



Hairdressing, Barbering, Beauty Therapy, Make-up
and Business Training

STUDENT HANDBOOK

Includes student information for all training cohorts
Smart and Skilled & Fee for Service

"Inspiring Creative Futures"

Table of Contents

Our commitment to you.....	3
CLIENT SERVICE CHARTER.....	4
COMPANY PROFILE.....	5
WORK HEALTH AND SAFETY (WHS) POLICY.....	6
WORK HEALTH AND SAFETY (WHS) PROCEDURES.....	6
STUDENT SELECTION PROCEDURE.....	10
CONSUMER PROTECTION POLICY.....	11
COMPLAINT HANDLING AND APPEALS PROCEDURES.....	12
STUDENT REVIEW REQUIREMENTS AND RE-CREDITING A FEE-HELP BALANCE.....	14
PROCEDURES RELATING TO PERSONAL INFORMATION.....	17
WITHDRAWAL FROM TRAINING.....	19
CANCELLATION OF TRAINING.....	19
DEFERRAL OF TRAINING.....	19
SPECIAL CIRCUMSTANCES.....	19
REVIEW AND APPEALS.....	19
TRAINING DELIVERY AND ASSESSMENT.....	19
STUDENT SUPPORT SERVICES.....	20
ATTENDANCE OF TRAINING, ASSESSMENT AND CLINIC AND CLIENT SERVICES DAYS.....	21
ACADEMIC PROGRESS.....	22
WELFARE AND GUIDANCE.....	24
NO TOLERANCE POLICY.....	25
PROFESSIONAL PRESENTATION EXPECTATIONS.....	26
OVERALL EXPECTATION OF STUDENTS.....	30
STUDENT DECLARATION.....	32

OUR COMMITMENT TO YOU...

...WE VALUE BUSINESS RELATIONSHIPS BASED ON INTEGRITY, PROFESSIONALISM, CLEAR COMMUNICATION, CONFIDENTIALITY AND COLLABORATION.

Dear Student,

Welcome. You are now part of a highly successful Registered Training Organisation endorsed by The Australian Skills Quality Authority (ASQA), your guarantee of quality training services.

Contour College has an ongoing commitment to improve our services to you. Our goal is to deliver responsive, practical and efficient training and assessment services that is focused on your particular needs.

We will achieve this by:

- Providing you with highly qualified trainers who have a minimum of 5 years' experience in their selected fields.
- Flexible delivered training and assessment methods that make competency based training achievable.
- Support network of systems, policies and procedures to ensure efficient responses and accurate administrative support where required.

Since 1995 Contour College has been successfully training Students who wish to enter the hairdressing, beauty, screen and media or business industries. Many Students have gone on to open their own businesses and continue to work with Contour College on further training/professional development, Student employment opportunities and community engagements.

We have a strong relationship with local business and our Students are very successful in gaining full-time and part-time work during and at the completion of their studies.

Finally, congratulations on selecting Contour College to be your preferred Training Provider. I hope your relationship with our organisation exceeds your expectation.



Annaliesje Hartley
Principal Executive Officer

CLIENT SERVICE CHARTER

This Charter was developed after consultations with our clients and represents our commitment to improve our service performance. This Charter sets out the service standards you can expect from Contour Systems Pty Ltd T/A Contour College and outlines how to provide feedback.

Our service values

Seek to understand your needs or business needs and work with you in partnership.

Provide advice and information based on experience and networks we have established across Australia.

Commercial focus and deliver services that are tailored to your needs.

Professional and highly motivated staff to help your needs/ business.

Flexible and responsive meeting of your particular needs.

Our service standards

We value the information you give us and will maintain confidentiality.

We will clearly explain our service offerings and how they can add value to you and/or your business.

Contour College will explain all fees and provide you with a quote before you commence training.

If you contact us we will respond within two working days of receipt of your enquiry. If your enquiry is more complex we will inform you of our progress.

We will keep you informed of major developments that affect your training requirements.

Contour College will endeavour to deliver opportunities that best match your training competencies.

We will provide appropriate referrals if we cannot help you.

Help us to help you

Brief us clearly about your needs and objectives.

Allow realistic lead times and keep us informed of your timeframes for under taking training.

Let us know how we might improve our services and/or when we have done a good job.

Measuring our performance

Contour College will review and provide opportunities for you to comment on your satisfaction with our services through our Exit Student Survey Questionnaire, Client Feedback Form and other research. This will allow us to measure the outcomes of our assistance and identify issues and service aspects that are important to you.

Consultation and feedback

We welcome your feedback at any time. Simply call us, write to us or send us an email. If you have a problem you need resolved, please raise it with the staff member/trainer concerned, or write to our College Director at Contour College, PO Box 3618, Tuggerah NSW 2259, or email admin@contourcollege.com.au

COMPANY PROFILE

Contour Systems Pty Ltd trading as Contour College is a nationally recognised Registered Training Organisation (RTO code 90504). Established since 1995 the College has long been recognised as a provider of quality training and assessment services to the local region and beyond.

Located on the Central Coast we offer our Students a relaxed and quality lifestyle surrounded by magnificent beaches, bushland, golf courses, wineries, horse riding academies and major shopping centres. By studying with Contour College you will be rewarded both personally and professionally.

Originally located in Gosford, the company moved in 2004 to a new two-storey modern purpose-built training facility. Local bus and train stations are within walking distance as well as a host of small cafes and restaurants. Sydney CBD is approximately 80 minutes by car.

Along with theory training rooms Contour College offers separate hairdressing and beauty training rooms which are fully equipped with modern technology and resources to ensure each Student can reach their learning potential. Additionally, the College provides a separate spa room complete with Vichy shower, spray tan clinic, wash room, lecture rooms, kitchens, lockers, grassed outdoor area, administration offices, library, reception area and no cost street parking.

Training staff have current and up-to-date industry knowledge with many years of valuable experience in their chosen field. College Director, Annaliesje Hartley herself a Beauty Therapist and Hairdresser has over 30 years vocational training experience and is proactive on Committees to ensure that Contour College remains in the forefront of industry expectations and employment opportunities.

