

The Mask Academy
of Make-Up, Beauty, Nails & Hairdressing

Student Handbook

A guide to our Policies and Procedures

2008

National Provider No: 2222

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ABOUT THE MASK ACADEMY OF MAKEUP BEAUTY NAILS AND HAIRDRESSING

The Mask Academy of Make-up Beauty Nails and Hairdressing (The Mask Academy) is an Australian owned company, which operates as a registered training provider (RTO). The Mask Academy offers accredited and nationally recognised qualifications to domestic and international students.

The Principal/ CEO, Katherine Gosson, worked many years as a hairdresser and make-up artist prior to establishing the Academy in 1992. Together with a team of industry experts, the Academy has grown to be a leader in hair and beauty orientated training. We have achieved an excellent reputation for delivering a quality education, providing our students with a valuable learning experience.

The college offers a variety of course delivery schedules to suit all individuals, meaning everyone can study with us, under a timetable to suit their lifestyle.

In order to make your progress at the Mask Academy as comfortable as possible we have put together this Student Manual for students attending this college. We believe that you will find it informative and it will answer most of your questions regarding the college policies and procedures. It is your responsibility to read the following information and clarify with your trainer or The Principal any concerns you may have regarding the information presented.

This document is updated regularly without notice. Updated versions are available from reception.

The Staff:

The Directors of the Academy: Katherine and Murray Gosson have a long history in the Film and Television industry. Katherine has been a makeup artist and hairdresser for 25 years, Murray worked in the Art Department in the Film Industry for 22 years. Their list of credits includes working at Channel 10, 7, 9 & SBS including the Today Show, E Street, Home and Away, Richmond Hill and Jag. Some of the film credits include Matrix 1, 2 &3, Mission Impossible 2, Superman, Babe 2, Scooby Doo, Race the Sun, Mask 2, South Pacific, Twisted Tales and The Beast.

Our Hairdressing trainers have managed hairdressing salons, owned their own salons, competed in many hairdressing competitions and successfully won. Between them, they have 59 years experience.... WOW!

Our Beauty Therapy and Nail trainers have managed beauty salons and owned their own salons. Combined experience, they have 62 years of knowledge to share with you.

Our Makeup trainers are also hairdressers and each have a long list of credits, including working in the Film, Fashion, Photographic and Editorial industries, Video clips, Television including Channel10 and the Disney channel

CODE OF PRACTICE

The Mask Academy of Make-up Beauty Nails and Hairdressing:

- Will conduct its business with honesty, diligence and integrity.
- Complies with all state and territory legislative and regulatory requirements.
- Undertakes to provide the requisite equipment, materials and tuition to enable students to attain the practical skills and theoretical knowledge of a professional working in their chosen field.
- Endeavors at all times to keep a high standard in our range of courses and course delivery.
- Provides up to date facilities and equipment in a safe and hygienic environment.
- Provides accurate, relevant and up to date information, and states its fees on enquiry.
- Delivers, monitors and reviews training and assessment services to ensure that the welfare and interests of the students are maintained.
- Recognises qualifications / statements of attainment issued by registered training organisations within the Australian Qualifications Framework.
- The college never discriminates against age, sex, sexual preferences, race, colour, educational background, marital status, economic status and religion.
- Can recommend welfare and guidance services to students who may require it.
- Provides an appeals and grievance procedure and opportunities for reassessment.
- Encourages feedback and evaluation from its stakeholders.
- Maintains accurate, confidential and secure training and financial records.
- Our trainers and assessors are experts in their fields, sharing their vast experience with honesty, professionalism and deliver the highest standard of service.

COLLEGE INFORMATION

FEES:

Course fees advertised are current, and may be subject to change. All costs are discussed at the time of enrolment. Receipts are issued with every payment.

COURSE PAYMENTS AND REFUND POLICY:

- All deposits are **non refundable** and **non transferable**.
- The balance of fees is payable in installments.
- Payment in full prior to commencement offers a 5% discount.
- There is **no refund** for any course fees that are paid in installments.
- Students paying in full at commencement: Those students who are unable to complete their course for personal reasons are entitled to a refund of the remaining course fees. Refunds are calculated from the time of notification in writing to discontinue the course. An "Application for Discontinuation of Course" is available from reception.
- Any refund will be reimbursed with 4 weeks from notification.

DEFERMENT:

- Students unable to attend for a period of time may apply for deferment. This should be done on an "Application to Defer Studies" form. This form is available from the reception and must be lodged with the Principal. This may be made prior to commencement of a course or during a course. A deferment is granted only once and for a period of no longer than 12 months.
- **To re enter a course**, students must complete an "Application for Reinstatement to Study". This is available from reception and must be completed within 4 weeks prior to the intended re - commencement. An administrative fee of \$150 must accompany any application for re - entry into a course. Students will be required on re-entry to pay any additional increases in fees if applicable.
- Permission to re enter a course after the 12 month period will be at the discretion of the Principal.

