency	Select
3 x \$666.67 – Due at the Census Date* for the Fee Period	<input type="checkbox"/>	3 x \$1,666.67 – Due at the Census Date* for the Fee Period	<input type="checkbox"/>
92 x \$21.74 – Due every week	<input type="checkbox"/>	46 x \$108.70 – Due every week	<input type="checkbox"/>
46 x \$43.47 – Due every fortnight	<input type="checkbox"/>	23 x \$217.39 – Due every fortnight	<input type="checkbox"/>
11 x \$181.82 – Due every month	<input type="checkbox"/>	11 x \$454.55 – Due every month	<input type="checkbox"/>

* Census Dates:

- The Census Date is the last day a student can withdraw their enrolment without incurring tuition fees.
- Each of the three (3) Fee Periods will contain one (1) Census Day at no less than 20% progression through each Fee Period.

10.2 SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction

Course Duration, Trimesters and Fee Periods:

- The Tuition Fees for this Course are \$7,500. This blended-delivery (On-Campus and in a Workplace) Course has one (1) fee period, and is delivered Full-time over a period of 1 Trimester of 14 weeks in duration.

OPTION 1 – PAYMENT AS FEES BECOME DUE

Initial, non-refundable deposit of \$1000, plus any one (1) of the following methods:

BLENDED	
Amount & Frequency	Select
1 x \$6,500 – Due upfront prior to the commencement of training	<input type="checkbox"/>
14 x \$464.29 – Due every week	<input type="checkbox"/>
7 x \$928.57 – Due every fortnight	<input type="checkbox"/>
3 x \$2,166.66 – Due every month	<input type="checkbox"/>

11. Withdrawal or Deferral from study

This policy applies to prospective and current students both domestic and international (CRICOS) who are considering withdrawing or deferring from their studies; to College administrative and academic staff and to third parties providing information to prospective students on behalf of the college.

11.1 Policy

Ella Baché College of Skin and Beauty Therapy will conduct the withdrawal and deferral procedure in compliance with Schedule 1A of the Higher Education Support Act 2003, the Standards for Registered Training Organisations (2015), and the VET Provider Guidelines 2015. The College will:

- Set a Census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study
- Ensure that all students are informed of the Census dates for each VET unit of study
- Publish the Census dates on the College website
- Advise Students that it is their responsibility to inform themselves of the Census dates for their course

11.2 Deferral

Applications for deferment are accepted at the discretion of the College. The maximum period of deferment is a total of one year over the duration of the course. Visa arrangements for International students may be impacted by any leave of absence.

- Students deferring their studies prior to the census date will not be liable for fees incurred in that fee period and will be transferred to the agreed recommencement date (within 12 months) and the new census dates will apply.
- All Students deferring their studies post census date of each fee period will remain liable for fees incurred and will be transferred to the agreed recommencement date (within 12 months) and the new census dates will apply for subsequent fee periods.
- If a Student who has deferred has not recommenced their studies within 12 months of deferral and the College has been unable to contact the Student they will be

deemed to have withdrawn from the course and fees paid are not transferable. Students wishing to recommence studies after the 12 month limit will be considered as a new enrolment with relevant course fees payable.

11.3 Withdrawals

Applications for Withdrawal are at the discretion of the Student. Ella Bache´ College appreciates that there may be a range of circumstances which cause a student to withdraw from their course of study. These often include personal or family difficulties. When considering withdrawing from their course of study, Students should seek information/advice on the possible options available to them.

Pre-Census Withdrawal or Deferral

Students wishing to withdraw or defer and who lodge an Application to Withdraw Form or Application to Defer Form before the census date for a unit of study will be withdrawn or granted a deferral without financial penalty from any unit of study in which they were enrolled. Any fees paid for the unit will be refunded or carried forward until their return to study. Students that are enrolled under VET FEE-Help, or VET Student Loans will not incur a HELP debt for the unit of study

Post-Census Withdrawal or Deferral

Students who lodge an Application to Withdraw Form or Application to Defer Form for a course or units of study after the census date for the unit of study will incur a debt and remain liable for tuition fees.

Special Circumstances (VET FEE-Help and VET Student Loans students)

If a student withdraws from a Unit of Study after the census date for that Unit of Study and believes that special circumstances apply to their withdrawal post census, they may request a remission of fees to of their VET FEE- Help or VET Student Loans debt for that Unit of Study only.

* Special Circumstances apply where:

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and
- Were such that it was impracticable for the student to complete the requirements of the Unit of Study

Notification

If no written request is received from a student by Student Services at studentservices@ellabachecollege.edu.au requesting withdrawal or deferral the student will remain enrolled in the course for that Unit of Study and be liable for fees post census date. Census dates are published on the College website. Students may also contact Student Services if they are unsure of their census date.

Procedure

Where a Student proceeds to Defer or Withdraw from their course they must notify the college in writing. Written notification may be by completion and return of the 'Application for Deferral Form' or the Application to Withdraw Form', both available from the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email clearly stating name, address, and course title, date of Deferral or Withdrawal and reason for Deferral or Withdrawal.

12. Refunds: VET Student Loans & VET Fee Help students

For a refund or remission of VET Student Loans (VSL) or VET FEE Help (VFH) debt any request will be reviewed in accordance with this refund policy. The purpose of this policy is to provide guidelines for refunds for domestic students who have incurred a FEE Help debt at the Ella Baché College of Skin and Beauty Therapy.

In case of a default by the Ella Baché College, the College will issue a Statement of Attainment for achieved units of competency. In the event of default by Ella Baché College all Students fees are protected by our membership of the Australian Tuition Assurance Scheme as detailed on the College website, and in the Student Handbook. The College's terms, conditions and refund policies do not remove the right of a Student to take further action under Australia's consumer protection laws.

12.1 Policy

Ella Baché College of Skin and Beauty Therapy will conduct the refund procedure in compliance with Schedule 1A of the Higher Education Support Act 2003 and the VET Provider Guidelines. The College will:

- Set a Census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study
- Ensure that all students are informed of the Census dates for each VET unit of study
- Ensure that all students are informed of the review procedures for the re-crediting of a FEE HELP balance.
- Publish the Census dates on the College website
- Advise Students that it is their responsibility to inform themselves of the Census dates for their course

12.2 Pre-Census Withdrawal or Deferral

Students wishing to withdraw and who lodge an Application to Withdraw Form or Application to Defer Form before the census date for a unit of study will be withdrawn or granted a deferral without financial penalty from any unit of study in which they were enrolled. Any tuition fees paid for the unit will be refunded or carried forward until their return to study. Students that are enrolled under VSL will not incur a HELP debt for the unit of study

12.3 Post-Census Withdrawal or Deferral

Students who lodge an Application to Withdraw Form or Application to Defer Form for a course or units of study after the census date for the unit of study will incur a debt and remain liable for all tuition fees. A VSL student that withdraws from a unit of study after the census date has two options for refunds:

1. Apply to have their FEE Help balance re-credited, by completing the 'Application For Remission (Removal) Of Debt In Special Circumstances', and selecting the desired outcome 'Re-crediting of Fees'. Re-crediting of fees will enable Students to enrol into the next available unit of study for their course. All applications are at the discretion of the College and are not guaranteed to be approved for any student.
2. Apply for remission (removal of debt) of fees under special circumstances*

Special Circumstances

If a student withdraws from a Unit of Study after the census date for that Unit of Study and believes that special circumstances apply to their withdrawal post census, they may request a remission of all tuition fees, including their VSL or VFH debt for that Unit of Study only.