The College maintains a disciplined regular review of its policies and procedures to maintain compliance with Australian Skills Quality Authority and the Standards for Registered Training Organisations 2015. This applies to all of the operations within our Scope of Registration, as listed on the national training register.

In a world full of exciting challenges, Contour College provides an outstanding learning environment, catering to all Students in their applicable programs.

AVAILABLE COURSES

BSB20115	Certificate II in Business
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
BSB40520	Certificate IV in Leadership and Management
BSB42015	Certificate IV in Leadership and Management
BSB50215	Diploma of Business
BSB50415	Diploma of Business Administration
BSB50420	Diploma of Leadership and Management
BSB50618	Diploma of Human Resources Management
BSB51918	Diploma of Leadership and Management
CUA51015	Diploma of Screen and Media
SHB20116	Certificate II in Retail Cosmetics
SHB20216	Certificate II in Salon Assistant
SHB30115	Certificate III in Beauty Services
SHB30215	Certificate III in Make-Up
SHB30315	Certificate III in Nail Technology
SHB30416	Certificate III in Hairdressing
SHB30516	Certificate III in Barbering
SHB40115	Certificate IV in Beauty Therapy
SHB50115	Diploma of Beauty Therapy

Further detailed course information is available on <http://training.gov.au/>

Contact information for Contour Systems Pty Ltd T/A Contour College:

POSTAL ADDRESS: PO Box 3618, Tuggerah, NSW 2259 Australia

COLLEGE ADDRESS: Unit 2-3, 1 Bounty Close
Tuggerah Business Park
Tuggerah NSW 2259

REPLY PAID ADDRESS: Reply Paid 88114
Tuggerah, NSW 2259

TELEPHONE: +61 2 4353 0815

FACSIMILE: +61 2 4353 0991

EMAIL: admin@contourcollege.com.au

WORK HEALTH AND SAFETY (WHS) POLICY

Contour College is committed to providing a safe and healthy environment for all employees, Students, contractors and visitors. We aim to achieve the highest degree of workplace health, safety and security by adhering to government legislation and by taking a personal interest in the well-being of our staff, Students, clients and visitors.

Our organisation aims to abide by all Commonwealth and State Acts and applicable regulations to maintain its position as a committed organisation with particular reference to the following:

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Contour College maintains an ongoing Work Health and Safety Program including conducting regular inspections of the workplace in the quest of preventing accidents and incidents.

All staff are responsible and accountable for the safety of fellow employees, Students, contractors and visitors. Management is responsible for ensuring all regulations, procedures and safe working practices are followed at all times.

All employees and Students are expected to:

- Follow all company safety requirements and relevant codes of practice
- Maintain a clean and orderly work area
- Report all injuries and safety incidents
- Actively participate in safety improvement activities

WORK HEALTH AND SAFETY (WHS) PROCEDURES

Contour College has an extensive WHS procedure, which can be viewed upon request at administration or our website. The following is information in-part for immediate notice to Students.

ACCIDENT PREVENTION

All Students will be inducted into the organisation's safety procedures including emergency evacuation. Students are required to adhere to the organisation's procedures in all activities.

BUILDING AND EQUIPMENT

All equipment will be maintained in a safe, clean condition and in good repair. Any potential danger areas will be acted on urgently and any broken equipment must be reported to management.

EVACUATION

Exit signs are clearly visible. All passageways and doorways must be kept free of equipment for easy and quick evacuation. Induction into Contour's WHS and evacuation procedures is mandatory, regardless of previous induction programs or previous study the Student may have undertaken.

INFECTION CONTROL

All Students will be required to be familiar with, and consistently adhere to, the NSW Health "Guidelines on Skin Penetration" (State legislation) and "The Guidelines for the Construction and Operation of Hairdressing, Beauty and Skin Penetration Premises" (Local Government legislation). Infection control will be explained during the induction process and again at the beginning and throughout all learning undertaken. All practical procedures, including procedural contra-indication procedures are to be carried out with strict adherence to the infection control legislation and Contour College procedures.

HYGIENE

A person who shows no sign of illness can spread infection. Hand washing is the most important way of controlling infection. An antiseptic hand wash is provided in all toilets and training rooms and is to be used prior to and after any service to clients, during training, after toilet and prior to any kitchen preparation. Disposable gloves, aprons, face-mask and other personal protective equipment (PPE) will be provided and is required to be worn for skin penetration services when requested.

Clean uniforms, good personal hygiene practise, clean, neat and tidy hair and nails as per Contour College practices, are expected at all times.

SMOKING

Contour College is committed to a safe and healthy environment for all staff and Students. It is the policy of Contour College that staff and Students are **not** permitted to smoke in the office, within College premises, the internal courtyard, designated outdoor eating area, common grassed footpath area on Bounty Close or strata parking area. However, a designated area has been allocated and will be shown during orientation. Contour College recognises the individual rights of all to smoke. However, for the safety and respect of other employees', Students and clients, smoking is **not** encouraged during Contour College hours.

CAR PARKING

Strata Management does not permit Students to park in the car park adjoining Contour College or in any other business car parks including cafes. Strata Management has advised Contour College Management that illegally parked cars will be towed away. Therefore, park on the street to avoid damage to your car.

FIRE SAFETY

Procedures to follow in the event of fire will be demonstrated to all Students during induction. This will include identifying the types of extinguishers on site, their use and required fire drill.

EMERGENCY CONTACT NUMBERS

EMERGENCY	000
POLICE Gosford	(02) 4323 5599
POLICE Wyong	(02) 4356 6099
POISON INFORMATION CENTRE	13 11 26
LOCAL HOSPITAL Wyong	(02) 4394 8000 or 000
Gosford HOSPITAL	(02) 4320 2111

FIRST AID

A First Aid kit is kept in the administration office. If first aid items are taken from the kit, administration staff to be informed to arrange replacement. The College is not permitted to provide pain relief tablets or medicine to any Student.

