



# THE STUDENT HANDBOOK

## DIPLOMA OF BEAUTY THERAPY

SHB50115

TRAINING THE  
NEXT GENERATION  
OF BEAUTY  
PROFESSIONALS

**BEAUTY EDU**

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# STUDENT HANDBOOK

## WELCOME TO BEAUTY EDU

**Thank you for choosing to study with Beauty EDU.** We are committed to providing you with a dynamic learning experience that is both productive and enjoyable. Our focus is on making sure our courses are the most industry relevant possible, and that our graduates are ready to enter the beauty industry with pride and confidence when they finish their studies.

### DIPLOMA OF BEAUTY THERAPY

The SHB50115 Diploma of Beauty Therapy is the industry standard for the Beauty professional, an internationally recognised qualification that will open the door to a range of career options.

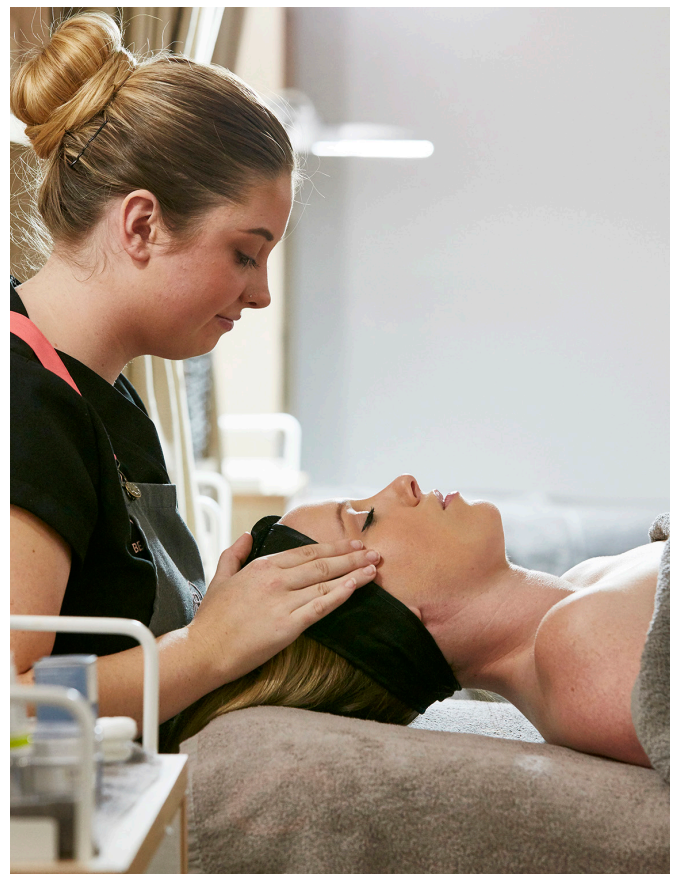
A Beauty EDU Diploma brings industry to you, with opportunities to be involved in unique events such as Melbourne Fashion Week, hands-on tutorials with leading industry icons, and a range of curated programs designed to accelerate your professional and personal development. These opportunities will give you invaluable insight into the industry and provide you with real experience that will enable you to stand out in the industry.

### THE TEAM

Our Educators are carefully selected for their industry experience and passion for teaching. Beauty EDU Educators come from a range of industry backgrounds, including dermal therapies, destination spa and make-up. Our Educators either combine industry work with teaching, or regularly return to industry to ensure that everything they teach is current and relevant.

### Our teachers will:

- Prepare you for the beauty industry
- Ensure your work meets the requirements of the Units of Competency in a qualification.
- Ensure that your assessment and any supporting material you submit is valid, reliable, sufficient, authentic, current and consistent.
- Use their expertise to make a fair and objective assessment decision.
- Provide you with constructive feedback to assist you to develop your technical proficiency.



# PREPARING FOR SUCCESS

## BEAUTY EDU DRESS CODE

**Beauty EDU students are known for their professional image and high standard of personal presentation.** The beauty industry is one where your appearance matters and the care and time you put into your personal presentation is noticed. A high standard of personal presentation and grooming signals both confidence and competence to employers and clients. Our role is to not just provide you with the technical skills a beauty therapist requires but also to ensure that you are able to project a professional image at all times.

### UNIFORM

You will receive your uniform and pants on the first day of your course. Your uniform is designed for salon wear and has some stretch to allow you to perform all treatments with ease.

You are required to wear your uniform to all classes, and pants may not be substituted for jeans or leggings.

A long or short sleeve black top may be worn under your uniform, or a plain black cardigan may be worn over the top in cold weather. No other colours are to be worn.

### NAME BADGES

Students are required to wear their name badge at all time. This should be above the beauty EDU logo, to the right, on the apron.

### SHOES

These need to be plain, black and covered. As a therapist you'll be on your feet for most of the day, which is why comfort, protection and support are important. It is recommended that you invest in a good pair of shoes with a rubber sole, good arch support and cushioning, preferably in leather to provide the best protection. We recommend the Diana Ferrari Nature Slip-on Duty Shoe, or alternatively the Sketchers GoWalk Aspire. Heels, runners and canvas sports shoes are not acceptable.

### SOCKS/STOCKINGS

If you choose to wear socks or stockings these should also be black. Your socks or stockings will be visible throughout the day and colours or patterns will detract from your professional appearance.

### PIERCINGS

Other than earlobes, it is not industry standard to have piercings on display.

Please either remove piercings or substitute rings/bolts for clear plastic ones.

### JEWELLERY

No jewellery is to be worn to class except a wedding ring and stud earrings. Please note a wedding ring will need to be taken off whilst performing some treatments. We recommend that you leave jewellery at home as you may be required to remove it depending on the treatment you are administering. Beauty EDU takes no responsibility for lost items.

### NAILS

Nails are to be short, manicured, and free of coloured polish. Gel and acrylic nails are not acceptable and are an OH&S risk when performing treatments.

### TATTOOS

When you enter the workforce, employers will most likely request that you cover any visible tattoos, particularly in the spa industry. As a student this is not necessary, however we do take a number of professional photographic shoots for our Facebook and Instagram accounts, and if you wish to take part in these events we will require your tattoos to be covered.

# PREPARING FOR SUCCESS

## BEAUTY EDU DRESS CODE

### HAIR

Unless your hair is short (shorter than shoulder length) it needs to be tied back from your face in a sleek bun or chignon. You will receive a doughnut to assist with this and your teacher will be happy to show you how to style your hair appropriately. If your hair is too short to fit into a neat bun, a low, smooth ponytail is acceptable.

### MAKEUP

As a professional representative of the beauty industry, you are expected to wear make-up. Make-up should be a natural day look with a visible lip colour that is appropriate to your skin tone.

Please note that students who do not adhere to these requirements will be asked to leave the class and will not be able to return until appropriately attired. Continued infringements will result in a written warning and students not appropriately attired will not be able to undertake assessment for their practical work.

YOUR ATTITUDE,  
NOT YOUR APTITUDE,  
WILL DETERMINE  
YOUR ALTITUDE.

ZIG ZIGLAR



# PREPARING FOR SUCCESS

## ATTITUDE AND COMMUNICATION

**As a professional beauty therapist you will be expected to establish a rapport with your clients in a matter of minutes.** Your professional appearance, open and welcoming attitude and high level communication skills will enable you to do this. It will also set you apart from other beauty graduates when you are looking for industry employment and it will determine how quickly you progress in your chosen career once employed.

At Beauty EDU we expect you to treat and respect others (your educators, clients and fellow students alike) the way you would like to be treated.

This includes taking the time to dress appropriately for class, being prepared by following your subject guide, participating actively in class discussions and tasks, and volunteering to assist your classmates wherever possible. Your willingness to take direction and to learn from others establishes you as a future professional.

**Employers look for therapists who not only have the required technical skills but who also demonstrate:**

1. Exceptional personal presentation
2. A commitment to being punctual for clients and colleagues
3. Exceptional customer service
4. Strong retailing skills
5. The ability to work in a team and display a positive attitude
6. Passion for the industry

It is also important to be mindful of your body language. Smiling makes others, including your clients, feel welcome, and helps to quickly establish rapport. Correct body posture, including holding your head high and your shoulders back, will project confidence to clients and future employers, as well as support your body during long days on the salon floor.