* Special Circumstances apply where:

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and
- Were such that it was impracticable for the student to complete the requirements of the Unit of Study

Circumstances beyond a student's control are those for which the student is not responsible, are abnormal or unusual and not due to a student's action or inaction. Examples could include:

- Serious illness or injury, where a medical certificate states that the student is unable to perform the training and assessment requirements of the course.
- Bereavement of close family members such as parents, siblings, or grandparents
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing a serious accident
 - A serious crime was committed against the student
 - The student has been witness to a serious crime.

An application for remission of fees under special circumstances must be made to Ella Bache' College within 12 months of the student's withdrawal date. Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

A student must apply in writing for re crediting of the VSL or VFH debts and any tuition fees balance within 12 months from the date of withdrawal from the unit of study or the date of receiving their final results for the unit of study. The College may exercise its discretion to waive this requirement if it feels that it was not possible for the application to be made before the end of the 12 month period.

13. Refunds: Fee-Paying students

All students will have some component of fee-for-service in their Tuition Fees. For a refund of upfront fee payment any refund request will be reviewed in accordance with this refund policy. The purpose of this policy is to provide guidelines for refunds for domestic students who have paid for Tuition Fees in advance, or which have entered in to a periodic payment arrangement, including those that have accessed a VET Student Loan; and are currently enrolled at the Ella Baché College of Skin and Beauty Therapy.

13.1 Policy

- If a Student decides to withdraw from the course before the next Fee Period, including course commencement, he or she must provide at least 28 days written notice to receive a full refund of any Tuition Fees they have paid in advance, less the non-refundable deposit of \$1,000.00
- If the Student provides less than 28 days written notice to withdraw before the next Fee Period, he or she will be liable for the next Fee Periods fees of their course, in addition to their non-refundable deposit of \$1,000.00
- If the Student decides to withdraw from the course during the course, he or she is liable to the College for all fees for the Fee Period in which they are currently studying.
- If the Students enrolment is cancelled because of a failure to comply with College policy, bad behaviour, unsatisfactory progress, failure at examinations or unsatisfactory attendance, then all fees for the current Fee Period will remain payable.
- In case of a default by the Ella Baché College of Skin and Beauty Therapy, the College will refund all paid Tuition Fees on a pro-rata basis within two weeks of the date of default. A statement will be provided to the student that explains how the refund amount has been calculated. (A default means the course not being provided in full to the student if numbers fall below viable levels).

14. Assessment Policy and Procedures

The type of assessment which is provided at Ella Baché College of Skin and Beauty Therapy is 'competency-based' and is an ongoing process throughout the course. Competency based assessment is a process where an Assessor works with a trainee/student to collect evidence of competence, using the benchmarks provided by the unit standards that comprise the national qualifications. The purpose of competency-based assessment is to confirm that a student can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

For a Student to be assessed as Competent in unit of study, the Student must demonstrate their:

- Ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
- Understanding of what they are doing, and why, when performing tasks
- Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

All students are provided adequate notice and detailed information about their assessment schedule within the <https://my.ellabachecollege.edu.au> learning portal, in the 'My Course Information' section.

14.1 Assessment methods

The assessment methods and the used by Ella Baché College of Skin and Beauty Therapy vary depending on the requirements of the national standards which apply to a unit of competency. The assessment methods used by the College to determine competency are, but not limited to:

- Practical Demonstration
- Written Questioning
- Project
- Case Study
- Simulation
- Role-Play
- Workplace demonstration
- Third-party observation

Each unit of competency will require Students to satisfactorily complete a range of assessment tasks, depending of the required outcomes of the unit; to achieve a competent outcome in the unit. Generally, each unit will comprise of the following assessment tasks:

- Written assessment
- Research or project assignment
- Practical demonstration assessment

14.2 Student Obligations:

- Students are to ensure they are aware of when their assessments will occur or are due for submission.
- Students must complete and submit an 'Assessment cover sheet' or 'Practical Assessment Attendance sheet' with all submitted assessments.
- Students are required to attempt and/or submit all assessments on the nominated date, according to the timetable for each Trimester.
- Students that are not able to participate in or submit an assessment on the due date must submit a 'Request for Extension' form to their assessor, or provide a valid medical certificate.

14.3 Grading and results

All students are provided with multiple opportunities to demonstrate competency in an assessment; Students have a maximum of three (3) attempts to demonstrate competency in an individual assessment task. There are two outcomes of assessments: S = Satisfactory, and NS = Not Satisfactory:

- A student will be awarded C = Competent on completion of the unit when all assessment tasks have been completed satisfactorily, which includes providing the appropriate evidence required to meet all assessment criteria.
- If a student fails to satisfactorily complete all assessment tasks in a unit of competency they will receive the result NC = Not Competent.
- If a student is deemed Not Competent in a unit of competency they will be required to re-enrol in the unit.

14.4 Assessment Attendance

To provide and conduct assessments Ella Baché College of Skin and Beauty Therapy requires all Assessors and Students to adhere to the following policy and procedures, for all assessment activities: A Student will be awarded a 'Not Satisfactory' grade for any assessment if they:

- Fail to attend and participate in a Written, Practical, Workshop or Workplace assessment, or
- Do not submit a Written assignment or project on the due date, or
- Are not able to provide an acceptable reason why the assessment was not submitted or undertaken.
 - Examples of an acceptable reason would be:
 - Injury or illness and provision of a valid medical certificate.
 - Examples of an unacceptable reason would be:
 - 'I did not know it was due today' or 'I lost my USB stick'

In the situation where a student fails to attend, or submit an assessment without an acceptable reason the Student will:

- Be issued with a 'Missed Assessment Notice'
- Receive a Not Satisfactory grade
- Use up one (1) of the three (3) possible attempts at successful completion of the assessment.

14.5 Re-assessment and Extensions.

Requests for extension - Practical, Workplace, Role-Play, Simulation and Third-Party Assessments.

If a Student is unable to attend a Practical, Workplace, Role-play, Simulated or a Third-Party observation assessment, the Student must complete a 'Request for Extension' form and provide it to their Assessor, by email or in person, **at least two (2) weeks** prior to the assessment:

- If the 'Request for extension form' is provided at least two weeks (2) prior a deferred date for assessment will be issued by the trainer.
- If the 'Request for extension form' is NOT provided at least two (2) weeks prior a deferred date for assessment cannot be guaranteed. If a deferred date for assessment cannot be organised the Student will be graded as Not Satisfactory for the assessment and will be required to re-attempt the assessment.

Requests for extension - Written Assessments.

If a Student is unable to attend or submit a Written Assignment such as a Case Study, Research Assignment or Project, or attend a Written Assessment or Quiz, the Student must complete a 'Request for Extension form' and provide it to their Assessor, by email or in person, **at least two (2) business days** prior to the assessment:

- If the 'Request for extension form' is provided at least two (2) business days prior a deferred date for assessment will be issued by the Assessor.