INCIDENT REPORT

If a Student sustains an injury or accident, even a minor one this must be immediately logged on an Incident Report Form. Incident Report Forms are available in the Administration Office next to the First Aid Kit. The form will then need to be forwarded to the Training Coordinator.

LIFTING EQUIPMENT AND MANUAL HANDLING

Bulk or heavy equipment, including tables, couches and hairdressing chairs etc. must not be lifted or dragged by one person. Students may be required to lift and move heavy items under circumstances of classroom changes. Students will be educated on correct handling procedures at the introduction to the use of that equipment. All procedures for manual handling, including posture are fully outlined in the Student induction information.

SECURITY

Contour College has a back-to-base security and camera system that operates 24 hours. Students are advised that cameras may be operational to provide safety in the advent of a hold-up or theft of property by another person. Lockers are essential for the protection of personal property. Random hand luggage checks will also be implemented throughout the year without notice.

WORK AND LEARNING ENVIRONMENT

Facility and equipment should be appropriately cleaned and tidied daily. Allocated time frames at the end of each lesson are scheduled for the implementation of SHBXWHS001 Apply safe hygiene, health and work practices and SHBXWHS002 Provide a safe work environment.

If the room appears untidy or unclean it is training staff and Students' responsibility to rectify it and replace items to the appropriate designated areas.

MEETING POTENTIAL THREATS

If faced with a potentially dangerous situation or threatening person:

- Try to remain calm and assess the situation.
- Activate alarm or call for help as soon as it is safe to do so.
- Obey any instructions, but do not provide money or goods not asked for.
- Move slowly but with safety.
- Advise the offending person of any movements you may have to make which could appear sudden or unexpected. Unless otherwise ordered, continually watch the offending person.
- Do not invade the space of the person committing the offence and keep your hands in view.
- Do not appear to stare at the offender, keep head slightly bowed, all the while making mental notes about the offenders clothing, scars, tattoo's, unusual features, odours, accent, speech, nick-names and weapons if used.

If an offence occurs, take the following steps:

- Activate an alarm, if not already activated (if safe to do so) Telephone Police with the following information
 - Your name
 - Address of premises, including nearest cross streets
 - Unit 2 , No1 Bounty Close, corner of Reliance Drive
 - Number of offenders and description

- Description of vehicle and direction of travel.
- Close premises to the public and isolate area for forensic tests.
- Ensure no interference with the scene or any articles that have been left behind by the offender(s).
- Request witnesses to remain or get their names addresses and contact numbers.
- Only discuss the amount of goods/money stolen with the police.
- Supply Police with all details, however insignificant they may appear.

Remember no amount of money is worth your life!

ANTI-DISCRIMINATION

NSW Anti-Discrimination Act 1977 provides protection at law against discrimination for any reason on the grounds of:

- Age
- Disability
- Homosexuality
- Marital status
- Race
- Sex
- Transgender
- Who they are related to or associated with.

For more information regarding discrimination issues refer to www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/

SEXUAL HARASSMENT

It is the policy of Contour College to provide a workplace free of sexual harassment and to uphold State and Federal laws pertaining to sexual harassment. All employees and Students are expected to comply with this policy. For the purpose of implementing this policy, the following definition of sexual harassment shall apply:

Sexual harassment includes the behaviours listed below, where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person:

- Making unwelcome sexual advances.
- Making any request for sexual favours.
- Making remarks or aspersion of a sexual nature relating to the other person.
- Subjecting another person to unwelcome conduct of a sexual nature, through conversation, action or the display of material the other person finds sexually offensive.
- As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual. In addition, one individual may have different boundaries for different relationships. It is the responsibility of all Students and employees to recognise and respect the boundaries set by others.

ACCESS AND EQUITY

Contour College is committed to the principles of fair and equal access to all our services as well as in the recruitment and selection of staff and Students. Our services are open to any person, no matter what their background, physical or intellectual limitations, age, race or religious beliefs.

Management and staff are committed to ensuring that all those who utilise our services adhere to these principles. All complaints will be dealt with fairly and promptly by management and encourage all to discuss any problems that they may experience with a member of staff. This will ensure that we can limit the future occurrence of such instances.

EQUAL AND FAIR TREATMENT

Contour Systems Pty Ltd T/a Contour College supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Contour College is committed to fair treatment and equal opportunity, including enrolment and admission, is transparent, consistently applied and available to all. We endeavour to provide a learning environment where the culture, experiences and diversity of all students is recognised, celebrated and supported at all times.

To view our Student Equal and Fair Treatment Policy, visit our website at www.contourcollege.com.au

STUDENT SELECTION PROCEDURE

The intent of this procedure is to ensure that all Students are treated fairly and equitably during their selection into training with Contour College.

Contour College has open, fair and transparent procedures, based on merit for making decisions about:

- a) the selection, from among potential Students; and
- b) the treatment of Students.

Potential Students seeking to enrol in a qualification or short course with Contour College, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process.

The above paragraph does not prevent Contour College taking into account, in making decisions mentioned above, educational disadvantages that a particular Student or potential Student has experienced or the fact that the Student or potential Student may be enrolled via a restricted access arrangement.

All staff involved with Student selection will be inducted into the requirements for appropriate selection, their responsibilities and any potential implications for Students and staff. On-going updates will be addressed as standard agenda items at monthly staff meetings.

If a Student is not selected into a training program at Contour College, they will be notified immediately. If requested, Students may be referred contact details for relevant professionals. Such referrals are provided by the College at no cost to the Student, but fees and charges may apply where an external service is used by the Student.

STUDENT ENTRY PROCEDURE INTO AN ELIGIBLE COURSE

1. Students read all information on website, student handbook then submits online enquiry form or phones/emails administration to receive further information.
2. Students receive information and are offered to meet with the Training Coordinator for an information session and to view facilities. This time is allocated to assist with further questions regarding training and enrolment.
3. Students complete enrolment forms and return these to the Training Coordinator. Student attends an interview session where the Training Coordinator ascertains the student's ability to undertake required studies. If student doesn't have a Senior Secondary Certificate of Education that has been awarded by the state (Year 12 Certificate) or have an AQF qualification at level IV or higher, this will include a Language, Literacy and Numeracy test. Student is able to ask questions for clarification on all aspects of course.