# PREPARING FOR SUCCESS

## ATTENDANCE AND PUNCTUALITY

**You will be given a timetable showing your class times for the semester ahead.** Please note that from time to time we may need to make changes to our timetables. It is your responsibility to make sure you attend all your classes.

An attendance rate of less than 80% for full time and part time students may jeopardise your ability to satisfactorily complete your studies. If you are unable to attend any class or classes due to illness or a serious incident then you are required to notify the school and provide supporting documentation (i.e. doctors certificate). If your attendance falls below 80% or if your Educator feels that your skills are not at the required level for your stage of study, you will be required to attend catch up classes at a time agreed between you and your Educator.

It is important that you attend class on time, particularly given the tactile nature of your learning. Our Educators plan the day based on how many students are in the classroom. Being late to class is considered disrespectful to your Educator and it disrupts the learning of other students. Your time of arrival is recorded and will contribute to your overall attendance. If you are habitually late, or leave early, this will be reflected in your attendance percentage.

Being on time demonstrates your professionalism. Lateness is unacceptable in the beauty industry because it places additional work and pressure on the rest of the salon team. Students who are habitually late will be required to meet with the Campus Manager to discuss their situation and, in some cases, their continued enrolment.

If late attendance is unavoidable due to unforeseen circumstances please ring the campus and let us know, as you would in your workplace.

PUNCTUALITY IS NOT JUST LIMITED TO ARRIVING AT A PLACE AT THE RIGHT TIME, IT IS ALSO ABOUT TAKING ACTIONS AT THE RIGHT TIME.

AMIT KALANTRI







# YOUR STUDIES

## OUR TEACHING PHILOSOPHY AND SUBJECTS

### OUR TEACHING PHILOSOPHY

**We believe that students learn best by doing and by gaining practical experience in real-life situations.** Therefore, where possible, teaching practice will reflect and incorporate real work experiences and examples. Where possible and practical, training will include scenarios, case studies or workplace practice that reflect the actual work environment and job role requirements of industry.

### SUBJECTS

The SHB50115 Diploma of Beauty Therapy is comprised of 25 units. In order to be awarded your Diploma you must successfully complete all 25 units. At Beauty EDU you will undertake the following units of competency:

SHBXWHS001	Apply safe hygiene, health and work practices
SHBXIND001	Comply with organisational requirements in a personal services environment
SHBBNLS001	Provide manicure and pedicure services
SHBBHRS001	Provide waxing services
SHBBFAS002	Provide facial treatments and skin care recommendations
SHBBFAS001	Provide lash and brow services
SHBBMUP002	Design and apply make-up
SHBBCCS001	Advise on beauty products and services
SHBXCCS001	Conduct salon financial transactions
SHBBINF001	Maintain infection control standards
SHBBBOS002	Provide body massages
SHBBHRS002	Provide female intimate waxing services
BSBSMB403	Market the small business
SHBBSPA004	Provide Indian head massages for relaxation
SHBBFAS003	Provide specialised facial treatments
SHBBSKS005	Provide micro-dermabrasion treatments
SHBBRES001	Research and apply beauty industry information
SHBBSPA003	Provide stone therapy massages
SHBBBOS005	Use reflexology relaxation techniques in beauty treatments
SHBXCCS002	Provide salon services to clients
SHBBBOS001	Apply cosmetic tanning products
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments
SHBBBOS004	Provide aromatherapy massages
SHBBMUP001	Apply eyelash extensions
SHBBBOS003	Provide body treatments

# YOUR STUDIES

## COURSE DETAILS

### CLASSES

Your classes will be a mix of theory and practical activities. Theory classes are designed to give you a thorough grounding in skin science, anatomy and cosmetic chemistry, among other things. This information is applied in your practical classes, which will generally comprise a demonstration, followed by the opportunity to practice yourself. At the start of a new unit, you will begin by practicing on others in your class, and you will likewise be a model for your classmates.

Once you become more proficient and confident, your Educator will assign you clients. Working on a wide range of clients is one of the best ways to gain experience and become a skilled therapist. At Beauty EDU you will have the opportunity to do this through our Student Clinic in a professional salon environment. You will work on models under the supervision and guidance of your Educator.

### SUBJECT GUIDES

You will receive your Subject Guide for each unit no later than your second class. This Guide will outline the topics to be covered in each class, your required homework or pre-reading, model requirements for the unit, and the due dates for assessments. Please take the time to familiarise yourself with this document and refer to your Educator if you have any questions regarding the information contained.

### TEXTBOOKS AND RESOURCES

At Beauty EDU you are supplied with all of the resources you require to commence and complete your studies. You will receive a copy of our required textbook, Professional Beauty Therapy, Australia & New Zealand, 2nd Edition, 2015 published by Cengage Learning, and you are expected to bring this to each class.

You will also receive two starter kits that you may choose to add to.

**Manicure kit** – You will receive your manicure kit on the first day of your Manicure and Pedicure class, and you will be required to bring this to each day of that class, as well as to Student Clinic & Assessment workshops.

**Brush set** – You will receive your brush set kit on the first day of your Make-up class and you will be required to bring this to each day of that class, as well as to Student Clinic and Assessment workshops.

# YOUR STUDIES

## COURSE DETAILS

### CANVAS

Canvas is an integral part of your Beauty EDU learning experience, and this means that you will need to have access to a computer or laptop for the duration of your studies. If this is not possible, please speak to your teacher, as you may be able to organize a loan computer.

To access Canvas, you will need your Letter of Enrolment from Student Administration. This will contain your username and password.

**If you cannot find this email, please contact Student Administration:**  
[studentadmin@republica.edu.au](mailto:studentadmin@republica.edu.au)

**Canvas can be accessed from our website:**  
[www.beautyedu.edu.au/policies](http://www.beautyedu.edu.au/policies) and clicking on the View our Canvas Portal link.

**Or alternatively using the address:**  
<https://beautyedu.instructure.com/>

**If you experience any issues with Canvas, you can email support@beautyedu.edu.au**

Canvas and your textbook are just two of the resources you will use while completing your Diploma. Throughout your studies you will be required to research and read a number of books and journal articles relating to your study. Your Subject Guide will suggest additional material as a starting point.

### WI-FI ACCESS

Beauty EDU's wireless network (Wi-Fi) is a service provided for students, staff and guests. While using the Wi-Fi, please be aware that Beauty EDU is subject to the provisions of the Copyright Act 1968. By logging onto the network you agree to Beauty EDU's usage policy.

You are not permitted to download or install any software to a Beauty EDU computer, or copy any Beauty EDU software. You are not permitted to copy any Republica EDU software.

You are not permitted to conduct any activity that is illegal or may cause offence to others. Please be aware that your online activities may be logged. Students found to be misusing Republica EDU equipment are subject to disciplinary action. For more information, please ask staff for relevant policies.

Students may only browse the internet and use email or social media for the purpose of course related research. Sites known to contain material which is pornographic or illegal under International, Australian or State laws, should not be visited and students should be aware that site visits may be logged.

**Non-compliance with these policies may result in any of the following:**

- Suspension of computing privileges
- A disciplinary review, which may include suspension or expulsion from Beauty EDU
- Legal action

### STUDENT CLINIC

Student clinic is an integral part of your studies and fully integrated into your curriculum. In student clinic you will, under supervision of your Educator, perform a range of treatments on clients and develop your speed and proficiency in all aspects of Beauty Therapy. To assist students to have access to models that align with their training, all Beauty EDU students receive five (5) Family & Friends Discount Cards, to be distributed to friends and family members who can support them in their training as models for practical treatments. Holders of the Discount Card receive 50% off any salon treatment for the duration of the student's enrolment. Student Clinic operates in alignment with industry standards and expectations, and as such, all students are expected to arrive on time and maintain regular attendance.

# YOUR STUDIES

## COURSE DETAILS

### BACK-UP

We strongly recommend that you purchase a USB in order to save important files. It is your responsibility to ensure that back up copies of your work are saved on additional storage facilities.

### LOG BOOK

Your logbook is a record of all treatments performed during your training and forms part of your assessment evidence. Most practical units of competency include a minimum number of treatments that must be completed prior to undertaking assessment and your logbook is a record of this. It is also a valuable source of feedback regarding your progress. Your Educator will mark your work against the same criteria as your assessments, so you can easily identify your strengths and any areas that need attention prior to assessment.