ATTENDANCE:

- An 80% attendance rate is required throughout your course. Exception from this rule will require a Doctors certificate or approval from the college. Lateness is not tolerated, and is marked on the attendance roll.
- Continual missed lessons and class time can lead to a withdrawal from a course.
- Student who are absent from class will have to make up this lesson. Your qualification will not be issued until missed lessons have been covered.
- Our trainers are skilled in a range of fields. This means you may have the opportunity of having more than one trainer through the duration of your course.

STUDENT WELFARE AND GUIDANCE:

The welfare of the students at The Mask Academy is taken seriously. If you are having problems that are of an academic nature, please discuss this with your teacher first. If you are having problems that are of a personal nature that could hinder completion of your studies, or you need to talk to someone for any assistance, please see the Principal, who will be glad to help you in confidence.

If you would prefer to consult a professional counselor for assistance, the following names and numbers may be useful:

Crisis and counseling lines:

Lifeline (24 Telephone Counseling and Referral)	13 1114	
Salvo Care line	9331 6000	
Salvo Crisis line (suicide prevention)	9331 2000	1300 36 36 22
Salvo Youth line	9360 3000	

www.reachout.com.au

Doctors: Argyle St Medical Centre 9893 8733
Cnr Marsden and Argyle st, Parramatta.

Poisons Information centre	131266
Emergency	Dial 000
Westmead Hospital	9845 5555
The Mask Academy reception	6987 1097

Youth Allowance

For those students who are eligible, the Youth Allowance is available. Contact Customer service at Centrelink on 13 1021.

COLLEGE FACILITIES:

- Each student is responsible for the maintenance and cleanliness of their classrooms, equipment and work areas.
- All students are required to participate equally in cleaning duties.
- All college resources, equipment and supplies are to be treated with care and respect. Damage to any facilities should be reported to your teacher immediately.
- Reference books are available for student research. These books cannot be taken off the college premises.
- All student kits / text books are to be brought to each lesson as instructed by your teacher. No kit, no lesson.
- Occupational Health and Safety Procedures are to be followed at all times during your course.
- The college provides a student kitchen where tea and coffee facilities are available and FREE. Also provided are drink and snack machines at reasonable prices.

- Male and female toilets are situated on both levels of the college.
- Smoking is not permitted in the college, however, we have provided a smoking area on the balcony located on the second floor.
- A first aid kit is located at the Reception desk.

CHARGES:

- Phone calls - \$0.50
- Photocopies - \$0.20
- Re issue of a training manual - \$18.00

DRESS CODE: All students require a professional standard of dress at all times.

- Long hair must be pulled back securely off the face; short hair must be neatly styled. Closed in shoes must be worn. No high heels please.
- No shorts or revealing clothing is to be worn. You are a training to be a professional, so we expect you to look as one.
- Accessories and jewelry must be kept to a minimum as per Health and Safety regulations.

KITS:

Some of our courses require students to purchase their own kits in order to participate. Kits are 'tools of the trade' and are a necessary part of the course. There is no refund or exchange on kits under any circumstances.

FEEDBACK:

As part of the college continuous improvement procedures, you will be asked to complete a feedback sheet about your time at the college. This is your opportunity to provide the college with feedback on the course, the trainers and assessors, facilities and resources. This information is kept confidential. It is valuable for the college to better maintain course quality and relevance in delivery.

TRAINING STAFF:

We abide by the AQTF standards regarding trainer and assessor qualifications in relation to all training and assessment activities. We will ensure that all of our trainers and assessors will have as a minimum, the following combination of:

- Certificate IV in Training and Assessment.
- Vocational qualifications – to ensure knowledge of the occupation in which the training is being provided.
- Industry experience – to ensure the currency and relevance of the training to industry and to the student.
- Conduct fair, flexible and reliable competency based assessments.

- Our trainers are skilled in a range of fields. This means you may have the opportunity of having more than one trainer through the duration of your course.

COLLEGE RULES

- All students are to respect the rights of their fellow students, teachers and staff at The Mask Academy.
- Derogatory comments, obscene language and racial slurs will not be tolerated within the college.
- Classes commence promptly at the allocated time and all students are expected to be here by the time class commences.
- Any student who disrupts the class will have their behaviour noted. Continual disruptions or harassment may lead to dismissal.
- Your teacher will mark the attendance book on commencement of the lesson. If you are sick or unable to attend class, please call and let us know you will not be in.
- If you are late or absent, it is your own responsibility to obtain class notes to catch up.
- At the end of the day, all class rooms are to be cleaned and no student to leave until cleaning is completed.
- You must bring your own pens and paper to class; the Academy does not provide these items for you.
- All mobile phones are to be switched off in class - that also means not texting. If you need to be contacted please give out the office number.
- No food is to be consumed in the classroom. No chewing gum please.