- *PLEASE NOTE: If a student is planning to study their chosen course via Distance Education they will not always be able to come in and meet the Training Coordinator or view our premises. Alternatively a verification call is completed with students in place of an interview.*
4. CEO and Operations Manager discuss with the Training Coordinator the enrolment application and interview information to ensure prospective students have all relevant information including:
 - Meet the Tax File Number (TFN) requirements
 - Enrolment form and USI number.
 - Identification (copy of citizenship papers if not born in Australia).
 - Training terms and Conditions.
 - Acceptable use of Wi-Fi Policy agreement
 - Acknowledgement of video and photography acceptance
 - Any other declarations (if applicable)
 5. Once students have returned all information and viewed facilities they are informed of their acceptance into the chosen course
 6. Training Coordinator discusses special needs, uniform sizing, Student Handbook and Induction. Enrolment check list is signed by student support staff member.
 7. Contour College will then send the Department of Education your information for enrolment..
 8. If under 18, student prints off application form, has parent sign and provides a copy to Contour College
 9. Student receives Confirmation of Enrolment letter and email from Contour College.
 10. Student confirms acceptance of place in class and commitment to course.
 11. Student attends induction session and meets the training staff.
 12. Student receives locker key, uniform, student ID number, training programs, student folder and learning materials.

If you are considering enrolment and would like more information please contact our staff on the below details:

Phone: (02) 4353 0815

Email: admin@contourcollege.com.au

CONSUMER PROTECTION POLICY

PURPOSE

Contour Systems Pty Ltd trading as Contour College is committed to ensure the consumer has the right to expect that the education and training they receive will be of a quality consistent with the national VET regulator's requirements and the requirements of any Smart and Skilled contract. In addition, the College will endeavour to meet all Governments expectations in the areas of quality, ethics, accountability and responsiveness.

The College is responsible to ensure it has established, documented and accessible consumer feedback and complaints handling procedures. Students are made aware of its availability, their consumer rights and obligations relating to this policy and that the information is well documented on all public information, enrolment forms, at student induction and all staff is fully trained in its operation.

CONSUMER RIGHTS

CONSUMER OBLIGATIONS

The consumer is obligated to provide accurate information to Contour College and behave in a responsible and ethical manner as set out in the College Code of Conduct.

CONTOUR COLLEGE OBLIGATIONS

The College will provide training and support necessary to allow the consumer to achieve competency through quality training and assessment procedures, and the provision of resources and equipment. Contour College will endeavour to ensure our staff meet public expectations of ethical behaviour at all times. This will be achieved through our consumers being fully informed of their entitlements, fees, responsibilities and obligations, initially through our marketing material, prior to enrolment and through to completion of their learning journey.

PROCESS

Complaints will be handled through a staged process with provision for review and appeal to ensure that every opportunity is provided to address the complaint in a satisfactory manner for all concerned. Initially, complaints will be reviewed internally by our Consumer Protection Officer. However, if the matter proceeds further it will be addressed externally with Training Services NSW whose decision will be taken into consideration by Contour College. Regional State Training Office details and our current Consumer Protection Officer name and contact details will be provided on request in the College, or immediately available in Stage Three of the Complaints Handling Procedure.

PUBLICATION

Consumer Protection Policy and Complaint Handling and Appeals Procedures will be made available to all students and staff via Contour College website at www.contourcollege.com.au, the Student Handbook, the Staff Trainers & Assessors Manual and staff portal.

COMPLAINT HANDLING AND APPEALS PROCEDURES

GENERAL PRINCIPLES

General principles that apply to all stages of either an Academic or Non-academic complaint procedure, which will be adhered to by Contour College are:

- In the event there is a complainant and a respondent, each will have the opportunity to present their case at each stage of the procedure.
- The complainant and respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or another staff member) if they so desire.
- The complainant and respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this process will be provided to the complainant and/or the respondent, if requested.
- Records of all complaints will be kept for a period of five years. Personal information collected from all parties will be protected and accessible to review and correct on notice.
- There is no cost for submitting a complaint or grievance with Contour College

RESPONSIBILITY

The Consumer Protection Officer (nominated person advised at induction) is responsible for implementation of this procedure and ensuring that all staff is fully trained in its operation and Students or Complainants are made aware of its availability.

DEFINITIONS

For the purpose of this Policy, reference to a complaint or grievance will be viewed as one and the same. However, there is a clear delineation between academic and non-academic issues which will be outlined in two separate procedures. Glossary of terms:

- Student/student refers to all persons enrolled in a VET unit of study that meets the course requirements
- Complainant refers to Students (as defined above) who have lodged an academic or non-academic complaint with Contour College
- Complaint/grievance refers to a cause for a formal complaint that may or may not be well-founded, made on the basis of a decision that somebody feels is unfair
- Respondent refers to somebody who replies to or defends the complaint / grievance
- Academic matters include those matters which do relate to student progress, assessment outcome, course content or awards in a VET course of study.
- Non-academic matters include those issues which do not relate to student progress, assessment outcome, course content or awards in a VET course of study. Non-academic grievances tend to arise from events occurring from conflict with other students, training or administration staff, facilities, equipment, processes or matters of a financial nature.

ACADEMIC COMPLAINT

Stage One: The complainant must first take their complaint to the Training Co-ordinator who will consult with the appropriate person (e.g. trainer/assessor/staff member) and endeavour to resolve the issue.

Stage Two: If the consumer is not satisfied with the result of stage one, they should complete the Academic Appeal Request Form and submit or forward to;

R. Hartley
Consumer Protection Officer
P.O. Box 3618 Tuggerah NSW 2259
Email: rhartley@contourcollege.com.au
Telephone: (02) 4353 0815

The Consumer Protection Officer will review the student's academic result/s in consultation with the College Director and complainant and make a determination on whether the result remains or if a re-assessment will be conducted.