You will receive one logbook for each block of study, when you are ready to commence client treatments. Services performed on other students as in class practice activities cannot be recorded in your logbook.

As your logbook forms part of your assessment evidence, we suggest you regularly take a photo or a copy of your completed pages.

### PRACTICAL PLACEMENT

Practical placement is the opportunity to work in a salon and gain valuable exposure to the beauty industry. As a student, you will work in a host salon for up to 70 hours. You will be part of the salon team, and will have the opportunity to observe many salon procedures firsthand, and to take part in the full range of tasks that are required to ensure a salon runs smoothly.

Depending on the business this may include setting up of treatment rooms, cleaning, replenishing stock, answering the phone and scheduling appointments. You may perform treatments on clients under supervision and

may take part in staff training events.

Beauty EDU will work with you to assist you to find a suitable host salon that aligns with your career interests.

### Ideas for practical placement include:

- Working at a Day Spa
- Shadowing a make-up artist
- Working backstage at Melbourne Fashion Week
- Assisting at Beauty EDU sponsored events
- Working at a Brow Bar
- Working at a Skin Clinic
- Shadowing a Dermal Therapist
- Working on the Beauty EDU Beauty Bar at David Jones (students may apply to complete up to 35 hours on the Beauty EDU Bar)

Prior to commencing your placement, you will need to obtain a Practical Placement Agreement from Beauty EDU. You will need to sign this and have it signed by your host salon, and return to Beauty EDU for signing. This activates our insurance policy and provides cover for you while on placement. You will not be able to record any hours completed prior to the signing of your placement agreement.

# YOUR STUDIES

## ASSESSMENT AND GRADING

**In keeping with industry expectations, our marking policy is based on the processes you use to develop and complete your assessments, the quality of your ideas and how you communicate those ideas.**

Assessments are made in accordance with the rules outlined in each Training Package. Each Unit of Competency is assessed as either: Competent (C) or Not Yet Competent (NYC).

Competency is awarded on the basis that the work being assessed achieves all the learning outcomes required for that Unit of Competency.

A project assessed as Not Yet Competent is deemed to have not yet met all the learning outcomes required for that Unit of Competency.

Our marking processes include the collection of a range of evidence from which our teachers base their assessments on.

**You may be given a range of options about the methods you wish to use but in general terms, assessment tasks may require students to:**

- Respond to oral questioning.
- Provide written responses to questions, scenarios and case studies.
- Be observed using their skills.
- Gather a folio of evidence.
- Prepare a presentation, essay, and resource folder.
- Research a topic and/or provide a report.
- Complete a workplace or practical placement logbook.
- Collect, analyse and/or prepare workplace documents.
- Complete an online test.

Your teacher will provide you with required dates for your assessments and it is important that you plan for these to stay up to date with your course curriculum.

### WRITTEN ASSIGNMENTS

Theory assessments, including assignments and quizzes, are completed on Canvas.

### REFERENCING AND CITATION

It is important to ensure that all work submitted is correctly referenced. Beauty EDU follows the APA (American Psychological Association) referencing style. The APA is an author-date style and is in standard in the health sciences. You will be expected to become familiar with its conventions, however your teachers can assist you and answer any questions you may have.

**Monash University has a helpful reference guide for using APA referencing, and this can be found at:**

<http://guides.lib.monash.edu/citing-referencing/apa>

**You may also find the Recite tool from the University of Melbourne helpful:**

<http://library.unimelb.edu.au/recite>

### PRACTICAL OBSERVATION

Practical observations are completed in class under the supervision of your Educator. Client cards and photos of your assessment tasks are uploaded to Canvas as a record of your assessment.

# YOUR STUDIES

## ASSESSMENT AND GRADING

### ASSESSMENT CRITERIA

The assessment criteria for each assessment are also available on Canvas. The assessment criteria, or rubric, are what your Educator uses when assessing whether your work is competent or not. Reading over these and making sure you understand what your assessor is looking for will guide you as you prepare for assessment.

### EXTENSION POLICY

If you are unable to submit an assessment by the due date, you need to discuss this with your Educator and request an extension. Your Educator may grant an extension of up to 5 days, depending on the circumstances.

**Extensions are not automatic but may be granted for reasons such as:**

- Serious illness or injury.
- Bereavement of family or close friends.
- A traumatic experience such as involvement in or witnessing a serious accident or being the victim of or witnessing a serious crime.

Applications for extensions must be supported with the relevant information (e.g. a doctor's certificate etc.). If you are granted an extension and are not able to meet this extension date, and believe your circumstances are extenuating and beyond your control, you may request a further extension from the Campus Coordinator.

### UNSUCCESSFUL ASSESSMENT TASK

Failure to submit work by the due date, without an approved extension, or after the date of the agreed extension, will result in a grade of Not Yet Satisfactory. This will result in a grade of Not Yet Competent for the unit, and you will be required to reenrol in the unit again. This will result in you incurring additional fees.

### RESUBMISSION OF ASSESSMENT

If you do not pass an assessment due to illness or a serious incident, you may request a reassessment in writing. Your request should be addressed to your teacher and include supporting documentation, such as a medical certificate or, in the case of a serious incident, a statutory declaration. Under these circumstances there is no cost for a reassessment and you'll be given a date for when it needs to be completed by.

If you fail an assessment for any reason other than illness or a serious incident, you may still apply for a reassessment. However, under these circumstances you may be required to pay a reassessment fee of \$150 for the first two hours or part thereof plus \$75 per hour for any hour or part thereof after the first two hours.

Students are notified about the number of hours needed for the reassessment prior to starting and the fee must be paid before the reassessment date. Should a student not attend or submit a reassessment, the student will be deemed to be Not Yet Competent and will need to re-enrol in the unit and pay the associated tuition fees for that unit.

# YOUR STUDIES

## ASSESSMENT AND GRADING

### GRADING POLICY – FIVE STAR BEAUTY THERAPIST

You will receive an assessment result of Competent (C) or Not Yet Competent (NYC) for each unit of competency. To meet the requirements of your Diploma you are required to obtain a C in all 25 units.

In addition to this, Beauty EDU also provides an unofficial grade for all practical units of competency. This grade may be a Pass, Credit or Distinction. Grading is designed to provide students with additional feedback on their process, and to recognise the success of high achieving students.

**Your grade for each practical unit is awarded based on a comprehensive range of criteria which includes an assessment of your achievement if the following areas:**

- Personal presentation
- Attendance and punctuality
- Customer service and client care
- Retailing and recommendation skills
- Teamwork and general attitude
- Quality of work (theory assignments)

More information about grading can be found on Canvas under each practical unit.

If you disagree with your grade, you should discuss this with your Educator in the first instance.

### ACADEMIC PROGRESSION

Academic progression is based on the satisfactory completion of all enrolled Units of Competency each semester.

**Failure to achieve this may include a recommendation that a student:**

- Repeats the relevant Unit of Competency
- Is required to do a reassessment or resubmission
- Is required to undertake an additional assessment

You are required to satisfactorily complete all assessment tasks for each unit of study. If you do not satisfactorily complete all required tasks you may not be able to proceed to the next block of study.

Students are only able to have two attempts at satisfactorily completing a Unit of Competency unless special circumstances apply. Students who do not complete all 25 Units of Competency are not eligible to receive the qualification they're studying for. They are however, allowed to complete their studies within the original time frame of the qualification and will receive a Statement of Attainment for the Units of Competency that have been satisfactorily completed.

Statements of Attainment are nationally recognised documents and may be used to apply for Recognition of Prior Learning (RPL)



# YOUR STUDIES

## MANAGING YOUR WORKLOAD

### FULL TIME STUDENTS

If you are a full time student it is advisable to get into the habit of reviewing your class notes at the end of each day. This will help you to retain new terms and information, and to check your understanding of the concepts covered in class. You should aim to commence your research and planning for your assignments no less than two weeks before their due date.

It is also important to factor in time to practice your newly acquired skills. Practicing a French manicure or a massage sequence outside of class time will accelerate your skill development. To get the most out of your course, we suggest dedicating 45mins - 1 hour at the end of each day to reviewing, reading and researching. An additional 2-3 hours of practice during the week will ensure that you stay on top of both the theory and practical elements of the course.

### PART TIME STUDENTS

If you are a part time students, then we advise that you follow the same practice as our full time students, and set aside some time at the end of each class day to review your notes. You will also have some set homework tasks and it is important that these are completed on the week they are assigned. This ensures that your time spent on campus can be dedicated to develop your practical skills and working with models and clients.