- If the 'Request for extension form' is NOT provided at least two (2) business days prior, the Student will be graded as Not Satisfactory for the assessment and will be required to re-attempt the assessment. In this situation the Not Satisfactory grade will count as the Students first attempt.

14.6 Second and third attempts & Re-assessment fees

If a student is deemed Not Satisfactory *in their first attempt* at any assessment, they are able to undertake a second attempt at the assessment with no penalty.

Second attempts:

If a student is graded as Not Satisfactory in their second attempt, or does not undertake or submit their assessment on the agreed date and time provided on the 'Missed Assessment Notice', and fails to produce a medical certificate for that date, the result for the assessment will be recorded again as Not Satisfactory

Third and final attempt – Re-assessment fee

Students that are graded as Not Satisfactory in their second attempt at an assessment will be able to undertake a third and final assessment. The fee for a third and final re-assessment is \$60, payable in advance of the assessment. The College will accept EFTPOS, Credit Card or Cash.

Not Competent result

If a student achieves a Not Satisfactory result in the third and final attempt, they will be graded as Not Competent for the unit of competency, and will be required to re-enrol and repeat the entire unit of competency when it is next offered in the College. This could be the following year depending on the subject. This will include re-payment of the entire unit fee.

14.7 Reasonable adjustment

All Students are responsible for clearly indicating to their assessor any concerns or requests that could potentially disadvantage them in their efforts to demonstrate their competence during the assessment process and be willing to negotiate a strategy /outcome that will meet their needs and is acceptable to the College.

In accordance with the Disability Standards for Education (2005), education providers are under a positive obligation to make changes to reasonably accommodate the needs of a learner with a disability. Reasonable adjustments can be made as required, as long as competence is not compromised. For example, such a learner could be asked to demonstrate a work process rather than being asked to explain it in writing.

However, reasonable adjustments will not be applied if the adjustment will compromise the rigor of the assessment process (e.g. if there is a requirement to complete documentation in a unit of competency, oral assessment would not be appropriate), or if there is an unjustifiable expense placed on the College.

14.8 Academic misconduct

Academic misconduct or plagiarism occurs when a person reproduce someone else's words, ideas, or findings and presents them as their own without proper acknowledgment. It includes attempts by Students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task. There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source
- Paraphrasing someone else's words without acknowledging the source
- Using facts and information derived from a source without acknowledging the source

- Using ideas directly derived from an identifiable author without acknowledging the source
- Producing assignments that should be your own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor)
- Copying from another student's work
- Submitting someone else's work as your own

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed NS-Not Satisfactory for the relevant assessment task on confirmation of the breach. All confirmed cases of cheating or plagiarism are recorded on the Student Management System and remain permanently on the Student's file. Students will be disciplined and at the discretion of the Head of Education will incur a payment fee to resubmit an assessment.

Students found cheating a second time will receive a formal written warning from the Head of education plus incur a payment fee to resubmit an assessment. Continued academic misconduct and/or involvement in plagiarism will result in expulsion from the College.

14.9 Challenging results

Students may challenge their results at any time if they feel that they have been unfairly treated or assessed, or if they do not agree with the outcome of an assessment. Students who wish to be re-assessed should contact their assessor in the first instance. Students that are not satisfied with the outcome of a re-assessment may appeal the result in accordance with the Complaints, Grievances and Appeals policy; by completing the form which is available from the 'My Course Information' subject in the learning portal.

15. Recognition of Prior Learning & Credit Transfer

The Ella Baché College of Skin and Beauty Therapy recognises Australian Qualifications Framework (AQF) qualifications and statements of attainment granted by other Registered Training Organisations. Current or potential students at the College may apply and be eligible for Recognition of Prior Learning (RPL) or Credit Transfer for any unit of competency that is in the College scope of registration. The expected duration of the RPL process is 4-6 weeks.

15.1 Recognition of Prior Learning

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment
- Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment; and
- Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (eg: the acquisition of interpersonal skills developed through years in the Beauty sector).
- Student Services will inform you of the initial evaluation within 2 business days.
- Not all applications are suitable for RPL. If the application is reviewed as appropriate for RPL the College will send Students an RPL Kit/Pack, and an invoice for the assessment.
 - All RPL applications which are completed for units of competency before the Census date for the unit of competency will be liable for a \$150 per unit fee, regardless of outcome.

- All RPL applications which are completed for units of competency after the Census date for the unit of competency will be liable for the full Census fee for the period.

15.2 Credit Transfer

Credit transfer is an automatic recognition, not requiring the Student to go through the RPL process. If students have completed courses from a Registered Training Organisation that delivers AQF qualifications or units of competency that are nationally accredited, then these courses or units will be automatically recognised by Ella Baché College of Skin and Beauty Therapy providing they are the same as those offered by the College.

Units of competency with different codes or titles but which are equivalent to those offered by the College (as determined by the Training Package developer) may be recognised providing they have been completed within the last 5 years. Credit Transfer must be completed prior to the first Census Period for the course; is only available for students who are enrolled in, or are intending to enroll into a full qualification at the College; the fee per unit varies, with the costs deducted from the total course fees payable.

15.3 Applying for RPL and Credit Transfer

Students should complete either the 'RPL Application form' or the 'Credit Transfer Application form'. The application forms are available:

- From the 'My Course Information' subject in the <https://my.ellabachecollege.edu.au> learning portal, or
- From the Appendix in this Student Handbook, or
- By contacting Student Support on studentservices@ellabachecollege.edu.au

RPL Application:

1. Students should complete the 'RPL Application Form' and email it to studentservices@ellabachecollege.edu.au
2. The Form should be accompanied with the following supporting documentation:
 - a. C.V or Resume detailing relevant work history
 - b. Any references from relevant workplaces which support the CV/Resume
 - c. Academic transcripts and / or Statement of Attainments relevant to the units of competency

Credit Transfer Application:

1. Students should complete the 'Credit Transfer Application Form' and email it to studentservices@ellabachecollege.edu.au
2. The Form must be accompanied with the following supporting documentation:
 - a. Academic transcripts and / or Statement of Attainments relevant to the units of competency
 - b. Qualification Testamurs/Certificates

16. Student Rights and Responsibilities

16.1 Usernames and passwords

Upon enrolment every Student will be provided a unique username and password to access the College Learning Management System at <https://www.my.ellabachecollege.edu.au>. This learning portal provides access to the training and assessment resources for the Students chosen course of study, and assessment submission portals.

To assist with the monitoring and management of the College plagiarism policy, Students must not share their username or password with any other student. Students that have been found to have shared their username and password with other Students may face disciplinary action.

16.2 Access to academic progress records

Students may access the real-time records of their course progress including all assessment results at the <https://my.ellabachecollege.edu.au> learning portal. The learning portal does not contain detailed personal information on each Student. Detailed personal information is contained in the Student Management System. Students may at any time request access to view their personal information in the Student Management System.