The Complainant will be advised within 7 working days from the request being received by Contour College of the decision and their right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

Stage Three: If the Complainant is not satisfied with the outcome of Stage Three they may contact Training Services NSW by:

Applying online https://www.training.nsw.gov.au/forms_documents/index.html

Phone on 1300 772 104

In person at a Training Services NSW regional
https://www.training.nsw.gov.au/about_us/contacts.html

An Officer from Training Services NSW will investigate the complaint and attempt to resolve the matter through information and mediation. However, should a more formal process to resolve the dispute be required, the Department will inform both parties of options to proceed further.

NON-ACADEMIC COMPLAINT PROCEDURE

Stage One: Non-academic complaint procedure initially requires the student to complete a Multi-Purpose Form to initiate a discussion. A review of the non-academic grievance will begin within two (2) working days of receiving the written form to any Contour College staff member.

The student may request a general meeting with a staff member including the Training Co-ordinator if the issue relates to non-financial matters, or the Accountant for financial related matters. If necessary, the student will be advised of a meeting time with the appropriate person to discuss their request, issue, etc., or receive a verbal and/or written response to their Multi-Purpose Form within 5 working days.

The complainant will be advised of their right to progress to Stage Two of the non-academic complaints procedure if they consider the matter unresolved.

Stage Two: if the complainant is not satisfied with the outcome of Stage One they may have their Multi-Purpose Form forwarded onto the Consumer Protection Officer. In the event the Multi-Purpose Form implicates another student or staff member, Contour College General Principles will apply.

The College Director and Consumer Protection Officer will review all documentation, meet with all parties concerned and make a determination 10 working days from receipt of Stage Two notification. A written response will be provided to all parties, including their individual right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

R. Hartley
Consumer Protection Officer
Email: rhartley@contourcollege.com.au
Telephone: (02) 4353 0815

Stage Three: If the Complainant is not satisfied with the outcome of Stage Three they may contact Training Services NSW by:

Applying online https://www.training.nsw.gov.au/forms_documents/index.html

Phone on 1300 772 104

In person at a Training Services NSW regional office
https://www.training.nsw.gov.au/about_us/contacts.html

An Officer from Training Services NSW will investigate the complaint and attempt to resolve the matter through information and mediation. However, should a more formal process to resolve the dispute be required, the Department will inform both parties of options to proceed further.

PUBLICATION

The complete Academic and non-Academic Grievance Policy and Procedure are made available to Students via Contour College's website www.contourcollege.com.au as well as in the Student Handbook. Contour College will also advise VET Students about where this procedure may be obtained from as part of their enrolment information.

NOTE: The current contact details for the external and independent arbiter are:

The Commonwealth Ombudsman
Phone: 1300 362 072
<https://www.ombudsman.gov.au/contact>

STUDENT REVIEW REQUIREMENTS AND RE-CREDITING A FEE-HELP BALANCE

DEFINITIONS

The Act: the *Higher Education Support Act 2003*

Student: Students, who are Australian citizens, resident in Australia for the duration of their VET Unit of Study,

The Department: The Department of Education and Communities

SPECIAL CIRCUMSTANCES

If a Student withdraws from a Unit of Study or has been unable to successfully complete a Unit of Study and believes this was due to special circumstances.

- these circumstances are beyond their control, and
- these circumstances did not make their full impact on the Student and that it was impracticable for the Student to complete the requirements for the VET Unit of Study.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

FEE FOR SERVICE COURSES

1. A Student must apply in writing to the Training Coordinator within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. Contour College has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12-month period. Relevant supporting documentation will be required to substantiate the claim.
2. Special circumstances as referred to above, including supporting documentation.
3. Contour College will consider each application within 20 working days of receipt of the application. Applicants will be notified in writing of the decision within 20 working days.

REVIEW OF DECISION

4. Where Contour College makes a decision NOT to re-credit a Student's fees.
5. If a Student is not satisfied with the decision made by Contour College the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
 - be made within 28 days of receipt of the original decision
 - include the date of the original decision
 - state fully the reasons for applying for the review
 - include any additional relevant evidence

Applications should be made in writing to:

Appeals Committee
Unit 2/1 Bounty Close
Tuggerah Business Park NSW 2259

The designated Review Officer of any decisions relating to a request for re-crediting of the original decision and was not involved in making the original decision to be reviewed.

7. The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days; and
- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

8. The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Student
- provide written notice to the Student of the decision, setting out the reasons for the decision
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

RECONSIDERATION BY THE ADMINISTRATION APPEALS TRIBUNAL (AAT)

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

ADMINISTRATION APPEALS TRIBUNAL DETAILS AND APPROXIMATE COSTS

The closest AAT office is located:

Level 6
83 Clarence Street
Sydney NSW 2000
Phone: 1800 228 333

Further location details can be found at <http://www.aat.gov.au/ContactUs/NSW.htm>.

Approximate cost of lodging an appeal with the AAT is \$881.00 (special circumstances may reduce fees to \$100.00). Further fee information can be found at;
<http://www.aat.gov.au/FormsAndFees/Fees.htm>.

Note: Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. An application fee may have to be paid and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of a notification from the AAT, the Department will notify Contour College that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents that are relevant to the appeal within ten (10) business days.

PUBLICATION

This policy and the procedure are published on Contour College's website (www.contourcollege.com.au) as well as in the Student handbook. Contour College will also advise Students about where this policy and procedure may be obtained from as part of their enrolment information to ensure Students have up to date and accurate information publicly available to them.

PROCEDURES RELATING TO PERSONAL INFORMATION

DEFINITIONS

For the purposes of this document:

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be, entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Act.

Contour College complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the *Privacy Act 1988* in relation to the collection of information relating to all Students. Contour College will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

COLLECTION OF INFORMATION

Personal information will not be collected unless:

- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Contour College will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and; with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where Contour College solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

STORAGE AND SECURITY OF PERSONAL INFORMATION

Contour College will ensure:

- that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
- that if it is necessary for the record to be given to a person in connection with the provision of a service to the VET Provider, everything reasonably within the power of the VET Provider will be done to prevent unauthorised use or disclosure of information contained in the record.