Part time students should set aside an additional day (8 hours) per week to complete homework tasks. These may include reading selected sections from your textbook or on Canvas, watching videos, participating in webinars, or completing research assignments.

### FLEXIBLE STUDENTS

If you are studying via our Flexible mode then we suggest allocating two days per week to

online study. This includes completing the theory components of your enrolled units on Canvas, reading the required material in your textbook, responding to discussions and watching videos, completing your assignments and quizzes and undertaking additional research.

One of the advantages of our flexible delivery mode is that it allows you the opportunity to study when it suits you, however setting up a regular study routine, regardless of the time of day or night, is important and will help you to feel in control of your workload and studies.

#### **The following approach may be helpful for some students:**

- Identify workshops and student clinic days you can attend
- Book into workshops and student clinic days
- Commence your online work in Canvas on the unit that relates to you first practical workshop
- Complete all the requirements within that unit
- Attend practical workshop
- Review content for the unit after attending your workshop
- Commence online work in Canvas on the unit that relates to your next practical workshop
- Attend Student Clinic and commence recording your clients in your log book

Your practical workshops are the time to perfect your technique and receive individual guidance and feedback from your Educator. We recommend attending as many practical workshops as your schedule allows as these will only serve to further your skills.

Your Educator will also guide you in this regard, and may advise you to attend additional workshops to ensure you are fully prepared for assessment. Likewise, Student Clinic days allow you the opportunity to further develop your skills under the guidance of your Educator. The more Student Clinic days you can attend, the more rapidly your skills will develop.

# YOUR STUDIES

## ACADEMIC INTEGRITY AND HONESTY

**We expect our students to act with academic integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials that have been used in the development of the work.** In support of this, you'll need to sign a declaration (through Canvas) confirming the authenticity of your work each time you submit an assessment. You are expected to know how to correctly acknowledge and cite references and resources. Please see Page 14 for more information regarding referencing and citation.

### PLAGIARISM

Plagiarism is defined as the taking and using of ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give the appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

### CHEATING

Cheating is defined as seeking to obtain an unfair advantage in the assessment of any piece of work.

### COLLUSION

Collusion is defined as unauthorized collaboration between students. Plagiarism, cheating and collusion are serious issues and unacceptable.

**As a consequence, we monitor student projects using a variety of methods including:**

- The comparison of work with electronic reference materials, internet resources and the work of other students.
- The use of electronic plagiarism detection software.
- Checking with our plagiarism register.
- Other methods deemed appropriate by Beauty EDU's teaching and/or management.

Any student found to have allegedly plagiarised, cheated or colluded is given an opportunity to respond to the allegations.

A record of a student's involvement in alleged plagiarism, cheating or collusion is kept on Beauty EDU's plagiarism register. This information can be referred to if a student is facing any further allegations of academic misconduct. The information is deleted from the register when the student completes their studies with us.

**Should an incident of plagiarism, cheating or collusion be established, the consequences for the student may include one or more of the following:**

- Obtaining a zero or reduced mark for the assessment.
- A result of Not Yet competent for the subject or Unit of Competency
- The need to repeat the subject or Unit of Competency
- Suspension
- Cancellation of enrolment

# YOUR STUDIES

## COURSE DETAILS

### DEFERRING YOUR STUDIES

If you wish to defer from your course or Unit/s of Study you must notify Beauty EDU in writing via a Course Adjustment Request form and complete the appropriate supporting documentation.

Full-time, part-time and flexible students may defer their studies for up to 6 months. Please note that when returning from deferral your class will be allocated at the discretion of Beauty EDU, and may be in the following semester or academic year. Students cannot defer more than twice during their course.

### TRANSFERRING YOUR COURSE

Requests to transfer to another mode of study, intake or campus must be made in writing by completing a Course Adjustment Request form. Requests are approved on a case-by-case basis and will take into consideration available places in the requested course of study, your current academic progress and the suitability of your requested course of study.

### WITHDRAWING FROM YOUR STUDIES

If you wish to withdraw from your course you must notify Beauty EDU in writing and provide the appropriate supporting documentation. Please note that requests to withdraw received after Census Date will incur full fees for the associated enrolment period.

**Please see: <https://www.beautyedu.edu.au/> policies to view your VET-FEE HELP Schedule and the Census Dates for your course of study.**

### MODERATION AND VALIDATION

Our marking policy includes a commitment to ensure that we and our teachers continually review and improve our assessment processes, tools and records and that the delivery of our Units of Competency is moderated and validated at least annually.

**Moderation and validation is a benchmarking process designed to ensure that our teaching practices and assessment decisions are:**

- Consistent between our teachers.
- Based on the use and application of comprehensive assessment tools and quality information.
- Valid, fair, flexible, and reliable.
- Based on (student) evidence that is sufficient, authentic, valid and current.

### REASONABLE ADJUSTMENT

Wherever possible, our teachers will make reasonable adjustments to ensure that all students are treated equally in the teaching and assessment process.

**Reasonable adjustment may mean:**

- Making teaching resources and methods accessible
- Adapting physical facilities, environment and/or equipment
- Making changes to the assessment arrangements
- Making changes to the way evidence for assessment is gathered

# YOUR STUDIES

## STUDENT SUPPORT

**We are committed to ensuring that all students receive adequate support to help ensure they reach their full potential. In order to do this, we ensure that:**

- The support needs of all students are assessed upon entry into the SHB50115 Diploma of Beauty Therapy
- We make all students aware of how to access support services that may be required
- We collect feedback about our support services and this is used to improve our support and training services

### ACCESSING SUPPORT

In most instances your first point of contact is your classroom Educator. All Beauty EDU educators are aware of the support services we provide and can help put you in touch with them.

### COUNSELLING

If you find you are experiencing any issues or distress which may be impacting on your studies and you would like help, Beauty EDU offers a recommended counselling service and will cover the cost of up to two counselling sessions. The counsellor's role is to listen to your experiences and help you find answers to issues, problems or challenges you might be struggling to deal with.

**These might include but not be limited to:**

- Doubts you might have about your ability to cope with your studies or thoughts about leaving Beauty EDU
- A feeling that something is not quite right
- Stress and associated physical symptoms
- Trouble sleeping
- Problems with concentration

- Feelings that you have not felt before or something that's worrying you
- Thoughts about harming yourself

\*You may of course choose to use an external counselling service of your own preference or already known to you, however Beauty EDU will only fund the service it recommends. You will be responsible to fund any external service provider you engage with other than our recommended service provider.

### BEAUTY EDU STUDENT COUNSELLOR

**Jillian Ramsden - The Listening Space**

<https://thelisteningspace.com.au>

Phone: **0407 747 416**

### EXTERNAL SUPPORT SERVICES

**Reading and writing hotline**

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

Phone: **1300 655 506**

The Hotline can provide advice and a referral to one of 1200 providers of adult numeracy and literacy courses.

**Centrelink**

[www.humanservices.gov.au](http://www.humanservices.gov.au)

Phone: **132 490**

You may be eligible for funding assistance if you receive one of the following:

- ABSTUDY (course dependant)
- AUSTUDY
- Youth Allowance
- Pensioner Supplement Allowance

**The Victorian Equal Opportunity & Human Rights Commission**

[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

Phone: **1300 292 153**

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free and simple.

# YOUR STUDIES

## STUDENT SUPPORT

### EXTERNAL SUPPORT SERVICES (CONT.)

#### Human Rights Commission Australia

[www.humanrights.gov.au](http://www.humanrights.gov.au)

Phone: (02) 9284 9600 or 1300 656 419

#### Legal Aid Victoria

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Phone: 1300 792 387

#### Lifeline

[www.lifeline.org.au](http://www.lifeline.org.au)

Phone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel you might need telephone counselling you can call about anything that might be troubling you.

#### Safe Steps – Family Violence Response Centre (Victoria)

[www.safesteps.org.au](http://www.safesteps.org.au)

Phone: 03 9928 9600 or 1300 015 188

Safe Steps:

- Provides telephone crisis counselling, referral, information and support
- Is the central contact point for women's Refuges in Victoria
- Will assist a woman to explore and secure safe alternative interim accommodation options if there are no vacancies in Victorian Refuges, until a Refuge vacancy is available
- Provides information and referral to the Victorian Disability and Family Violence Crisis Response Initiative
- Provides 24-hour access to interpreters as well as support for Indigenous women.