Discipline

We will make all attempts to provide our training and assessment services in a spirit of co operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all students and staff.

Action may be required if:

- A student fails to attend the required minimum number of classes for any course without a reasonable explanation
- Brings on or consumes any drug of addiction or dependence (except drugs prescribed by a medical practitioner)
- Brings or consumes on our premises any alcohol
- Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- Damage or remove any resource or property of the Academy
- Assault (physically or verbally) any person or persons on our premises
- Fail to comply with any instruction given by a member of staff relating to the safety of any person or persons on our premises
- Exhibits any form of conduct whilst on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety of any person
- Stealing is an offence and any student caught stealing the property of the school will be dealt with in the proper manner.

TRAINING AND DELIVERY SERVICES

The college delivers the following Makeup, Beauty and Hairdressing qualifications:

The Entertainment Training Package / Screen and Media Training Package:

- CUF50407 Diploma of Specialist Make-up Services
- CUF40407 Certificate IV in Make-up
- Photographic Make-up and Hairstyling skills set

The Beauty Training Package:

- WRB50105 Diploma of Beauty Therapy
- WRB40105 Certificate IV in Beauty
- WRB30104 Certificate III in Beauty Services
- WRB20104 Certificate II in Nail Technology

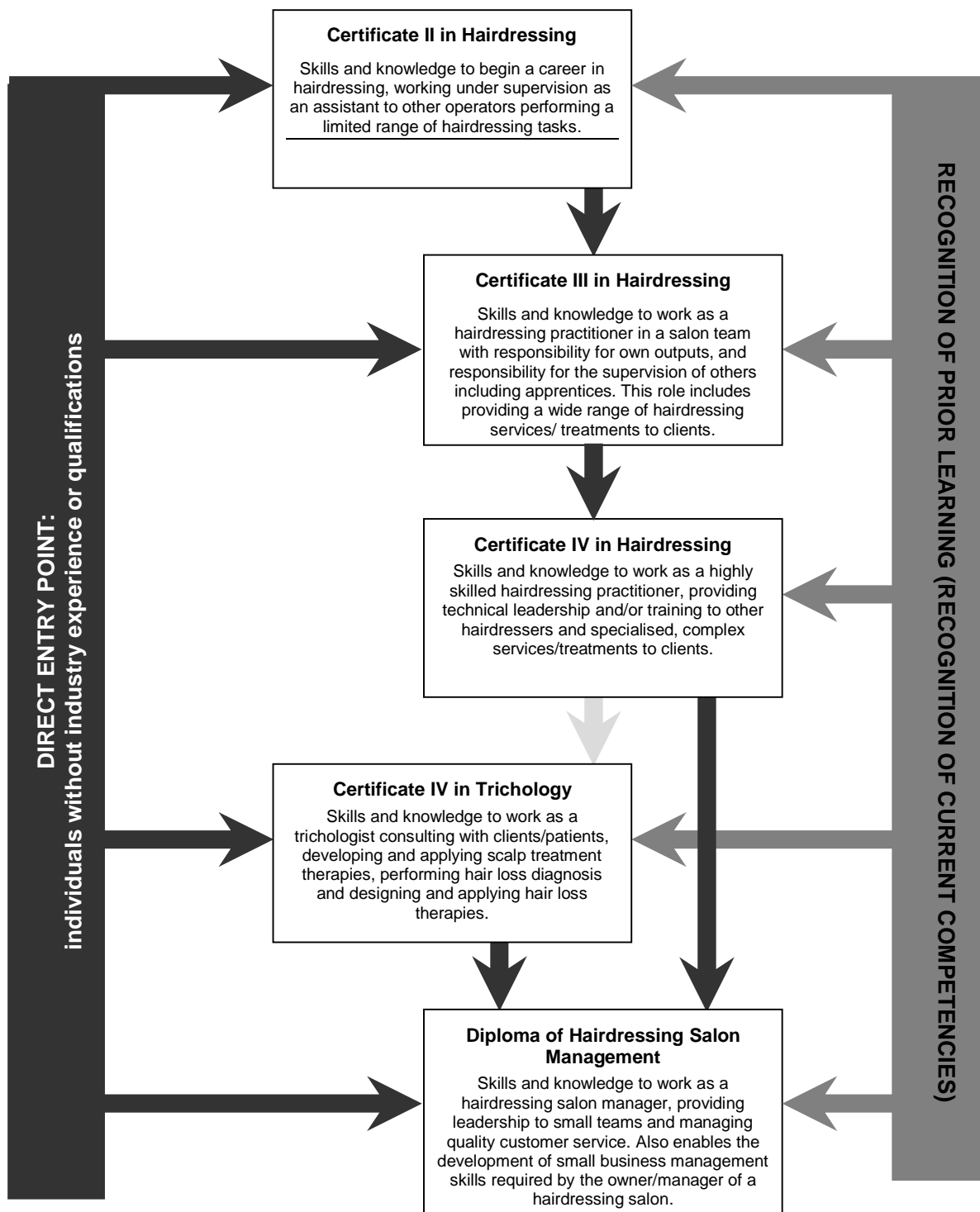
The Hairdressing Training Package:

- WRH20106 Certificate II in Hairdressing
- WRH30106 Certificate III in Hairdressing

As well as these short courses from the Beauty Training Package:

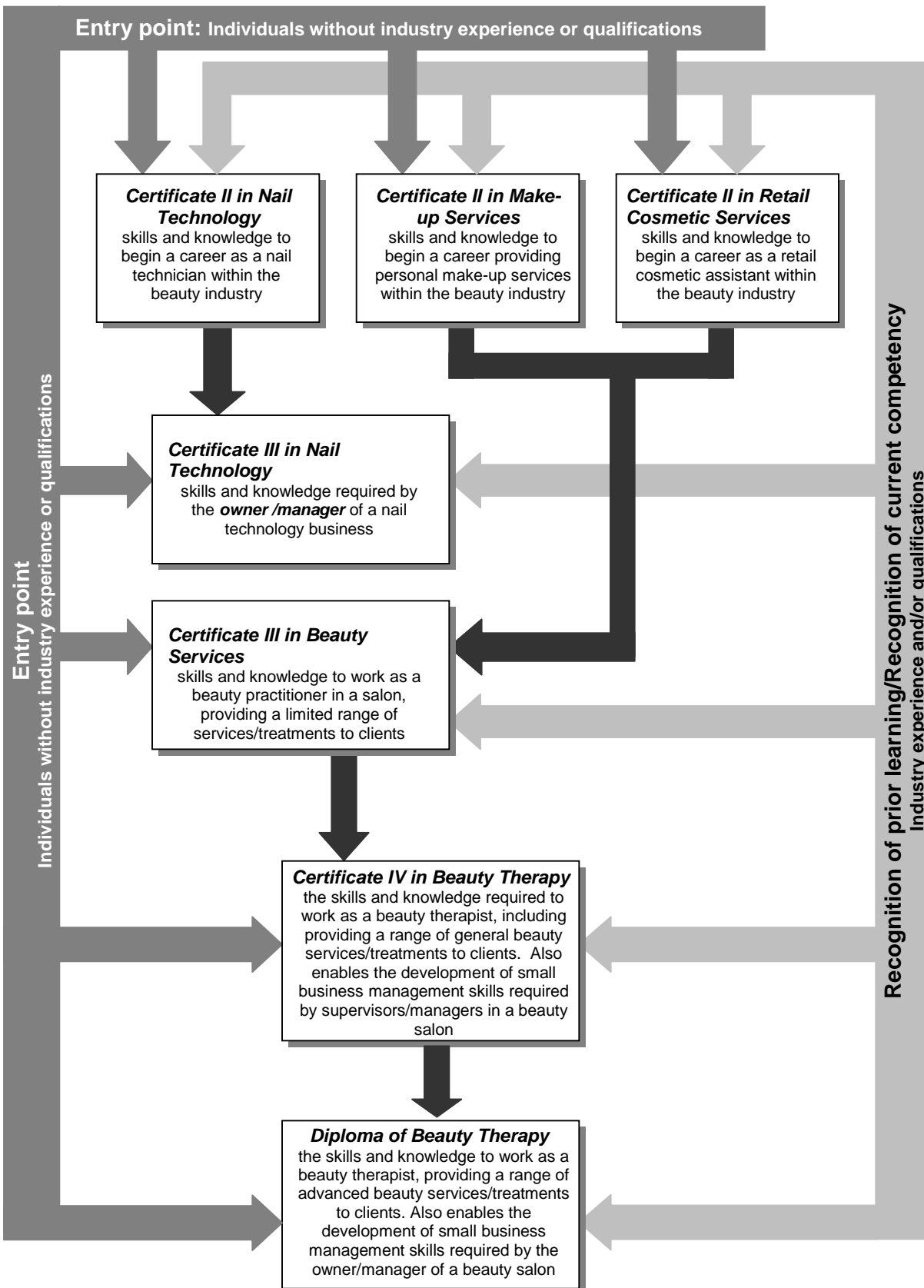
- WRBFS202B Design and Apply Makeup
- WRBSS203B Temporary Epilation and Bleaching
- WRBFS406B Provide Facial Treatments
- WRBSS505B Design and Perform Cosmetic Tattooing Procedures

HAIRDRESSING QUALIFICATION PATHWAYS Due to the broad range of elective options available at Certificate IV and Diploma levels, there is also the potential to gain recognition against qualifications within other industry sectors that draw upon related skills, such as Retail, Business and Health.



BEAUTY QUALIFICATION PATHWAYS

Due to the broad range of elective options available at Certificate IV and Diploma, there is the potential to move into other sectors, for example Retail, Business, Health and Entertainment.