Contour College will maintain a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper;
- the purpose for which each type of record is kept;
- the classes of individuals about whom records are kept;

- the period for which each type of record is kept;
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- the steps that should be taken by persons wishing to obtain access to that information.

Contour College will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. The VET Provider will not use the information except for a purpose to which the information is relevant.

DISCLOSURE

Contour College will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- The VET Provider believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the Student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Contour College may record conversations or involve a third party for quality, training and compliance purposes. You will be informed prior to meeting if conversation will be recorded or a third party will be present.

UNIQUE STUDENT IDENTIFIER (USI)

It is compulsory for all Students to have a Unique Student Identifier (USI). This government initiative requires that the attached Privacy Notice be made available to you.

The USI is a reference number made up of numbers and letters that will make it easier for Students to find and collate their Vocational Education and Training achievements. The USI is available online and at no cost to the Student. More information regarding USI can be found at www.usi.gov.au. If you do not already have a USI Contour College can assist you to gain one. See Student Support Services.

STATEMENT OF VET TUITION ASSURANCE

Under the provisions of Schedule 1A of the *Higher Education Support Act 2003* (The Act) and Part 3 of the Higher Education Support (VET) Guideline 2015, Contour Systems Pty Ltd T/as Contour College (the First Provider) must comply with the VET Tuition Assurance requirements. This is to protect VET students in the event Contour College ceases to provide an eligible VET course of study in which a VET student is enrolled. The meaning of 'ceasing to provide an eligible VET course of study' is set out in the Higher Education Support (VET) Guideline 2015. A copy of this is available from <https://www.legislation.gov.au/Details/F2015L02124> or www.contourcollege.com.au

WITHDRAWAL FROM TRAINING

Any Student wishing to withdraw from their studies must provide a completed 'Student Withdrawal Form' to Student Support Services. The Student Withdrawal Form is available on Contour College's website or from the training Coordinator.

CANCELLATION OF TRAINING

In the event Contour College is unable to contact a Student after a period of 4 weeks that the Student is absent, and the Student has made no attempt to contact the College, Contour College will be required to cancel the learner's training place. Contour College will attempt to contact the Student by phone, post, email, text and emergency contact over this period.

DEFERRAL OF TRAINING

Student must complete the 'Student Deferral Form' at least 48 hours before commencing deferral. Student Deferral Form must be approved and signed by the Training Coordinator. A maximum of 10 weeks is available for deferral. Student must contact the Training Coordinator before deferral expires and organise a recommence date. If re-training is required, that unit's fee may be incurred.

SPECIAL CIRCUMSTANCES

If you are able to prove special circumstances you may be eligible for a refund or a re-credit if required. For special circumstances to be considered you will need to complete the 'Special Circumstances Application Form' and provide information on your circumstances in the space provided. Supporting documentation should be included to support your claim and may be in the form of a letter from your doctor or health practitioner.

Contour College will notify you in writing about the outcome of your application. The Special Circumstance Application Form is available on Contour College's website.

REVIEW AND APPEALS

If you wish to appeal against Contour College decision please request The Academic Appeal Request Form. If your review request is unsuccessful, you may lodge an appeal to the Administrative Appeals Tribunal (AAT). There is a fee to lodge an appeal with the AAT, which can be reduced in certain circumstances. See the AAT website for further information at www.aat.gov.au.

TRAINING DELIVERY AND ASSESSMENT

Training is delivered 'face-to-face' by industry-qualified trainers or Industry Experts under Adult Learning Principles that contain flexible delivery methods and take into consideration the varying abilities of the Student group. This delivery may include: Lecture style, demonstration, visual power-point presentations or videos.

Contour College promotes practical "hands-on" learning across all training qualifications. It should be noted that for Hairdressing, Screen and Media and Beauty Therapy Students approximately 60% of class time at the College is practical learning supported through our two commercially operated hairdressing and beauty salons; open to the public (up to 6 days per week) to ensure our Students gain industry 'real' time.

Contour College conducts our training and assessment services under the requirements of the endorsed Training Package being offered to ensure that the essential Performance Criteria is met and qualifications issued met industry standards.

Third Party Agreements

If Contour College enters into any third-party agreements for Training or Assessment that we ensure that the third party agrees to co-operate fully with the VET regulator in the provisions of accurate and factual responses, to information requests from the VET regulator relevant to the delivery of services in the conduct of audits carried out by the VET regulator, and in the monitoring of the third parties operations by the VET regulator.

STUDENT SUPPORT SERVICES

Student files are kept in Administration and upon request to Student Support Services; Students have the right to access their files. This access will only occur when supervised by a member of staff from Student Support Services.

All staff employed by Contour College has the responsibility to provide support to all Students. However, there is an official point of contact within 'Student Support Services' who is available during business hours on an appointment basis only. To access this support service telephone +61 (02) 4353 0815 during business hours or email admin@contourcollege.com.au

ACADEMIC SUPPORT

Students may have concerns with their attendance, course progress or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support from training staff and Student Support Services to help in maintaining appropriate academic and attendance levels.

All Students' progress and attendance is monitored, and guidance and support offered where unsatisfactory results are identified. Students can access the Student Support Services to discuss academic, attendance, or other issues relevant to studying at Contour College at any time. The staff will provide advice, guidance or referral where feasible.

TUTORIAL SUPPORT

Each week the College timetable has time set-aside for Students to meet with training staff if they require additional learning support, to re-sit assessment tasks or time to undertake "Not Yet Satisfactory" (NYS) assessments. This process ensures that Students do not get behind in their studies, nor feel they do not have a clear understanding of the course requirements. It is the Student's responsibility to attend these classes and/or request assistance and not leave unfinished work in any form.

PERSONAL / SOCIAL SUPPORT

Many issues can affect Students' social and/or personal life and all Students have access to Student Support Services via the submission of a Multi-Purpose Form to the Training Coordinator through normal College hours to gain advice and guidance on personal issues, accommodation or family / friend issues. Where further support is required, a referral to the appropriate support services will be arranged.