\*Please note: the crisis line can be busy and there may be a wait before a caller speaks directly to a support worker.

#### Kids Help Line

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

Phone: 1800 55 1800

If you're under 18 years of age you may consider contacting Kids Help Line who provide access to telephone, web and email counselling.

#### Fair Work Commission

[www.fwc.gov.au](http://www.fwc.gov.au)

Phone: 1300 799 675

Fair Work Commission (formerly Fair Work Australia) is the national workplace relations' tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

#### Reach Out

[www.reachout.com.au](http://www.reachout.com.au)

Reach Out is an online service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people..



CLARINS



# STUDENT LIFE

## STUDYING AT BEAUTY EDU

**As a student of Beauty EDU, you will get to know our faculty team and your fellow students well.** If you have questions, your first point of contact is your Educator. If you have further questions you may also make an appointment to see your Campus Manager or Coordinator. If you experience any personal issues affecting your study you may wish to contact a counselling service recommended by Beauty EDU.

### ATTENDANCE

Students are required to attend all classes identified on their timetables. If a student is unable to attend some or all of their classes leading up to when an assessment is due, unless prior arrangement has been agreed to by the relevant Educator, the student may not be able to submit their work for that unit of competency. In cases where this happens, the student will be assessed as being Not Yet Competent. Unless special circumstances apply, the student may need to re-enrol into (and pay for) that Unit of Competency. The class in which the student is placed to repeat the Unit of Competency is at Beauty EDU's discretion and may be in the following semester or academic year.

### STUDENT ID CARD

Your photo for your Student ID Card will be taken at orientation and you will be provided with your card within 4 weeks of starting your studies with us. Your Student ID Card has your Student ID number. Please make sure you notify Student Administration immediately if you lose your card. Your Student ID Card may provide you with student discounts at participating businesses, which can include cinemas, travel companies and beauty suppliers.

### TRANSPORT CONCESSIONS

To be eligible for a transport concession card you need to be studying full-time and enrolled into one of the approved courses listed in the Approved Courses in Tertiary Institutions Register. You must also be an Australian citizen or Permanent Resident.

You can apply for a Victorian Public Transport (VPT) Student Concession Card or student pass by completing the form available from Student Administration or by going to: <http://ptv.vic.gov.au/tickets/concessions/students/>

#### Forms are also available from:

- Premium stations
  - The MetShop on the corner of Swanston Street and Little Collins Street
  - V/Line staffed stations and ticket agents (call 1800 800 007 for locations and opening hours). Information about transport maps and timetables is available online at: <http://ptv.vic.gov.au>
- Phone support is available by calling: **1800 800 007**

# STUDENT LIFE

## STUDYING AT BEAUTY EDU

### GRADUATION

We hold a Graduation Ceremony for all eligible students once a year. Attending a Graduation Ceremony is a wonderful way to celebrate your academic achievement with your peers, your family and friends. To attend a Graduation Ceremony you will need to have successfully completed your qualification and have no outstanding fees. Please contact Beauty EDU if you require more information about graduating and the costs to attend a Graduation Ceremony.

### CHANGE OF ADDRESS

Please make sure you notify Student Administration of any change to your contact details including any changes to your address, email address and your mobile (or contact) phone number.

**This can be done through the Learner Portal or by emailing:**  
**[groupservices@republica.edu.au](mailto:groupservices@republica.edu.au)**

PEOPLE WILL  
STARE. MAKE IT  
WORTH  
THEIR WHILE.

HARRY WINSTON





# YOUR SAFETY ON CAMPUS

## SAFETY REQUIREMENTS

### YOUR SAFETY AND SECURITY

Although Beauty EDU is located in a safe and secure public location, you are encouraged at all times to stay in well populated areas when moving to and from the Campus. Our campus opening times are as follows:

#### MELBOURNE

Monday to Friday 8.30am to 5.00pm  
Saturday 9am to 4.30pm

#### DAVID JONES - EASTLAND

Monday - Friday 9.30am - 5.00pm  
Saturday 9.30am to 4.30pm

If you drive to school, you should park in a secure car park and walk directly from the car park to the campus and vice versa. The same practice should also apply if you're travelling by public transport.

### FIRST AID

If you need first aid, please contact your teacher and/or the First Aid Officer. You will be advised who the First Aid Officer is at orientation.

If it is deemed necessary that you require an ambulance service for urgent medical treatment, please be aware that any fees charged will be incurred by you, and are not covered by the college.

In Melbourne, First Aid kits are kept in the staff room in level 1 and level 2. In Bairnsdale, First Aid kits are kept in the communal area.

At Eastland, the First Aid kit is located on Level 3 in the First Aid room.

#### If you're using a landline in:

- Eastland, dial 777 (from a David Jones phone only)
- Melbourne, dial 000

### FIRE AND FIRE DRILLS

In the event of a fire in the building or if you hear the fire alarm, please make sure you stay with your Educator and class group and follow your Educators instructions carefully. Always follow the exit signs. In the normal course of events, your Educator and Beauty EDU's fire wardens will direct you to leave the building and assemble at a safe evacuation point outside the building. The locations of Beauty EDU's evacuation points can be found on the student notice board and at every emergency exit point.

### SMOKING, ALCOHOL AND OTHER DRUGS

The campus is a non-smoking workplace. Smoking is not allowed inside the campus including classrooms and common areas. Smoking in the entrance way or on the street outside Beauty EDU is not permitted, and students choosing to smoke are requested to cover the Beauty EDU logo on their tunic.

Alcohol and drugs, or students affected by alcohol or drugs, are not permitted on campus and will lead to disciplinary proceedings. Any student using and/or distributing substances prohibited by law may be suspended or have their enrolment cancelled and be reported to the relevant authorities.

# ABOUT BEAUTY EDU

## SCHOOL DETAILS

**Established in 1995, Beauty EDU was originally called the Grenadi School of Design and Grenadi School of Beauty. In 2013 Republica Education Pty Ltd purchased the school and Beauty EDU was born.**

Beauty EDU | Republica Education Pty Ltd is a privately registered education provider offering the industry's most sought after qualifications, the Diploma of Beauty Therapy SHB50115 and the Diploma of Specialist Make-up CUA51015. We are a member of ACPET (Australian Council for Private Education and Training). We are Austudy / Abstudy approved.

Our courses are offered by Beauty EDU Australia Pty Ltd, trading as Beauty EDU, under the authority and licence of Republica Education Pty Ltd - RTO 20814.

### COURSES

We offer the following courses:

**DIPLOMA OF BEAUTY THERAPY**  
SHB50115

**DIPLOMA OF SCREEN AND MEDIA  
(SPECIALIST MAKE-UP SERVICES)**  
CUA51015

RTO CODE 20814

### MELBOURNE

494 La Trobe Street, Melbourne VIC 3003  
PHONE (03) 9329 4480

FREECALL 1300 762 494

EMAIL [enquiries@beautyedu.edu.au](mailto:enquiries@beautyedu.edu.au)

### OPEN HOURS

Mon: 8.30am - 8:30pm Tue: 8.30am - 5:00pm  
Wed: 8.30am - 8:30pm Thur: 8.30am - 5:00pm  
Fri: 8.30am - 5:00pm Sat: 9am - 4.30pm

EASTLAND (located within David Jones)

175 Maroondah Highway, Ringwood VIC 3134  
PHONE (03) 8899 6075 - Option 4  
EMAIL [enquiries@beautyedu.edu.au](mailto:enquiries@beautyedu.edu.au)

### OPEN HOURS

Mon - Fri: 9:30am - 5:30pm  
Sat: 9:30 - 5:00pm (subject to timetable)

### CAMPUS LOCATION & OPEN HOURS

Please note that extended evening hours do not apply during term breaks

# ABOUT BEAUTY EDU

## SCHOOL DETAILS

### MANAGEMENT PRINCIPLES

We are committed to ensuring we use industry best practice in the management of Beauty EDU.

#### To do this, we:

- Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
- Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
- Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.
- Ensure that decision-making at the senior management level is informed by the experiences of our trainers and assessors.