Procedure to Access Personal Information Records by a Student

To access personal information the student must complete a Request to Access Personal Information form. The form is available from the 'My Course Information' subject in the <https://my.ellabachecollege.edu.au> learning portal:

- This form once completed and signed must be submitted to the College Operations Manager.
- The College Operations Manager will ensure an appointment is made for the student to view their files.
- The College Operations Manager must also ensure a copy of the request form is stored in the student's personal file as a record
- Once a student has reviewed the files and requested corrections, the College Operations Manager will make the changes if approved, and sign and date the changes.

16.3 Attendance – On-Campus students

All On-Campus students are obliged to attend a minimum of 80% of all classroom lessons to achieve an Ella Bache qualification. Attendance is monitored in every class. Poor attendance may result in disciplinary action and/or impact the achievement of satisfactory results in some units of competency.

If Students are unable to attend College or are running late, Students are required to contact the College by telephone or email if they are unable to attend for any reason. If a Student is absent due to illness on the designated day of a practical assessment or a theory examination, they must bring a medical certificate validating their illness when they return to college. Upon returning to College after illness, students must report to the office and make plans to complete the missed assessment or examination.

16.4 Inactive Students

- If an enrolled Student does not participate in their course of study in the pre census period and is unable to be contacted by the College their enrolment will be cancelled.
- If an enrolled Student does not participate in their course of study in the post census period and is unable to be contacted by the College they will be held in inactive status.
- The College will make all reasonable attempts to contact the Student and will notify the student of their inactive status.
- If the Student does not contact the College within the inactive period or prior to the next period of study the student will be deemed to have withdrawn from the course and remains liable and will forfeit fees for the preceding fee period.

16.5 Student Feedback for Continuous Improvement

The Ella Baché College encourages students to provide feedback regarding course content and delivery and any other comments or suggestions as part of the ongoing continuous improvement process. If students have any feedback, we recommend they make an appointment with their class trainer or Head of Studies to discuss their feedback points.

The Ella Baché College also undertakes systematic surveys of students to obtain their feedback. These surveys provide essential input into the operations and strategic direction of the College. The Ella Baché College undertakes two types of student surveys. These include:

- The Annual Student Survey is the primary survey of all students undertaken by the College annually. The Annual Student Survey collects comprehensive feedback from students on their learning experience within the Ella Baché College.
- The Student Evaluation of Unit and Trainer provides the Ella Baché College with specific feedback from learners on the individual units and Trainers and Assessors. This provides key input into the Ella Baché College's systematic review of courses, assessments and trainers' and assessors' performance. The Student Evaluation of Unit and Trainer will be sent to you when you complete a unit.

16.6 Confidentiality

The Ella Baché College provides students with an assurance that their responses remain confidential. The Ella Baché College encourages students to provide open and honest feedback that can help support the future development of the college.

16.7 Work Experience

Students undertaking the Diploma of Beauty Therapy at the Ella Baché College of Skin and Beauty Therapy are required to complete 150 hours of external work experience in a commercial salon before they can be awarded with their qualification. The limitations and requirements of the Work Experience program are as follows:

- Students are required to find their own salon for work experience. The College may assist if required.
- Not all salon situations will be acceptable places for the completion of work experience. Students will need to seek advice from College trainers as to the suitability of salons, spas and other commercial enterprises for completion of their work experience placement.
- Students are covered by insurance whilst participating in work experience.
- Work experience is non-paid work designed for the professional development of College students. Unscheduled work experience cannot be recognised by the College and the student will not be credited for it.
- Students can be employed by salon owners at any time during their studies; this work is classified as part-time work and not work experience.
- Part-time work cannot be changed to work experience without prior notice given to the student, and it falling within the work experience schedule.
- Work experience is scheduled into the study year at specific times as designated by the College. This is conducted at the beginning of Trimester 2 and during Trimester 3 for all On Campus students.
- Whilst students are encouraged to practice on family and friends, for any of the skills being learnt during training due to legal restrictions, they should not be accepting payment or charging the general public, before graduation except under supervision as part of their salon training and field placement/work experience program.
- Students must be made aware that if they practice any skills learned during training before completion of the course without supervision they may be risking claims for damages against them if any harm is caused to the client.
- Client records should not be removed or copied in any way from any salon. Client records are confidential medical and legal documents and remain the property of the salon. Students are required to accurately record the client's histories and treatments.

16.8 On-Campus College rules and student obligations

Mobile Phones

No mobile phones are allowed in class, for On-Campus Students at any time for personal use. These are to be switched off and placed in the Student's locker. If Students need to be contacted at the college during the day, a Student Support officer will pass on any important messages to students while in class.

Trainers will advise where mobile devices may be used for study related purposes such as research activities.

Cleaning Roster

- All students are required to take part in cleaning duties at the college.
- All areas of the college must be cleaned and tidied at the end of each lesson.
- These rostered duties may include sweeping and mopping of floors, cleaning bench tops and sinks, cleaning and sanitising of equipment and folding and storing of towels and other linen.

Please note the student kitchen is a communal space and must be kept clean and tidy at all times. All students are responsible for keeping this area clean and tidy.

Lockers

The college lockers are a coin return style. Students must have \$2 each day in order to use the lockers. All lockers that are used need to be cleaned out each day. Keys are not permitted to be taken home by students at any time. Locker keys are student's responsibility.

Lost locker keys will incur a cost of \$25 replacement fee.

Taking Photos

Students are not permitted to take photos in the college or of fellow Students and treatments without the permission of the college staff. At no time are Students allowed to publish any photos on websites or social media pages as this may conflict with our privacy laws and those of our company and of fellow Students.

Alcohol/ Drugs

Any Student found under the influence of illicit drugs or alcohol will be asked to leave the campus immediately. Any Student that repeatedly attends campus under the influence of drugs or alcohol will be disciplined and may be expelled from the College.

Smoking

In the beauty industry smoking is not encouraged as it is not a professional example for health and good skin care. There will be NO SMOKING in the Ella Baché uniform at any time. Should Students wish to smoke, then they must change out of the Ella Baché uniform.

- This means that if any person chooses to smoke during a break, they must bring a change of clothing and move away from the Ella Baché building.
- The time required to do this must not exceed the break time allocated. Smoke must not be detected on any student at any time and suitable oral hygiene precautions must be implemented to avoid the detection of cigarette smell. If a student comes to class with the smell of cigarette on them, they may be asked to leave that lesson in which case they will be marked absent for that lesson.

Access to Building

Students are not permitted to enter the Head Office Building outside the hours of 08:30 and 17:00 Monday to Friday, unless accompanied by a member of staff. If a student needs to meet with a trainer outside class hours they must make an appointment through the Head of Studies.

Social Media

The College embraces the use of social media by Students to connect with staff, researchers, peers, clubs, etc. However, given the public nature of social media, it is important that students who use social media understand the College's expectations. You must be aware that the same standards that apply for interacting within and outside the Ella Baché community in real life also apply online. The same respect, courtesy and professionalism expected in real life interactions should be displayed online. Likewise, the

consequences that apply to a breach of College rules by students apply to breaches of rules for online conduct.