STUDENT SUPPORT PROCEDURE

Students seeking support will be offered a quiet area to express their thoughts and feelings. This space will be in view of student support team members. The area will not be closed off for the safety of all parties.

The student will be supported with immediate basic amenities (e.g. water, tissues, telephone use) if required, and sufficient time to express themselves. Student support staff will make themselves available to listen and scribe the concerns of the student on a Multi-Purpose Comment Form.

For the purpose of training and clarification, the conversation will also be recorded on permission given by the student. The Multi-Purpose Comment Form will have provision for the concerns raised by the student and a Right of Reply section for the student to acknowledge. All conversations and correspondence will be subject to strict privacy guidelines within the Company and placed immediately on the student file.

CERTIFICATES ISSUED

Upon competency being achieved Certificates or Statements of Attainment are offered in all accredited courses, accompanied with an Academic Transcript detailing subjects and respective national codes. Only one set of original certificates will be issued. Non-accredited courses will receive a Statement of Attendance. Same conditions will apply if re-issued.

Under new compliance requirements, the re-issuing of certificates or Statement of Attainment now require a Statutory Declaration, photo ID proof and will incur fees for replacement. Black and white replacements will be marked as “copy” unless otherwise requesting a colour reissue. A certificate or Statement of Attainment cannot be issued to a Student without a valid Unique Student Identifier (USI).

EXTENSION OF TRAINING

A Student can apply for an extension of training via the Extension Application Form located at reception. This form must be completed and returned to the Training Coordinator. The Training Coordinator will advise Student in writing within seven (7) days of the application whether the extension has been approved or denied, also any fees that may be applicable.

ATTENDANCE OF TRAINING, ASSESSMENT AND CLINIC AND CLIENT SERVICES DAYS

A training program will be provided at the commencement of each term identifying scheduled training, assessment and practical timeframes. Continual non-attendance could result in Students' inability to complete all competencies. In the event that a Student is flagged to be 'at risk' the College will implement an intervention strategy.

Students are responsible for recording their hours on the sign-in sheets located at reception. If a Student has not signed in, Contour College staff has a duty of care to Students and may not be aware of their attendance.

For the purpose of monitoring Student attendance, a study period will be equivalent to one College term (4 terms per year). Students who fail to attend the minimum course contact hours in any one College term will be deemed 'at risk' of not completing their studies in time. During your course duration of 8/12 months, you will be entitled to a maximum of 4/6 days personal leave accordingly. We request that any leave taken during this time be followed with a doctor's certificate upon return to College.

Class attendance is monitored daily and recorded weekly. Students are required to sign off daily and weekly on hours attended and non-attendance. A copy of a doctor's certificate is required for each day as evidence for your allowable absence/s.

Once the course reaches conclusion, Students forfeit the right to continue class attendance unless the deferral process has been approved beforehand. Deferral is available upon request for one (1) calendar term, which is approximately ten (10) calendar weeks. If we feel you have missed an extensive part of a unit, you may be required to re-pay to re-sit this individual unit. If you do not wish to re-pay for this missed unit, you will be issued with a Statement of Attainment upon course completion, and not your full Certificate.

The College reserves the right to adjust training timetable without notice in order to accommodate learning needs of Students or changes to Training Package requirements.

SATISFACTORY ATTENDANCE/PERFORMANCE:

- Attendance is required in each College term.
- All Students are required to ensure they arrive for class at least 10 minutes before class starts.
- Students must sign in and out at commencement and conclusion of class and for any breaks taken.

- Students must notify the College if unable to attend class or work placement due to illness or personal reasons as soon as possible. If this is after hours, the Student must leave a voicemail message on the College answering machine.
- Student must notify 'work placement' if unable to attend due to illness or personal reasons as soon as possible.
- Attendance hours missed will be recorded. It is the Student's responsibility to speak with the Training Coordinator and arrange suitable make-up hours and be re-programmed into a new agreed timetable.
- Remain in class until training and specific duties have all been completed, unless approved otherwise with your trainer.

UNSATISFACTORY ATTENDANCE/PERFORMANCE:

- A Student has made unsatisfactory course progress if the Student has not successfully completed or demonstrated competency in all of the course requirements in any one college semester, or subsequent college semesters.
- No call or late telephone call with College or 'work placement' contact if unable to attend class or work placement due to illness or personal reasons.
- No Medical certificates to validate absenteeism.
- Continually late to class.
- Continually leaving class early.
- Intending to leave class or premises for the day without advising Trainer or staff member beforehand.
- Not signing in or out at the commencement and conclusion of class.
- No contact with Training Coordinator to arrange 'make-up' lost class attendance or work placement hours.
- Significant 'Not Yet Competent' assessment results

STUDENT REQUIREMENTS:

- Sick days, holidays additional to College holidays and absenteeism due to unexpected events will be recorded as absent scheduled training hours.
- Complete a 'Leave Notification' form immediately on return to College.
- Additional fees may be incurred for additional one-on-one training and/or assessments when the deferral procedures have not been implemented.
- All personal belongings, not required in class, should be placed securely in lockers provided. Contour accepts no responsibility for lost or stolen goods.
- Mobile phones are **not** permitted in class under any circumstances. Failure to comply with this will result in disciplinary action. Necessity to be contacted for emergency should be addressed with the Training Coordinator beforehand.
- Assist Contour College staff and trainers with maintaining cleanliness of treatment rooms, classrooms and office space.

ACADEMIC PROGRESS

For the purpose of monitoring a Student's progress, a study period will be equivalent to one College term (4 terms per year). Students who fail to achieve competency in all of the units programmed for completion in any one term will be deemed 'at risk' of not completing their studies on time.

Unit progress is monitored on-going at the completion of each unit and again at the end of each term. Students who experience difficulties with their study load should speak with the Training Coordinator immediately. There are options available to help.

Student's Summary Assessment Form will be continually updated with completed units of competence. It is the Student's responsibility to speak with their Trainer where gaps appear in their progress. This may be due to late assignments, those not handed in or absenteeism resulting in missed assessment days.