### MARKETING

#### We are committed to ensuring that:

- We market and advertise all our qualifications, courses and other services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- Our students are recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course.
- Prospective students receive clear, accurate and appropriate information to help them make informed decisions about all/any of our courses prior to enrolment.

BEAUTY  
AWAKENS  
THE SOUL  
TO ACT.

DANTE ALIGHIERI





# BEAUTY EDU POLICIES

## POLICIES AND GENERAL INFORMATION

As a school, we are a community much like any other. This means we have clear expectations regarding the standards of conduct of everyone within our community, students and our teaching and administration staff alike. The following information is provided to help you during your time with us.

**Please note that full versions of all our policies and procedures can be found on our website: [www.beautyedu.edu.au](http://www.beautyedu.edu.au) under the Policies section.**

A breach of any of our policies may result in Beauty EDU taking disciplinary action. Disciplinary action may include warnings, suspension or expulsion. There are no fee refunds for students who are suspended or expelled.

## ACCESS, EQUITY AND ANTI-DISCRIMINATION

We are committed to the fair treatment of all of our students and anyone seeking to enrol with us. We apply access and equity principles through all of our policies and procedures to promote full and equal participation of all students in our courses, to foster an environment free of discrimination and harassment and to assist students to identify and achieve their desired outcomes. We are committed to ensuring our students have equal and accessible opportunities to complete their studies with us.

**To support this we provide:**

- Clearly set out instructions about the requirements of assessment
- Clearly defined assessment criteria
- Documented answer benchmarking guides
- Clear and easy to follow assessment recording tools
- Defined formats to be used by students to submit their assessment tasks
- Defined formats to provide students with feedback about their assessments
- Effective assessment appeals and dispute resolution processes

## FEEDBACK

We collect formal and informal feedback from our students about the assessment processes we use in the delivery of our qualifications, courses and units of competency. The feedback collected forms an important part of our continuous improvement policy and contributes to our teaching methods and tools.

## COMPLAINTS AND APPEALS

Students can appeal assessment decisions up to twenty-one (21) days after the decision has been made. Assessment appeals can be made using the Grievance, Complaints and Appeals Policy and Procedure. This can be found on our website.

# BEAUTY EDU POLICIES

## YOUR RIGHTS & RESPONSIBILITIES

**It is a requirement that all correspondence between the student and the RTO contains the Student Identification number (issued by the RTO upon application to enrol) within the content of the communication (e.g. the content of any emails or written letters).** The purpose of this is to identify and confirm that the individual being communicated with is in fact the applicant / student. This ID number must be kept private and confidential by both the student and the RTO, and all reasonable precautions must be taken to ensure that there is no unauthorised access to, or use of, the Student Identification number by both parties.

As a student at Beauty EDU, you have certain rights and responsibilities, which are designed to help your time with us to be safe, successful and enjoyable.

### You have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment that is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Expect that information on Beauty EDU's policies, procedures and courses will be accurate, timely and consistently applied
- Have your personal details and records kept private and secure
- Have access to the information Republica Education holds on you
- Have your complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions

- Receive training, assessment and support services that meet your individual needs
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Provide feedback to Republica Education on any matter relating to Beauty EDU's activities including the delivery of our courses, admin services etc

### You are responsible for:

- Notifying Beauty EDU and/or Republica Education if any of your personal or contact details change.
- Conducting your studies with due personal commitment and integrity.
- Completing all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Giving us at least twenty-four (24) hours notice if you're unable to attend a class for any reason.
- Making sure you meet your payment schedules for your studies as per your contract with us.
- Following all safety policies and procedures as directed by staff.
- Treating everyone with fairness and respect and not doing anything that could offend, embarrass or threaten anyone or their property.
- Making sure you don't harass, victimise, discriminate against or disrupt the learning of others.
- Respecting the opinions and backgrounds of others.
- Reporting any perceived safety risks as they become known.
- Not bringing into Beauty EDU, any articles or items that may threaten your safety or the safety of others.
- Not using social media to harass, victimise, abuse or bully other students, teachers or staff members.

# BEAUTY EDU POLICIES

- Not using social media, other online services or tools or any other publically available or accessible communication methods to make disparaging or offensive statements regarding Beauty EDU, its courses, teachers or other staff, guest lecturers or other students or to make statements which damage the good name and reputation of Beauty EDU, its courses, teachers or other staff, guest lecturers or other students. Failure to act responsibly may lead to disciplinary action.

## BEAUTY EDU RESPONSIBILITIES

As a student at Beauty EDU, you are entitled to expect us to meet the highest levels of standards in all areas of our business. In recognition of this, we promise to honour the following obligations.

### We will:

- Do everything we can to make sure we understand the needs of our students, our staff and the industries in which we operate or do business with
- Do everything we can to make sure we understand your specific needs and be flexible in our approach to serving you
- Operate professionally and always conduct business in a sound, ethical and fair manner
- Employ staff who are knowledgeable, qualified, objective, experienced and who always act with integrity
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you

## FINANCIAL STANDARDS

### We are committed to ensuring that we:

- Use and maintain sound business and financial planning systems
- Maintain all our financial accounts and records to at least the standards required by all the regulatory financial authorities including ASQA and any other organization with whom we conduct business
- Have fair, equitable and transparent fees, charges and refund policies which are available to the public and to all students prior to enrolment

## LEGAL OBLIGATIONS

### We are committed to ensuring that we:

- Maintain adequate, current and appropriate insurance and registration
- Comply with all laws relevant to the operation of our business
- Allow government departments or their agent's access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles
- Keep records of students' results for a period of at least thirty (30) years
- Will manage the transition from superseded Training Packages within twelve (12) months of their publication so that we only deliver currently accredited courses

# BEAUTY EDU POLICIES

## QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

Beauty EDU has an evidence-based and outcomes-focused approach to maintaining quality practices within its business. Quality is assured in all aspects of the business including training and assessment services, client services and the management of Beauty EDU's internal operations. Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

### **Beauty EDU uses the following to collect invaluable feedback from our students, staff and/or stakeholders:**

- Course, client and class evaluation
- Surveys/questionnaires
- Learner engagement and employer satisfaction surveys
- Interviews, focus groups and consultations with students, employers, industry organisations and licensing bodies
- Face-to-face contact between trainers/ assessors and students
- Complaints and appeals
- Internal audit reports and organisational self-assessments
- Staff performance appraisals and self-assessment reports
- Internal staff meetings
- Teaching/classroom moderation and validation
- Students, prospective students and other clients are invited to provide their feedback on any aspect of our services at any time

Feedback can be provided in person, over the phone or in writing. All feedback received will be used as part of our continuous improvement cycle. We collect and use data on the three Quality Indicators endorsed by the Data Provision Requirements of the National VET Regulator Act 2011 to gauge its own performance.

### **The three endorsed indicators are:**

- Learner engagement
- Employer satisfaction
- Competency completion

### **The reports we receive from these Quality Indicators help us identify:**

- Areas that need improvement
- Areas where performance is getting weaker
- Improvement targets
- Whether the improvement plan is working

Students and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys. These will be sent to you by mail, email or through our online portal. Your completion of this survey helps us to monitor our performance, better understand your needs as well as provide a report to the Australian Government on how well we are doing as a Registered Training Organisation.



# BEAUTY EDU POLICIES

## EDUCATIONAL DELIVERY

We are committed to providing excellence in training and education.

### This commitment includes:

- Providing quality training and education services in the VET sector in Australia
- Meeting and striving to exceed the requirements of the Australian Skills Quality Authority
- Delivering training, assessment and consultancy services that are flexible to the needs of our students
- Producing graduates who are appropriately trained, job-ready and have the employability skills expected by the industries we serve
- Developing courses and assessment processes that meet industry demands; cater for a range of learning styles and are flexible to a diverse range of student needs
- Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees
- Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff

## RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

We recognise the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations in Australia.

RPL must be applied for at the start of a course to make sure the appropriate adjustments can be made to a student's study schedule. RPL cannot be applied for after a student has begun their studies. The RPL process will be discussed with the applicant prior to finalising the enrolment.

The cost of RPL is 50% of the unit of competency and this is discussed in detail during the initial RPL interview.

Credit Transfer can be granted for any Units of Competency that have been previously attained by another Registered Training Organisation and which (a) match Units of Competency within a course a student will be studying or (b) where Units of Competency from a preceding Training Package are seen to be equivalent as documented by the Training Package guidelines. Units of Competency that are not able to be directly matched may be able to be used in the RPL process. This will be discussed in the initial RPL interview. Where Credit Transfer is granted for a Unit (or Units) of Competency that match Units being offered by Beauty EDU, there is no cost to the student.