Rules for Use of Social Media

When using social media in the context of education or research, Students must:

- Only disclose and discuss information about the College or its activities that is not confidential and is publicly available
- Take reasonable steps to ensure that content published is accurate and not misleading
- Ensure that the use, including content published, complies with all relevant rules of the College
- When making a statement on a matter of public interest, students must expressly state that the views expressed are their views and not those of the College (unless they are officially authorised by the College)
- Be respectful and courteous in communications
- Adhere to the Terms of Use of the relevant social media provider; and
- Comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

Specific Prohibitions

When using social media in the context of education or research training, and when making identifiable personal use of social media, Students must not:

- Make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate
- Make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure
- Make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful
- Imply that they are authorised to speak as a representative of the College, or give the impression that the views they express are those of the College (unless they are officially authorised by the College)
- Use the identity or likeness of another student, contractor, staff member or other stakeholder of the College
- Use or disclose any College confidential information obtained as a student of the College
- Sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites
- Make any comment or post material that might otherwise cause damage to the College's reputation or bring it into disrepute; and
- Use the College's logo without permission, or use the College's name in a manner that is likely to be misleading or bring the College into disrepute.

Using images and video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Students must not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

17. Student Code of Conduct

17.1 Code of Conduct

- Students will maintain high standards of behaviour and appearance in all areas and strive to maintain the good reputation of the Ella Baché College of Skin and Beauty Therapy
- Students will not engage in any form of physical or verbal abuse towards staff members, other students or members of the public
- Students will not engage in inappropriate behaviour such as chewing gum, smoking or eating during class or when wearing the College uniform
- Aggressive behaviour is not acceptable at any time, be it verbal, physical or via social media
- Students will behave in a safe manner whilst moving around the college facilities or buildings or using the College equipment
- Discrimination of any kind will not be tolerated
- Students will not engage in bullying or harassment of another student either on campus, off campus or via social media
- Students will not engage in disruptive behaviour that prevents other students from learning
- Students will not cheat, plagiarise or engage in any form of academic misbehaviour.
- Students are expected to engage in the College social and extra-curricular activities.

Any breach of these codes may result in dismissal or suspension from the College.

17.2 Disciplinary Procedures

The Ella Baché College of Skin and Beauty Therapy will ensure all students receive fair and equal treatment.

Students who do not comply with the: College Code of Conduct; Rules and Regulations including Computer Resource Use and Social Media; Grooming and Appearance Standards; or engage in general or academic misconduct will be issued with a Cause for Concern Form (CFC)

If a Student is unable to abide by the College Code of Conduct and Rules and Regulations including Computer Resource Use and Social Media, he or she may be requested to leave college premises and not return until further action is taken by the Head of Education.

General and academic misconduct will be dealt with according to the nature and extent of the misconduct and may include reporting any criminal behaviour. Penalties imposed will take into account the nature and the extent of the misconduct.

17.3 Cause for Concern Form (CFC)

The trainer will discuss the reason for Cause for Concern with the Student. Both parties will then sign the form and details will be filed and recorded in our Student Management System.

If a second cause for concern form is issued, a meeting will be scheduled with the class educator, senior educator and Student. The Student will be asked to sign a record of the meeting and the concluded outcome. The signature acknowledges that the record of the discussion is accurate.

If the Student continues with their behaviour a third and final meeting will be scheduled with the Head of College. The Student will be asked by the College why their enrolment should

be continued. Details are documented in the Student file and recorded in the Student Management System. No refund will be given if suspension is the final outcome.

The Student has the right to appeal. If the Student is unhappy with the result they may use the College's Grievance, Complaints and Appeals procedures.

17.4 General Misconduct

The Ella Baché College of Skin and Beauty Therapy will not tolerate any general misconduct. General misconduct is that which:

- Contravenes the College Code, College Rules and Regulations and Grooming and Appearance Standards
- Contravenes any legislation
- Prejudices the good name or reputation of Ella Baché College of Skin and Beauty Therapy
- Acts dishonestly in relation to admissions to the College or fails to comply with conditions agreed to in the contract
- Fails to comply with any penalty imposed for breach of discipline
- Obstructs any member of staff in the performance of their duties
- Alters any documents or records
- Harasses or intimidates another student, a member of staff, a visitor to the College or any other person while the student is engaged in study or other activity as an act student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others including the misuse in any way, of any computing, communications or other College equipment
- Steals, destroys or damages a facility or property of Ella Baché College of Skin and Beauty Therapy
- Is guilty of any improper conduct.

Penalties for General or Academic Misconduct

If the student admits to the alleged misconduct, the Head of Academic Studies may impose one or both of the following:

- A charge for the cost of damage to facilities and equipment
- Expulsion from the College
- Reporting to the police in the case of breach of law or criminal behaviour.

Suspension or Expulsion from the College

The College reserves the right to suspend or expel a student for:

- Theft of any kind
- Non-payment of fees
- Non attendance
- Continued disruptive behaviour, rudeness to staff and fellow students
- Violence and bad language
- Attending college under the influence of drugs or alcohol
- Not complying with the college Code of Conduct, regulations and policies
- Racist behaviour or comments
- Bullying or harassment
- Academic or general misconduct

A student will be suspended for varying lengths of time depending on the severity of the incident and at the discretion of the Head of Studies. No refunds are given to students who have been suspended or expelled from the College.

18. Privacy Policy

The purpose of this policy is to ensure compliance of Ella Baché College of Skin and Beauty Therapy with the Information on Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Privacy Regulation 2013 and with the VET Quality Framework.

The policy is also intended to ensure that everyone dealing with the College is treated professionally and respectfully.

It deals with the collection, use, disclosure, storage, security and access to personal information being held at the Ella Baché College of Skin and Beauty Therapy.

It applies to all teaching and non teaching staff and to all current students and prospective students who have provided personal information to the College.

18.1 Policy

Ella Baché College of Skin and Beauty Therapy is committed to the privacy of students and staff and works diligently to ensure that everyone is treated respectfully and professionally:

- The College will respect the privacy of all individuals with whom it communicates.
- Personal information is collected by the College solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework and which is administered by the Australian Skills Quality Authority, who is the registering authority.
- The College also collects student information to continually improve the services they offer to all students.
- The requirements of the registering authority may mean the release of students' personal information for the purposes of audit, or for collection of data by Commonwealth and State Government departments and agencies.
- Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law requires the College to do so. The College staff will comply with all external reporting responsibilities where required to do so.
- The College will ensure that all personal information given to the College by employees and students is held securely and safely.
- Only staff directly involved with student welfare and or student results will have access to personal student details. Trainers and the College administrative staff will provide students with access to their own files and personal information held by the College upon request according to procedures, including access to their participation and progress, and they may request corrections to information that is incorrect or out of date.
- Upon receipt of written consent by a student, the College staff will provide a third party with student's personal details.

18.2 Collection of Information

The College requests information from students as part of the pre enrolment, enrolment and any re enrolment processes. The College staff will not collect personal information at any time by unlawful or unfair means. The College will always take reasonable measures to ensure that the individual is made aware of why personal information is being collected and what it could be used for.

The College will only collect students' personal information for the following purposes:

- For the essential communication for the student's safety and comfort during their studies
- When it is necessary for the College to make contact with a student's nominated family member in the case of emergency or accident.