THE TRAINING PROCESS:

All training is conducted on the premises at The Mask Academy. The college will train you in each module of which you are not yet competent.

The training delivery will consist of one or a combination of the following methods:

- Theory lessons – Training manuals, video training, and a range of written assessments.
- Practical lessons – Commence with an introduction to the lesson, practical demonstration by the instructor and students will work on each other. Videos may be used as a form of technique.
- Role play
- Practical lessons on clients in our studios

Your trainers will recognise:

- The cultural diversity of all students
- Ensure equal treatment of all students
- The learning needs of some students, and adjust the delivery to accommodate these.
- Provide flexible delivery when necessary and or required.

SPECIFIC LEARNING NEEDS:

Upon enrolment of the course, all students are asked to complete a form detailing any special needs or requirements you may have in regards to the learning and assessment process.

This will help your trainer should they have to accommodate any adjustments to the lesson delivery and or assessment and to assist you in the learning process.

In the event of Language, Literacy or Numeracy becoming an issue, your trainer will contact the student to discuss your requirements.

Where L,L or Numeracy difficulties become an issue, we will make every effort to ensure that you are adequately supported to enable you to complete your course. Some examples of support are:

Language

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage students to ask questions
- Ask all questions to ensure students understand

Literacy

- Provide students only essential writing tasks
- Use group exercises to the writing responsibility rests with more than one person
- Ensure documents are written in plain English
- Assessments can be conducted orally

Numeracy

- Ask students to identify works, what the exact problem is and how they might solve it
- Show students how to do the calculations through step by step instructions
- Help students to work out what calculations are required to complete the task
- Encourage the use of calculators

THE ASSESSMENT PROCESS:

Assessment is the proof required to establish your competence. Assessment for each module may be carried out in one of the following methods:

- Written short answer tests.
- Written assessments.
- Practical assessment including time frames for the assessment.
- Oral questioning during the practical assessment
- On the job assessment in student clinic

All our assessments will be:

- **Valid:** that is the assessor will assess what they claim to assess.
- **Reliable:** Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context.
- **Fair:** Assessment procedure will be fair, so as not to disadvantage any learners. Assessment procedures will :
 - Be equitable, culturally and linguistically appropriate
 - Involve procedures in which criteria for judging performance are made clear to all participants
 - Employ a participatory approach
 - Provide for participants to undertake assessments at appropriate times.
- **Flexible:** assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment.

Your trainer will notify you of assessment dates 2 weeks in advance and you will be given assessment agreement forms on the day of assessment. These forms state that you have received all relevant theory and practical information.

Assessments are marked by your teacher and comments recorded and feedback is given to each student. Students will sign all assessment record sheets.

Information about the assessment process

Practical assessment may include:

- Direct observation of a given task
- Oral questioning of learner and client before, during and on completion of a designated task
- All practical assessments require a 100% pass mark.
- The inability to demonstrate competency means you have not met the performance criteria of the assessment.
- Your trainer will provide you with feedback and guidance on what you will need to do before you attempt the assessment process again.
- Assessments may be attempted a maximum of 3 times.
- Should you still not achieve the 100% competency after the third attempt, you will be required to complete the module again.

Theory assessing on your underpinning knowledge require a 70% pass mark:

- Written tests covering all topics, contain multiple choice, true and false, short answer questions and fill in the diagrams
- Should you not achieve the 70% competency, you will be required to complete a 2nd test.
- Should you still not achieve the 70% competency after the third attempt, you will be required to complete theory component again.

Assignments:

- All assignments are part of the assessment process.
- Any assignments not handed in on the due date start accruing a 2 point per day loss.
- Not handing an assignment in / or the assignment is marked below the 70% pass mark, student will have to re attempt the assignment again.

Results for each practical unit are reported as:

High Distinction, Distinction, Credit, Competent or Not Yet Competent

APPEALS POLICY AND PROCEDURE:

A fair and impartial appeals process is available to all participants. If you are not satisfied with the outcome of an assessment you may appeal the decision.

What are the reasons for an appeal against your assessment outcome?

- You believe you were marked incorrectly
- You don't agree with the assessors decision
- You believe the assessment process was unfair
- You believe the assessor was unfair

The following procedure has been put together to assist you with your appeal.

Appeals Procedure:

Step 1: If you disagree with the assessment decision, you may discuss this with your trainer first. Approach your trainer and ask for a meeting after class with them. If you prefer to speak to another trainer, you may approach them and ask for a meeting with them. All appeals are confidential, informal and hopefully all parties reach an agreement at this point.

Step 2: If you do not reach an agreement, The trainer will organise a meeting with the Principal. The Trainer, student and Principal will discuss the assessment outcome together.

Step 3: In this case, the Principal will make the formal decision. All appeals are documented and signed by all parties involved. The student will receive a copy of the agreed outcome and a copy will be kept on the student's file.