## MOBILE PHONES AND PERSONAL AUDIO DEVICES

Mobile phones must be on silent during class and use is only permitted for taking photographs of work and for uploading to Canvas.

The use of personal audio devices is at the discretion of the teacher managing the class but cannot be used in such a way that they disturb other students.

Each student is provided with their own locker in which they can place their personal belongings. If you are an off campus student you may access a locker while on campus by paying a fully refundable deposit of \$20.

# BEAUTY EDU POLICIES

## FOOD AND DRINK

You are not allowed to eat or drink in any of the classrooms. You are however allowed to bring (sealable) bottled water into class but you're personally responsible for keeping it away from all products, machinery & equipment including computers.

## PRIVACY AND PERSONAL INFORMATION

We will only collect personal information by fair and lawful means and which are necessary for the functions of Beauty EDU. We are committed to ensuring the confidentiality and security of all information provided. Any information you give us will only be used to provide information about study opportunities, to enable efficient course administration (including the management of VET FEE-HELP) and to maintain proper academic records. Personal information about students studying with us may be shared with the Australian Government and/or designated authorities, including the Tuition Assurance Scheme.

This information may include personal and contact details, course enrolment details and changes. There are a number of additional specific circumstances in which we may be obliged to disclose an individual's personal information to another person or organisation (e.g. if a disclosure is required by law). You have the right to access or obtain a copy of the personal information we hold about you. Requests to access or obtain a copy of personal information must be made in writing and submitted to Student Administration:

[\*\*studentadmin@republica.edu.au\*\*](mailto:studentadmin@republica.edu.au)

If you believe your personal information may be incorrect, incomplete, out of date or misleading, please let Student Administration know. This can be accessed via the Learner Portal or by emailing:

[\*\*studentadmin@republica.edu.au\*\*](mailto:studentadmin@republica.edu.au)

## STUDENT SURVEYS

An important part of our commitment to providing the best possible education we can, is conducting student satisfaction surveys every semester. These surveys help us measure the overall student experience including teaching and learning. They also help us measure performance in the delivery of our courses and in student support services. Participation in our surveys is optional and anonymous. Additional surveys may be conducted from time to time should Beauty EDU or any of its accrediting bodies require further feedback from our students.

## STUDENT SELECTION

We are committed to ensuring our student selection processes are fair and equitable and that all applicants are treated fairly, courteously and expeditiously throughout the selection and admission process.

### We will also ensure that:

- Clear and accurate information regarding student applications and our selection processes is available at: [\*\*www.beautyedu.edu.au\*\*](http://www.beautyedu.edu.au)
- The entry requirements for each course are clearly outlined in the relevant Course Guides
- Students wishing to participate in any of our courses or Units of Study meet the appropriate entry requirements

Beauty EDU's entry criteria and application procedures are published in course information brochures and on our website. The opportunities and benefits of Commonwealth assistance are made equally available to all eligible students upon enrolment.

# BEAUTY EDU POLICIES

## GENERAL MISCONDUCT

We are committed to ensuring our campuses remain free of all forms of misconduct, harassment and discrimination. Consequences of misconduct can include, but are not limited to, your being placed on a student contract, temporary suspension or termination. Misconduct is identified as student behaviour that intentionally disrupts or interferes with the educational, administrative or operational activities of Beauty EDU, our students or our staff.

### Examples of misconduct might include:

- Inappropriate behaviour
- Disrupting a class
- Acting in a way that causes others to be fearful of their safety
- Using Beauty EDU's facilities in any way that might cause harm or are illegal
- The theft of any items belonging to other students or staff or Beauty EDU
- Wilful damage to other people's or Beauty EDU's property, premises or equipment
- Breaking any other rule or standard of behaviour that might generally apply to student conduct

### Harassment is identified as behaviour that includes but is not necessarily limited to:

- Unnecessary or inappropriate familiarity such as deliberately brushing against someone or constantly staring at them
- Unwanted physical contact such as touching or fondling
- Sexual assault
- Pressure or demands for sexual favours
- Sexual jokes or innuendos
- Offensive sexual gestures
- Unwelcome questions about someone's sexual activities or preferences
- Display or circulation of sexual material

- Offensive language or verbal abuse or comments - including any comments that put down or stereotype people because of their race, sexuality, pregnancy, disability etc.
  - Jokes based on race, sexuality, pregnancy, disability etc.
  - Offensive gestures based on race, sexuality, pregnancy, disability etc.
  - The display or circulation of racist, discriminatory or other offensive material.
- Discrimination is identified as a situation where someone feels they're being discriminated against and/or being treated less fairly than someone else. It's against the law to discriminate against someone on a number of grounds such as race, sex and disability. It is also against the law to discriminate against someone in a number of areas such as education, employment and the provision of services.

## DISPARAGING AND OFFENSIVE STATEMENTS

Students must not use social media, other online services or tools or any other publically available or accessible communication methods to make disparaging or offensive statements regarding Beauty EDU, its courses, teachers or other staff, guest lecturers or other students.

Students must also not use social media, other online services or tools or any other publically available or accessible communication methods to otherwise engage in conduct which damages the good name and reputation of Beauty EDU, its courses, teachers or other staff, guest lecturers or other students. Any issues or complaints regarding Beauty EDU, its courses, teachers or other staff, guest lecturers or other students should be raised using the Student Complaints process outlined in this Student Handbook.

# BEAUTY EDU POLICIES

## RESOLVING COMPLAINTS

In the first instance, students are always encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are support staff available to assist the resolution of issues at this level. You may also raise an informal complaint by contacting either your Campus Manager or Beauty Educator.

If a complaint, concern or difficulty cannot be resolved informally, the appropriate next steps are described in our Grievance, Complaints and Appeals Handling Policy and Procedure available at:

[www.beautyedu.edu.au/policies](http://www.beautyedu.edu.au/policies)

The same Policy describes the appropriate appeals process should a student wish to appeal the outcome of any complaint or dispute. A student's enrolment status remains unaffected while the process of trying to resolve any complaints are under way.

## TEACHING PROCESSES

**In general terms, teaching will be provided through:**

- One-on-one mentoring by a qualified teacher
- Classes, tutorials and workshops
- Completion of exercises, case studies, class notes and reading materials
- Completion of online exercises, where appropriate

Students are also given constructive feedback from their Educators on the outcomes of their assessments and on opportunities for further development whenever it is identified.

## PHOTOCOPYING AND COPYRIGHT

The copyright laws allow you to only photocopy 10% (or one chapter or one journal article) of any copyright protected item. This includes books, magazines, journal articles, web pages, sound or video recordings.

## PATHWAYS TO A DEGREE

Graduating with a Diploma of Beauty Therapy can provide a pathway into a degree - Eg. Bachelor of Health Science (Dermal Therapies). The granting of any credit is at the discretion of the university. For more information about pathways please talk to Student Administrations or contact Victoria University at: [www.vu.edu.au](http://www.vu.edu.au)

# BEAUTY EDU POLICIES

## VET FEE-HELP

**VET FEE-HELP is an Australian Government loan scheme that covers all or part of the tuition fees for eligible students for certain VET qualifications at the following levels:**

- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma

**You will find more information about VET FEE-HELP by visiting the Government's Study Assist website: <http://studyassist.gov.au>**

You can also pick up a VET FEE-HELP brochure from Student Administration. Our Diploma of Beauty Therapy is VET FEE-HELP enabled.

## ELIGIBILITY FOR VET FEE-HELP

To be eligible for VET FEE-HELP Assistance, students must be able to provide a valid Australian Tax File Number, be an Australian citizen or the holder of a Permanent Humanitarian visa and be a resident in Australia for the duration of the course.

## VET FEE-HELP LIMIT

In 2016 the VET FEE-HELP limit is \$99,389. Students are able to use VET FEE-HELP to pay tuition fees up to the amount of the VET FEE-HELP lifetime limit. If you have previously used the VET FEE-HELP loan scheme to pay for VET courses of study or Higher Education, those amounts would also be included in the usage of your limit.