Selected student details are also collected and used for:

- Processing enrolments
- Enquiries regarding courses available and sending out course information
- Communicating accurately with students
- Assisting students with courses they may be interested in
- Assisting students with RPL applications
- Student account details
- Assessing an individual student's entitlements for VET Student Loans and other government funded areas. The College will ensure that when personal information is collected it will not intrude to an unreasonable extent into the personal affairs of the prospective student / individual and that the information is up to date and complete.

18.3 Disclosure of Information

Personal information will not be released without the consent of the student or staff member. The College does not release or sell student's personal details to any external companies for the purposes of marketing. The College may from time to time be required to provide personal information to external organisations including the Australian Government and other designated authorities in order to provide specific services as required by law. These may include but are not limited to:

- Department of Immigration and Border Protection (DIABP)
- Australian Government Department of Education (DET)
- Australian Skills Quality Authority (ASQA)
- The ESOS Tuition Protection Scheme (TPS)
- College representatives/agents in order to assist international students as required.

This information includes personal contact details, course enrolment details, changes of circumstances and any suspected breach by a student of a student visa condition (National Code 2007 Standard 3.1).

The College will only use students' personal information for the purposes for which it was principally collected.

If there is a serious health-related issue and some information may be provided to the College during a consultation with a practitioner, then this information may be accessed by the College staff for the purposes of providing further helpful services to the student.

No other parties will gain access to the information at any time, other than what has just been stated, without the written consent of the individual student concerned.

18.4 Ensuring the Data Quality

- The College relies on its students and staff to advise the College of changes that may occur in personal information in order to keep all records up to date and of good quality.
- International students have a legal obligation to inform the College of any change to their personal details such as postal address, contact phone numbers and emergency contacts in Australia and in their own country.
- The College will ensure that the students' records are kept updated by making the changes in the student personal files, in the student management system and in the student soft copy register as soon as they are provided by the student.

18.5 Access to Data and Making Corrections

- All students, clients and staff have the right to inspect their own personal information and files held by the College.

- Prospective students are informed that upon giving the College their personal contact details, the College will use these details to process their enquiry and send them course information.
- Upon reasonable request and 5 working days' notice, the College administrative staff will provide a student with access to their personal records and if required, reissue statements of attainment or qualifications achieved. The College will not allow this to take place without an appointment being made.
- Student's personal records cannot be released to parents, partners or any external party without the written consent of the student.
- When a record is found to be incorrect, this will be corrected; when a student requests that a record be corrected because it is not accurate or correct, the details of the request for amendment with the evidence supplied for change will be noted on the records.

19. Grooming and Appearance Standards

Grooming and appearance standards are in place to ensure consistency in the image of Ella Baché College of Skin and Beauty Therapy throughout Australia.

Students represent the Ella Baché College of Skin and Beauty Therapy not only in physical appearance but also in attitude and manner and are expected to comply with the grooming and appearance standards.

19.1 Student Uniforms

For male students, the uniform consists of black trousers, with a short sleeved T-shirt. Black leather shoes must be worn, with black cotton socks. Jeans are not permitted. For female Students, the uniform consists of Ellery navy trousers and an Ellery navy tunic top that will be provided by the college. This must be worn at all times.

All Student uniforms should be kept clean, pressed and worn as a complete outfit. Tunic tops provided by the College must be worn without any other garment showing underneath. In winter a student may wear a plain navy cardigan for extra warmth if needed. The uniform is not to be mixed or matched with other pants or tops. Uniforms may be updated or changed by the College from time to time.

19.2 The Ella Baché Image

While the following rules specifically refer to female students, male students are equally required to be neat and tidy and present an image of impeccable grooming at all times:

Hair

For all students in the college:

- Long hair must be tied back away from the face. Hair must be worn off the collar and should not come in contact with clothing.
- Hair must be neat and project a professional image, suitable to beauty therapy.
- For short hair styles that cannot be tied back, hair must be neat and kept away from the face, using bobby pins and/or a thin plain, black headband.
- Any hair clips or adornment should be black and discrete.
- Natural hair colours only are allowed and no extreme haircuts are permitted.

Shoes

Shoes must be enclosed, leather or vinyl plain black and have soft soles. Open toes, canvas shoes, sling backs, strappy sandals or boots are not allowed.

- Bows, fancy embellished designs and heels are not allowed.
- Students must ensure that heels and soles are in good state of repair at all times. Shoes are to be kept polished.

Stockings

For females, flesh-coloured knee high stockings must be worn at all times. No other socks are allowed.

Make-up

- All students are required to wear some light day makeup
- Eyes, cheeks and lips are to be highlighted
- Make up should be reapplied during the day but not in public or in the working environment.

Nails

- Wearing of coloured or clear nail polish is not permitted
- Nails should be short, clean and well-manicured
- No acrylic or gel nails to be worn.

Accessories

- No necklaces, bracelets and bangles are to be worn with the uniform
- The only jewellery permitted is one pair small gold or silver earrings
- A wrist watch is acceptable but must be removed during practical lessons

General Hygiene for all students

- Breath fresheners should be used and teeth cleaned/flossed regularly
- Students are to be aware of unpleasant odours due to perspiration or after eating strongly flavoured foods
- Uniform should be washed daily.

20. Safety and Security

It is imperative that we have high standards of cleanliness in all work areas including the practical training areas and student kitchen/recreation areas. In particular, attention should be paid to the following:

- No food is to be kept in any lockers at any time.
- At the end of the week, any food items or containers must be thrown away or taken home
- Any food and containers left in the fridges at the end of the week will be thrown away.
- All surfaces should be regularly wiped free of fingerprints, dust, and grime.
- Glass surfaces should be free of smearing, and walls cleaned of scuff marks.
- Kitchen areas should be kept clean and tidy at all times - if cutlery and crockery is used it should be washed and put away after use. Food should not be left lying around.
- No food is to be consumed in any of the practical rooms.
- Routine hygiene duties are to be carried out according to the duty roster every day
- All students are reminded to leave valuable possessions at home. No responsibility will be taken for lost items. Personal items are not to be left on tables.

20.1 Work Health and Safety

The College aims to achieve the highest attainable level of work health and safety (WH&S) for its employees, students and other persons throughout all areas of its activities. The College will achieve this by strict attention to all aspects of work health and safety. It is the responsibility of all College personnel and students to ensure the implementation of safety systems appropriate to their operational responsibility and in accord with current technology.

Safety in the Workplace

- Students must not run at any time in the College or engage in behaviour that is risky to self and others.
- Students must ensure that all spills are cleaned up immediately.

- All chemicals are to be stored in correctly labelled containers, and disposed of according to manufacturer instructions.
- Each student is responsible for the safety of themselves and others.
- The premises must be kept clean and hygienic at all times.
- Students must keep themselves and their clothing clean and have no exposed cuts, abrasions and/or wounds.
- Passage-ways and traffic areas are to be kept free from obstacles.

Health and Safety Legislation

Each student is responsible for ensuring the safety and health of her/his environment by:

- Co-operating with management so that employees of the College may carry out their duties as required under the Work Health and Safety Act 2011.
- Making themselves aware of and complying with the relevant College policies, procedures and instructions.
- Taking reasonable care of themselves and others in the workplace.
- Reporting all known or observed hazards, incidents and injuries.