Step 4: If the student is still not satisfied with the resolution of the appeal, The Academy will organise an independent reviewer from outside the Academy. The Academy will not charge the student for their part in this process, however, If there is a charge by the reviewer, this will be discussed with the student before any steps are taken.

The Assessment appeals process will be reviewed at staff meetings and if appropriate, results in a continuous improvements process.

RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER POLICY:

Recognition of Prior Learning (RPL) and Credit transfer is offered to all students upon enrolment. This is a process where previous learning, knowledge or skills gain formal recognition, regardless of how, when or where the learning occurred. These could involve:

- Work experience
- Qualifications with another provider

- Relevant life experience
- Any of the above

How is my application for RPL assessed?

The student needs to provide evidence that indicates that the student is currently competent against the criteria of the relevant units. The evidence could include:

- Course certificated issued by another RTO
- Academic transcripts
- Personal resume
- Summary of work experience that can be verified
- References from former employers that can be verified
- Testimonials from clients

Your application will be assessed against the following criteria.

Authenticity

Do you have evidence of your skills and knowledge? (You can include formal qualifications- certificates and academic transcripts, references and any other material you might have to support the application. The evidence must be authenticated by the appropriate authority.)

Currency

Are the skills and knowledge used in the work force now?

Quality

Are the skills and knowledge at a standard appropriate for current requirements?

Relevance

Are the skills and knowledge relevant to the particular profession?

Validity

Can the applicant demonstrate a skill required for the course? (This may be necessary for practical units.)

Sufficient

Is the evidence presented enough to verify the RPL?

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies.

Assessor Qualifications

All assessors have completed the Certificate IV in Training and Assessment and possess the qualification of which they are assessing.

Credit Transfer

The Mask Academy will recognize AQF Qualifications and Statement of Attainment issued by other Australian RTO's. Credit will not normally be granted for studies completed more than 7 years ago, however, if the student can demonstrate their competence, it will be considered.

When do I apply?

The sooner, the better. This will avoid you having to attend the units again.

How do I apply?

- Contact Reception and we will give you an application for RPL form. Fill this in and return to the college with copies of your qualifications and academic transcripts, or any other material you feel is relevant.
- Once we receive your application, it will be assessed by the Principal within 7 days.
- You will be informed either in person, by mail and / or telephone, the outcome of your application.
- RPL may give students a discount in course fees.
- If a student does not have evidence of qualifications they wish to RPL, a practical assessment may be necessary. A fee will be charged for this assessment.

STUDENTS WISHING TO DEFER STUDIES:

Students wishing to defer studies need to fill out an Application to defer studies form. This is available from Reception or the Principal.

Students wishing to Discontinue a course need to fill out an Application to discontinue studies form. This is available from Reception or the Principal.

QUALIFICATION ISSUE:

To receive a qualification or a Statement of Attainment, Certificate and Diploma, a student must have:

- Completed all core modules and all specified electives related to the course enrolled in.
- Completed all theoretical and practical work

- All assessments must be completed and a competent decision has been reached.
- All course fees are paid in full.

If all requirements are met, the Trainer completes all the paperwork and requests a qualification be issued. This will be sent out to you within 14 days after the course has been completed.

Students failing to complete a course will be issued with a Statement of Attainment for the modules completed.

STUDENT TRAINING RECORDS:

We have in place a policy and procedure for the collection, storage and protection all the training records of individual students.

- Whilst a person is a student at this Academy, all information relating to their attendance, course progress and assessment outcomes is kept in individual files.
- Students may have access to their training records at any time. If you wish to see your progress, ask your trainer.
- Upon completion of your course, your assessment outcomes and qualification issued is recorded in the computer system and kept on file.
- The issuance of your qualification can take up to 4 weeks from completion of your course.
- Copies of records are kept for a period of 30 years.
- All records are kept in a secure area and electronic records are backed up daily.
- A weekly electronic backup is kept off site.

Access to individual training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individual students may access their records on request.
- Records are kept confidential and require written permission by the student prior to release of any information in their records.
- Access by officers from VETAB or their representatives may have access for activities required under the Standards for RTO's.

Re issue of certificates: Should at some stage you wish another Certificate or academic transcript to be issued to you, there will be a fee of \$25.00 for the certificate. The re issue of a certificate can take up to 7 days.

COMPLAINTS PROCEDURE FOR STUDENTS

The following are procedures to follow if any student is confronted by a problem situation at The Mask Academy.

What is a problem?

- Is there a problem between yourself and another student?
- Is there a problem between yourself and your trainer or another member of staff?
- Do you have concerns about discrimination or harassment?
- Do you have concerns about the disciplinary procedure?
- Do you have a grievance about homework?

An informal meeting can be the most effective way of dealing with many issues.