## VET FEE-HELP LOAN FEE

VET FEE-HELP loans incur a 20% loan fee. This fee is added to the total amount of the loan, but it's not included in the VET FEE-HELP limit. The loan fee is paid to the Government and not Beauty EDU.

Your VET FEE-HELP debt is repaid through the tax system and is paid back to the Australian Government through the Australian Taxation Office once your annual income reaches a certain amount.

For the 2015-16 income year the compulsory repayment threshold is \$54,126. The compulsory repayment threshold for the 2016-17 income year is \$54,869. The debt is tax-free and is indexed each year to maintain its real value. Voluntary repayments of \$500 or more receive a 5% bonus. For example this means if you make a voluntary repayment of \$500, the bonus increases the value of your repayment so your account will be credited with \$525. Please note voluntary repayment bonus will be removed from 1 January 2017.

## REPAYING A VET-FEE HELP LOAN

# BEAUTY EDU POLICIES

## CENSUS DATES

Each Unit of Study has a set census date. This is the date by which you must have made arrangements for payment of your tuition fees in order to maintain your enrolment. Census dates are set at no earlier than 20% of the way through a VET Unit of Study. Census dates are when you become liable for a VET FEE-HELP debt.

**Census dates for each VET Unit of Study are published in the VET Tuition Fee Schedule (provided by Beauty EDU) available on: [www.beautyedu.edu.au/policies](http://www.beautyedu.edu.au/policies)**

If you have not made arrangements for payment of tuition fees on or before the census date, your enrolment may be cancelled. If you have previously filled in a Request for VET FEE-HELP Form for any Unit of Study, your tuition fees will automatically default to becoming a VET FEE-HELP debt unless you pay your tuition fees on or before the Census date.

A student who withdraws from a VET Unit of Study on or before the census date for that VET Unit of Study will not incur a VET FEE-HELP debt for that VET Unit of Study. A student who withdraws from a VET Unit of Study after the census date for that VET Unit of Study will incur a VET FEE-HELP debt for that VET Unit of Study. A student who has incurred a VET FEE-HELP debt for a VET Unit of Study may apply to have their VET FEE-HELP balance re-credited for the affected VET Units of Study in accordance with the Re-Crediting VET FEE-HELP Policy (see below).

## RE-CREDITING VET-FEE HELP

If you withdraw from a VET Unit of Study on or after the census date for that VET Unit of Study, or have been unable to successfully complete a VET Unit of Study and believe this was due to special circumstances then you may apply to have your FEE-HELP balance re-credited

for the affected VET Unit of Study. Each application is examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim. This may also be referred to as Special Consideration.

**We will re-credit a student's VET FEE-HELP balance if we're satisfied that special circumstances apply and that those circumstances:**

- Were beyond the student's control and
- Did not make their full impact on the student until on or after the census date for the VET unit(s) of study in question and
- Make it impractical for the student to complete the requirements for the VET unit(s) of study in question

**Initial applications for the re-crediting of a VET FEE-HELP balance are to be made in writing to Student Administration: [studentadmin@republica.edu.au](mailto:studentadmin@republica.edu.au)**

**They can also be posted to:**

Student Administration  
Republica Education  
209 Lonsdale St  
Melbourne, VIC 3001

If a student is not satisfied with the decision made by Beauty EDU in relation to re-crediting their VET FEE-HELP balance they may request a review of the decision.

# BEAUTY EDU POLICIES

## REFUND POLICY

The following information applies to domestic students only.

STUDENTS WHO ARE OR WOULD BE ENTITLED TO VET FEE-HELP ASSISTANCE AND ENROLLED IN A VET FEE-HELP ENABLED COURSE.

**In the event of a student withdrawing from a VET Unit of Study on or before the census date for that Unit of Study:**

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET FEE-HELP debt.

**In the event of a student withdrawing from a VET Unit of Study after census date for that Unit of Study:**

- No refund is applicable and/or
- The student will incur a VET FEE-HELP debt

STUDENTS WHO ARE NOT ENTITLED TO VET FEE-HELP ASSISTANCE AND ENROLLED IN A VET FEE-HELP ENABLED COURSE.

**In the event of a student withdrawing from a VET Unit of Study on or before the census date for that Unit of Study:**

- 100% of tuition fees paid for that unit will be refunded to the student.

**In the event of a student withdrawing from a VET Unit of Study after census date for that Unit of Study:**

- No refund is applicable

STUDENTS WHO ARE ENROLLED IN A NON VET FEE-HELP ENABLED COURSE.

**In the event of a student withdrawing from such a course before the course start date:**

- All tuition fees paid for that course will be refunded to the student less a \$200 administration fee

**In the event of a student withdrawing from such a course after the course start date:**

- No refund is applicable; and
- If course fees for the remainder of the course have not been paid they immediately become due and payable.

## PAYMENT OF REFUNDS

Refunds will be paid within 28 days of the census date of the VET Unit of Study to which the withdrawal applies.

## DATE OF CANCELLATION

In order to withdraw from a Unit of Study a student must give Beauty EDU notice in writing and return all goods (if any) on loan from Beauty EDU. The date of withdrawal shall be the date that Beauty EDU receives the notice in writing and all returned goods (if any).





# THE BEAUTY INDUSTRY

**The Beauty industry is dynamic and rapidly changing.** The following organisations are useful starting points to find out more about your industry and a great way to access additional support, both as a student new to the industry and in the future when you want to progress your career.

## **HBIA**

[www.hbia.com.au](http://www.hbia.com.au)

HBIA is the professional association for salon owners, and is the consultative body for the hairdressing and beauty industry to both State and Federal governments. HBIA provide advice on industrial awards, HR and employment, OH&S legislation as well as keeping members updated on current industry information.

## **THE ASSOCIATION OF PROFESSIONAL AESTHETICIANS OF AUSTRALIA**

[www.apaa.com.au](http://www.apaa.com.au)

The Association of Professional Aestheticians of Australia is committed to education and raising the standards within its membership so that the public can be assured they are in the hands of competent professionals.

## **AUSTRALIAN SOCIETY OF DERMAL CLINICIANS**

[www.dermalclinicians.com.au](http://www.dermalclinicians.com.au)

The ASDC represent Dermal Clinicians that are committed to ethical and evidence based practice, and maintaining ongoing education. It is a collaborative network of members and also advocates on the behalf of the industry and consumers in maintaining standards of safety in all aspects of dermal practice.

## **SALON MELBOURNE**

[www.salonmelbourne.com.au](http://www.salonmelbourne.com.au)

Salon Melbourne is a trade only event which allows you to view the latest trends, source new products and connect with industry renowned artists. Held over two days in March this event is a great way to find out about new industry developments and products, attend masterclasses and workshops with industry experts and network with your industry.

## **COSMOPROF ASIA - HONG KONG**

[www.cosmoprof-asia.com/en-us](http://www.cosmoprof-asia.com/en-us)

Cosmoprof Asia is the largest beauty expo in Asia, comprising more than 60,000 sqm of professional beauty products including cosmetics and toiletries, beauty products, nails and natural therapies. Cosmoprof is also held annually in Italy and the United States.

## **PROFESSIONAL BEAUTY MAGAZINE**

[www.professionalbeauty.com.au](http://www.professionalbeauty.com.au)

Professional Beauty magazine has been a leading industry journal for two decades. Published bi-monthly, Professional Beauty presents a mix of new product information, local and international news and special features keeping all those in the industry educated and informed.

# THE BEAUTY INDUSTRY

We can't wait to see you on campus to begin this exciting new chapter, and explore everything the beauty industry has to offer. We hope this handbook has clarified the expectations we hold as educators of the next generation of beauty professionals and given you some guidance as you begin your studies. If you have any questions or are unsure about any aspect of your training, please ask one of your Educators for guidance. They will be more than happy to assist.

**YOU ARE READY TO COMMENCE  
YOUR JOURNEY WITH US.**

**WELCOME TO BEAUTY EDU.**



VISIONARY  
INTELLIGENT  
DESIRABLE  
CONNECTED

**BEAUTY EDU**



BEAUTY EDU

**BEAUTYEDU.EDU.AU**

**EMAIL US**  
enquiries@beautyedu.edu.au

**CALL US**  
1300 762 494

**CONNECT**  
f t i

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494 La Trobe Street  
Melbourne VIC 3003

**DAVID JONES EASTLAND**  
175 Maroondah Highway  
Ringwood VIC 3134