Designated Health and Safety Officers

The following staff is designated Health and Safety Officers at the College:

- Jodi Keys-Jones

20.2 Fire/ Emergency/ Evacuation Procedure

In the event of a fire the following procedure is to be followed:

1. The person first sighting the fire should alert others in the immediate area.
2. The fire brigade should be notified by dialling 000.
3. Clearly state to the operator the address of the Ella Baché College – 2 Lambs Road, Artarmon, 2061.
4. If possible, advise the nature of the fire, i.e. Electrical, etc.
5. The designated fire wardens must be notified immediately after the fire brigade is called.
6. Any attempt to extinguish the fire should ONLY be made if it can be done WITHOUT danger.
7. In the event of an evacuation, all staff and students must calmly proceed out of the building to the corner of Denison Street and Berry Street. This will be known as the evacuation assembly area. WALK - DON'T RUN.
8. Prior to evacuating the building, switch off electrical equipment, power and air conditioners.
9. No staff or student of the College is to leave the evacuation assembly area until told to do so by a designated fire warden. A class roll call will be taken at the evacuation point on Punch Street to ensure all are accounted for.
10. Under no circumstances must any staff/student member attempt to return to the building for any reason once an evacuation has been ordered.
11. Designated fire wardens must ensure that all staff and students including any visitors are accounted for according to a checklist.
12. Upon arrival of the fire brigade the designated fire warden should advise the officer in charge the result of the headcount and the exact location of the fire in the building.
13. The fire brigade has total authority once called to a fire emergency and all staff and students must follow any instructions issued by the fire officers.
14. Please note that all students will as part of their orientation day will be taken through a full fire drill and evacuation. Another fire drill will also be conducted half way through your studies along with the compulsory safety procedures of our building on Lambs Road.

20.3 Insurance and Work Cover

The College will ensure that you are covered by appropriate workplace health and safety insurance whilst you are On-Campus, at Practical Training and Assessment Workshops and during any Work Experience programs organized by the College.

21. Student Support Services

Ella Baché College of Skin and Beauty Therapy will ensure that all students are given appropriate orientation, and are given reliable and up-to-date advice on course requirements, counselling, work experience, support services and welfare facilities.

- The College will demonstrate regard for the cultural, social and special needs of disabled students and those from different backgrounds.
- The College will monitor the progress of students and ensure individual support and counselling for those having difficulties with a course.
- Ella Bache will ensure that international students receive adequate orientation, information and advice on accommodation, counselling, health and welfare services, and assistance in accessing bridging courses or additional educational support.

Students can access support services from reception or via email at studentservices@ellabachecollege.edu.au . Students may seek advice on additional support services or welfare services outside the scope of the College, through the Head of Studies.

21.1 Counselling

Student wellbeing is important to all of us at the Ella Bache College. If a student has an issue of a personal nature they may consult the class trainer or the Head of Studies. Support is offered to all students. The College has an independent Counsellor who is available on request.

The following steps will apply:

1. Consult with the class trainer
2. Class teacher or Head of Academic Studies and student may discuss the issue
3. Class teacher or Head of Academic Studies and student may decide on the best course of action i.e. referral to the College Counsellor.
4. All counselling/private information will remain confidential at all times.

Any notes, records and referrals made during discussions with the Head of Studies will be dealt with in accordance with the General Privacy Statement set out in this handbook. All records kept by the College Counsellor are confidential to the Counsellor and student.

21.2 External Counselling Services and Assistance

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000

Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522 13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drugs and mental health	www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000

22. Identifying Learning Needs

The Ella Baché College of Skin and Beauty Therapy aims to provide equal access to training and delivery for all students. Where possible the College conducts flexible training to meet specific needs of individual students.

Students will be provided with reasonable adjustment where required. For example, delivery and assessment material or evidence gathering methods may be modified to suit individual learning needs and to incorporate the diverse range of students. This is undertaken by the education team in association with the Head of Studies.

Students with learning difficulties beyond the College's areas of expertise are referred to external specialist agencies, with no cost to the student for the referral: however these agencies may charge a fee for service.

22.1 LLN

Students with identified language, literacy or numeracy (LLN) deficiencies will be provided with support according to the Ella Bache Language, Literacy and Numeracy Policy. Learner support will be provided where appropriate including:

- Demonstrating procedures
- Providing opportunities for “hands-on” experience proactively
- Ensuring individual support and advice to students

The College recognises that many students require additional support in relation to Language, Literacy and Numeracy (LLN). The College is committed to provide additional LLN support where needs are identified.

Courses at the Ella Baché College of Skin and Beauty Therapy are conducted in English and all course materials and student manuals are produced in English.

22.2 IELTS

For international students, the college course entry requirement for English language is 6.0 IELTS overall score or equivalent. If English is not the student's primary language, international students will be required by the College to provide evidence of their level of English language test report.

Information on IELTS is available at www.studyinaustralia.gov.au

22.3 Identification of Learning Needs

- Students are given the opportunity to identify any learning needs under the disability section on the enrolment form. Where a student identifies a LLN need on their enrolment form they will be counseled on an individual basis to assess the severity, potential support requirements or suitability for enrolment by the Head of Studies or delegate.
- International students are required to provide evidence of their level of English language test (IELTS) report on enrolment.
- All students that do not undertake an LLN assessment at enrolment (as part of eligibility requirements to access VSL) are required to undertake the College LLN assessment during orientation. This assessment is named the 'Academic Aptitude Assessment', and is located in the My Course Information section of the Learning Portal.
- Where a support need is identified by the College students will be counseled on an individual basis and an Individual LLN Learning Plan may be put in place. These plans will be monitored through the LLN Support Record.

23. Fair Treatment and Equal Opportunity

Ella Baché College of Skin and Beauty Therapy will treat fairly all of its students and persons seeking to enrol with the College.

23.1 Access and Equity

The College applies access and equity principles through all its policies and procedures to promote full and equal participation of all students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

23.2 Pre-enrolment Information

The College will ensure that prior to enrolment prospective students receive adequate information regarding the course, training, assessment, services and Commonwealth assistance provided by the College to enable them to make an informed decision about the suitability of the course and the College for their individual needs.

The College provides clear information to each student, prior to enrolment on the College Website and Marketing Materials in regards to:

- The code, title and currency of the training product to which the learner is to be enrolled.
- The training and assessment, and related educational and support services the College will provide to the learner including:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
 - any work placement arrangements

- The College's obligations to the learner, including that the College is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- The learner's rights, including:
 - details of the College's complaints and appeals process required by Standard 6, and
 - if the College, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- The learner's obligations:
 - in relation to the repayment of any debt to be incurred under the VSL scheme arising from the provision of services
 - any requirements the College requires the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide, and
- Information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.
- All relevant fee information including:
 - fees that must be paid to the College, and
 - payment terms and conditions including deposits and
- The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- The learner's right to obtain a refund for services not provided by the College in the event the:
 - Arrangement is terminated early, or
 - The College fails to provide the agreed services.

24. Legislation

Ella Baché College of Skin and Beauty Therapy is committed to ensuring compliance with all regulatory and legislative requirements relevant to its assessment and training services and operation within the VET sector.