- **Step 1:** if you can, try to sort it out directly with the person involved. For example, where the matter relates to interpersonal issues, tell the person directly that you find their behaviour offensive or unacceptable. Often people don't mean to do things that hurt or offend others, this does not mean that their behaviour is acceptable. Telling them can give them a chance to stop or to change what they are doing.
- **Step 2:** Seek assistance. Ask for help if you cannot approach the person yourself, or if this approach doesn't work for you. You can seek assistance from your trainer, another trainer you have confidence in, or if this is not appropriate, see the Principal to attempt to identify and explore options.
- **Step 3:** If the concern is not resolved at this stage, those involved may agree to either proceed to the formal procedure.
- As a guide, every effort should be made to resolve the concern through informal procedures within 2 weeks.

Formal Procedure

- **Step 1:** Lodge a formal complaint
Complete the "Complaint Form" . This is available from reception. Hand this in to your trainer. If this is not appropriate, hand the form into the reception. This will be forwarded onto the Principal.
- **Step 2:** The Principal will organise a meeting involving the complainant, and any other parties involved. In this meeting, each party will have the opportunity to present their case. This will be documented on the form. The outcome and decision will also be documented on the form.

- **Step 3:** Should the complaint not be resolved at this point, the complainant may appeal against the decision. An outside party would be brought in to review the complaint, communicate with the relevant parties to reach a satisfactory outcome. There may be a minimal charge by the outside party.
- Each complaint and appeal and its outcome is recorded in writing. A copy is given to the complainant, and a copy is placed in the student file.
- All staff will exercise professionalism and confidentiality in relation to any discussions about problems and concerns

LEGISLATIVE AND REGULATORY REQUIREMENTS

The Academy is bound by and operates within the following legislative and regulatory requirements.

- The NSW Occupational Health and Safety Act 2000
- Anti-Discrimination Act 1977
- Public Health (Skin Penetration) Regulation 2000
- Privacy and Personal Information Protection Act 1998
- VET Act 2005
- ESOS Act 2000
- Child Protection (Prohibited employment) Act 1998
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)
- Education Servicicers for Overseas Students (Assurance Funds Contributions) Act 2000
- Human Rights and Equal Opportunity Commission Act 1986
- Hairdressers Act 2003

Current legislation is available online at: <http://www.legislation.nsw.gov.au>.

EVACUATION AND EMERGENCIES:

Emergency exits are located on all floors and the green exit signs show the location of the exit doors. When the alarm is sounded, please follow the directions given by the trainer and proceed to the exit doors in an orderly manner but with a sense of urgency.

In the event of an emergency, the following actions must be taken by a student:

- On the instruction of their trainer, you should proceed to the nearest safe fire exit.
- Once on the street level, follow the lecturer to the muster point to await further instruction
- Wait until your trainer has marked your name off using the class roll
- Await further regarding return to class depending on the situation

ACCESS AND EQUITY:

The Mask Academy of Make-up Beauty Nails and Hairdressing provides equal access to training and delivery services for students of NSW. We ensure that our selection criterion is non discriminatory, providing fair access to training for all people. Where possible, we conduct flexible training to meet specific needs of individual students.

- Literacy skills are required to enable students to read and write course notes. A good understanding of the English language is required.
- People entering our courses require the full use of their hands. If entering the beauty and makeup fields, they also require the need to be able to stand, due to the type of work they undertake.
- Students are required to hold a Year 10 qualification or equivalent.

Learning Support Strategies at the college include:

- Demonstrating procedures
- Ensuring individual support and advice to students
- Assisting students to work at their own pace
- Provide written learning material

CLIENT SELECTION:

Information used as selection criteria may include relevant skills, experience and career plans.

It is the responsibility of each individual potential student to discuss this information with our staff at the pre enrolment interview. This information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

The selection criteria utilized by us is as listed below:

- The ability and commitment of the potential student to complete the course.
- Why the applicant wishes to enroll in the course and how this course is relevant to their personal career plans.
- Students must be able bodied and require the need to be able to stand.
- Students must be well presented at all times.

HARRASSMENT ANTI DISCRIMINATION POLICY

We recognise that no student, trainer, administration or support staff is fully productive if they have to work / train with a person who is harassing them in either a sexual way or because of their sex, sexual preferences, race, age etc.

Discrimination

Direct discrimination is where someone is treated differently or unfairly because of sex, race or other distinct characteristic.

Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behavior that will not be tolerated.

Anti Cyber Policy

The Mask Academy does not condone the use of the internet to publish information regarding the college or fellow students. Our Harassment Anti Discrimination policy forbids harassment and victimization of any form. This includes participating in online chat where students may discuss or make derogatory comments about other students of the college

Students have the right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.

The rights of all individuals will be respected and confidentiality maintained.

All complaints will be resolved by a process of discussion, cooperation and conciliation.

Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

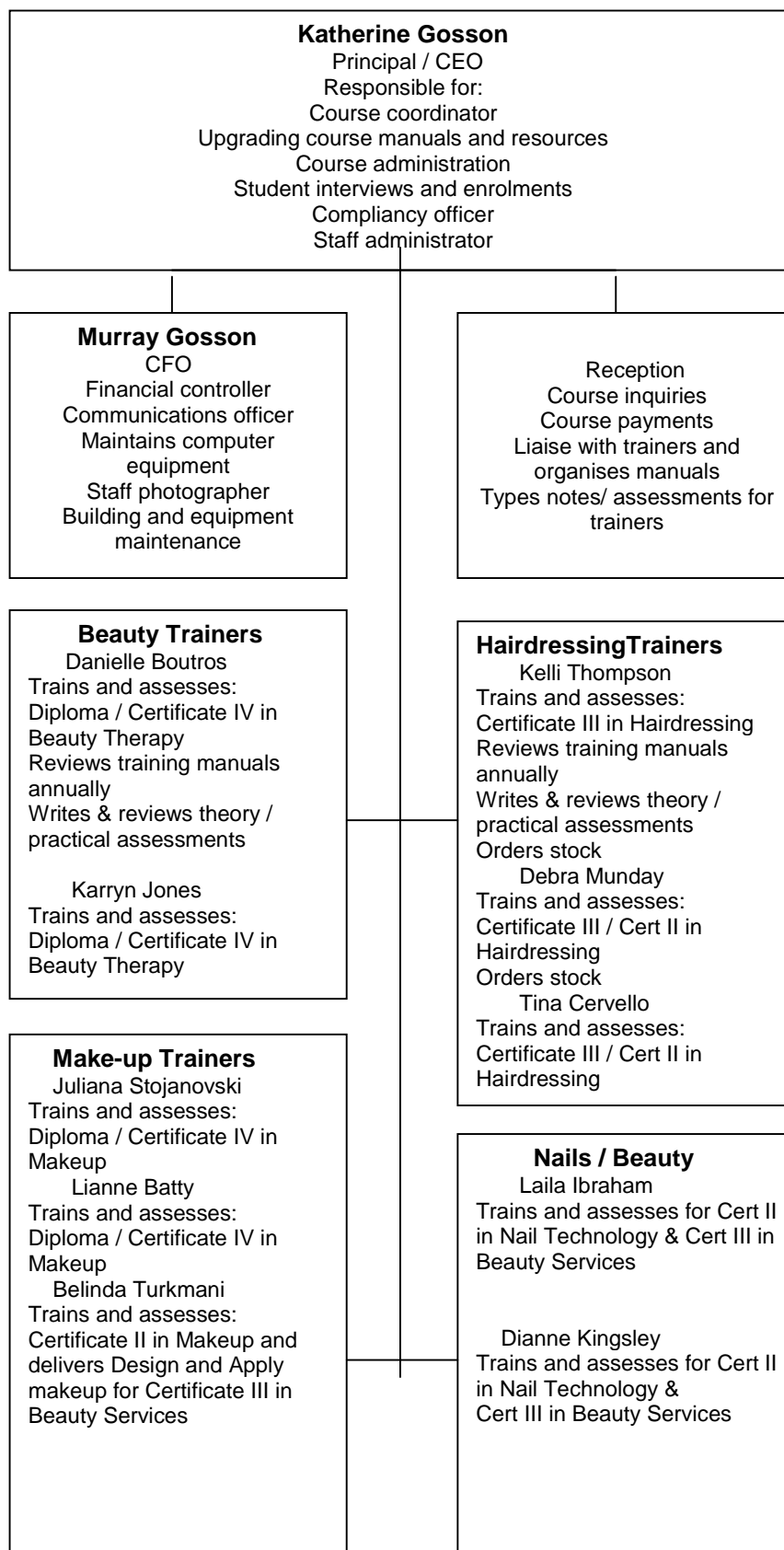
STAFF TRAINING:

The college is committed to its staff remaining up to date with current trends in the Makeup, Beauty and Hairdressing industry and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

We would like to take this opportunity to wish you every success in your studies with The Mask Academy.

ADMINISTRATIVE STAFF / SUPERVISOR CONTACTS

As of January 2009



CHECKLIST

Please check off each box to confirm that you have been issued with the appropriate materials:

- ISSUED WITH A COPY OF STUDENT MANUAL

- ASSESSMENT PROCESS HAS BEEN EXPLAINED

- SIGHTED THE CODE OF PRACTICE

- RPL PROCESS HAS BEEN EXPLAINED

- COMPLAINT PROCEDURE EXPLAINED AND IS CLEAR

- ISSUED WITH INFORMATION ABOUT CURRENT LEGISLATION

DECLARATION

I _____ have read and understand the information outlined in the Student Handbook.

I understand that failure to comply with the terms and conditions in this Student Handbook may result in dismissal with no financial reimbursement from The Mask Academy of Make-up Beauty Nails and Hairdressing

Students signature:

Date:

Please complete this form, tear out and hand to your teacher