The College operates within the following legislative and regulatory requirements:

- Work Health and Safety Act 2011 (Commonwealth)
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Racial Hatred Act 1995
- Commonwealth Sex Discrimination Act 1984
- Anti-Discrimination Act (NSW) 1977
- Disability Discrimination Act (Commonwealth) 1993
- Workers Compensation Act
- Equal Opportunity Act
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- Education Services for Overseas Students (ESOS) Act 2000
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- The Privacy Regulation 2013
- Copyright Act 1968
- Public Health Act 2012 – Skin Penetration Procedures (extract)
- Public Health Regulation 2012 (NSW)
- Children and Young Persons (Care and Protection) Act 1998(NSW)
- Trade Practices Act NSW
- Protection of the Environment Operations Act 1997 (NSW)

25. Complaints, grievances and appeals

The purpose of this policy is to provide Complaints, Grievances and Appeals guidelines for all domestic and International students who are currently enrolled or previously studied at the Ella Baché College of Skin and Beauty Therapy. All Students that have a complaint, grievance or wish to appeal an academic decision should consult this policy and procedure before initiating their actions.

25.1 Policy

The policy aims to ensure that the College responds effectively to all complaints, grievances and appeals in an effective, timely, fair and equitable manner. The policy relates to domestic and international students and applies to both academic and non-academic matters.

Feedback from students regarding the College, courses, staff and other services is always encouraged and this feedback is not considered as a grievance, until and unless this is stated as such and specific actions or outcomes are requested. A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least 5 years to allow all parties to the grievance appropriate access to these records, upon written request to the Head of Education.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of the College's services and activities. In relation to non-academic grievances, the term "student" or "complainant" applies to both current students of the College and persons seeking to enrol with the College. Students who have ceased to study with the College will be given a further 12 months after they have ceased their enrolment to use this Complaints, Grievance and Appeals Policy and Procedures.

The Ella Baché College of Skin and Beauty Therapy will ensure that any grievances are resolved promptly, objectively and with sensitivity. All complaints, grievances, appeals and outcomes are treated as confidential (unless they involve breaches of the law) and records will be dealt with in accordance with the College Policy and Procedures on Privacy and Access to Information.

The College will ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised. Each complaint, grievance or appeal and outcome is recorded in writing. A written explanation for decisions and actions taken during the process will be given to all parties if requested.

Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, the College will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome. There is no cost to students in utilising the internal Complaints, Grievance and Appeals process.

25.2 Procedure

Before an Issue becomes a Formal Grievance students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There is support staff available to assist in the resolution of issues at this level:

- The student should contact the class trainer who will endeavour to resolve the problem in the first instance without the need for a formal complaint.
- If the complaint is of a general nature, the student may fill out the 'Complaints, Grievances and Appeals form' and submit it to the Head of Academic Studies or seek an appointment with the Head of College for an informal discussion.
- If the problem is of a personal nature that may need professional help, the trainer or the Head of Studies will help the student to find an appropriate professional person in their local area

Stage 1 - Formal Grievance or Complaint

If the grievance, complaint or appeal is not able to be resolved through informal discussion with the parties involved, then a formal complaint should be made. The person making the complaint or appeal should follow this process:

1. Students should complete the 'Complaints, Grievances and Appeals form'. The form is available:
 - a. From the 'My Course Information' subject in the <https://my.ellabachecollege.edu.au> learning portal, or
 - b. By contacting Student Support on studentservices@ellabachecollege.edu.au
2. Lodging the complaint or appeal:
 - a. Students should complete the Form and email it to studentservices@ellabachecollege.edu.au
 - b. The Form should be accompanied with all supporting documentation and evidence which supports the claim

Receipt of the complaint will be acknowledged within 5 working days. The formal grievance handling process will commence within 10 days of the receipt of the formal complaint, and all reasonable measures will be taken to finalise the process as soon as practical. The Head of College will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Head of College will then endeavor to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within 10 working days. The report will also advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance. At all meetings the minutes are taken and outcomes recorded. All parties will receive a written copy of the minutes.

Stage 2 – Internal Appeal

If the complainant is dissatisfied with the outcome of their formal grievance or complaint they may lodge an appeal with the Head of Education within 20 working days of receiving notification of the outcome of their formal grievance. Appeals must be submitted in writing marked to the attention of the Head of Education as follows:

Head of Education

Ella Bache College of Skin and Beauty Therapy
2-4 Lambs Road,
Artarmon, NSW 2061

The Head of Education will consult with the complainant and other relevant parties within 10 working days of the appeal being lodged. Each case can be heard by the Head of Education, independent person or a panel and always with two persons present.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews. Following the consultation, the Head of Education will provide a written report within 10 working days to the complainant advising the further steps taken to address the grievance, including the reasons for the decision. The report will also advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Stage 3 – External Appeal

If the complainant is dissatisfied with the outcome of their appeal, he or she can seek to exercise their rights to a better resolution or an appeal from other outside parties and legal

sources should that be necessary. If the complaint cannot be resolved through the internal complaints handling process, then the student may lodge their complaint with an external body such as:

- Representatives of state or territory government departments
 - Commonwealth and State or Territory offices of the Ombudsman
 - The Anti-discrimination Board
 - The Office of Fair Trading
 - National Training Complaints Hotline
 - Private conciliators or dispute resolution counselors.
- OR
- Complainants may lodge an external appeal to the Australian Skills Quality Authority.

In the first instance students must first follow the Ella Baché College of Skin and Beauty Therapy College internal appeals process prior to lodging a complaint with ASQA. If after the internal process, a complainant still believes the RTO is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the Complaint about a training organisation operating under ASQA's jurisdiction form.

Except in exceptional circumstances, students must attach evidence to the complaint form showing:

- They have followed the RTO's formal grievance procedure; and
- The RTO's response.

ASQA's processes require students to identify themselves as a complainant; however students may request to keep their identity confidential throughout the investigation. If students need help with the Complaints, Grievances and Appeals process or if they are unsure whether ASQA can help with the complaint, they can call the ASQA Info line on 1300 701 801 or email complaintsteam@asqa.gov.au for further information.

The College will act accordingly when an outcome is reached, and will ensure that all parties are treated fairly and without bias. While the complaint, grievance and appeal process is in motion, the College will maintain the student's enrolment throughout the ongoing matter until it is resolved.

25.3 Appeals against an Assessment Decision

Students can appeal against an assessment result. It is important that the appeal is settled as quickly as possible. This may include:

1. Resubmission or a second testing

In the first instance, the trainer will consult with the Head of Academic Studies and depending on the circumstances, will provide an opportunity to re-sit the exam or resubmit the piece of work. It will then be re-marked. The request and reasons will be recorded in writing.

2. Marking by a second assessor

The trainer should immediately inform the Head of Academic Studies if a re-sit or re-submission is recommended or if the student has a grievance, disagreement or dispute about the results. The appeal will be discussed with the student and trainer and recorded in writing, considered by the Head of Academic Studies and if appropriate, arrangements will be made for re-assessment by another assessor.

3. A written assessment appeal

If the student is still not satisfied with the re-submission process and second marking the student must put their appeal in writing as per the Complaints, Grievance and Appeal Policy. The Steps under "Stage 2 – Internal Appeal" of the Complaints, Grievance and Appeal Policy will then be followed.



PARIS Ella Baché