CONTOUR COLLEGE STUDENT IDENTIFICATION NUMBER

Contour College will provide each Student with a Contour College Student ID Number.

ASSESSMENT

A variety of assessment methods are used throughout learning process. These may include quizzes, exercises, written and/or verbal assessments, research projects, assignments and practical demonstrations.

Assessments will be discussed and explained fully by the Trainer before learning takes place. Students are then required to acknowledge assessment date and times on the Assessment Notification Form.

A Student has 2 attempts to re-sit incomplete or incorrect assessment answers (Not Yet Satisfactory [NYS]). After 2 failed attempts, a Student will be deemed not competent in that unit and will need to re-sit the learning again at their own cost.

Student will be required to re-sit their second attempt within two (2) weeks of their first attempt being marked Not Yet Satisfactory (NYS).

Not yet Satisfactory (NYS) and tutorial support time is available each day between 4-4:30pm. It is the learner's responsibility to ensure that these attempts are completed within the required timeframes.

Assessments are signed off by Assessor/s within seven (7) days, and then passed on to Student Support Services who will record all relevant details on the Student Portal and Student Assessment Summaries. Students will need to sign all assessment documentation to identify they understand the outcome of the assessment.

Qualifications will be issued based on successful assessment of the relevant competency standards within 30 days of completion. *Refer to Qualifications issued.*

Competency is deemed when:

- The Student has completed all units of competence, including pre-requisites and co-requisites
- All quizzes, exercise tasks, assessments, assignments and projects have been completed, evidence produced, marked and recorded by training and Student support services staff, and
- The Student has continually demonstrated consistency, confidence, attitude and expected client operator nature required for the industry they are aspiring to.

Certification is issued when:

- All units of competency of the course are achieved. National unit identifier codes, title and dates they represent is listed separately on the Academic Transcript.
- All accounts have been settled.
- Locker Keys are returned
- At the completion of the course, unless agreed to prior.
- Partially completed units will result in a Statement of Attainment being issued.
- Where possible, certificates will be given directly to the Student or authorised person if pre-arranged with the College Director.
- Additional costs will incur where replacement certificates are requested.

CREDIT TRANSFER

Credit Transfers towards a qualification must be applied for prior to enrolling into a course and will be granted where:-

- The Student has been granted exemption from studying the unit, due to previous study.
- An original Certificate or Statement of Attainment provided by another current “accredited” Registered Training Organisation under the principles of Mutual Recognition.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge already gained as a result of:

Formal training and education

Previous work experience

Life experiences

What matters is, whether the knowledge and skills that have been gained help to meet the assessment criteria – not where or how they were gained. If an individual already has the skills and knowledge that a course of study would teach then the person may not have to repeat that part of the course. Similarly RPL can be used to gain entry into an occupation, in situations where skills need to be recognised, and for award classification purposes.

The RPL application process must be completed before enrolment into a course and a skills assessment, RPL kit or evidence portfolio may be required to support application.

The cost of the RPL process depends on the certificate level sought and the length of time that will be needed. For further information on these costs, please contact our office on (02) 4353 0815.

WELFARE AND GUIDANCE

The employee/ Student welfare and guidance policy is to provide an environment, which is positive and dynamic. Wellness includes the spiritual, physical, mental, social and emotional well-being of individuals. Contour College encourages employees/ Students and management to strive for this goal and to seek assistance for any career and/or personal issues that may inhibit them physically or emotionally.

Contact information provided to Student regarding welfare or Student support information is referred and accessible via the below contact details. Contour College provides these referral contact details and if the service is accessed it is at the expense of the student.

Listed below is some helpful information for your self-help and guidance:

- Lifeline www.lifeline.org.au 131114
- Reading Writing Hotline 1300 655 506
- Women’s Information and Referral services (WIRS) 1300 888529
- Stop Violence Against Women – White Ribbon Australia (02) 90458444
- Beyond Blue <https://www.beyondblue.org.au/> 1300 224 636
- Children’s and Young Peoples Mental Health 1800 011 511
- Victims of Crime 1800819817.
- Women’s Legal Resource Centre 1800 801 501
- Central Coast Community Women’s Health Centre, 7 Rose St Wyong, 43511152
- Department of Human Services. Indigenous Australians 1800136380
- Lesbian and Gay Anti-Violence project (02) 92062116

- NSW Police Service Customer Assistance Unit 1800 622 571
- Legal Aid – Law Access NSW 1300 888529
- Relationships Australia 1300364277
- Marcus Ferguson - Heart Mind Therapies Spirit
Specialist personal therapy, counselling, couples counselling, life coach, performance enhancement, personal & spiritual development
Phone (02) 4365 2992
enquiry@heartmindspirit.com.au

NO TOLERANCE POLICY

Contour College has a no tolerance policy which, if broken by any Student, staff member, contractor, visitor or any person on Contour College premises will result in expulsion from any current unit of study and Contour College premises.

Contour College may impose expulsion as determined above on the grounds of:

- Misbehaviour– *Sexual harassment*: Behaviours where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person;
 - Make unwelcome sexual advances
 - Making any request for sexual favours
 - Making remarks or aspersion of a sexual nature relating to the other person
 - Subjecting another person to unwelcome conduct of a sexual nature, including through conversation, action or the display of material the other person finds sexually offensive.
- Anti-Discrimination - Discrimination for any reason on the grounds of:
 - Age
 - Disability
 - Homosexuality
 - Marital status
 - Race
 - Sex
 - Transgender
 - Who they are related or associated with
- Unacceptable behaviour for an educational setting:
 - Misconduct – where behaviour breaches College rules
 - Is considered to provide a threat to the well-being of other Students staff or visitors
 - Fails to meet the requirements of the course progress and attendance requirement as outlined in this document
 - Continually disregards instructions from training staff and management
 - Intentional plagiarism or cheating
- Extenuating circumstances:
 - Gone missing from Contour College premises with no notification
 - Risk of committing a criminal offence
 - Theft of college or Student property (*police will be called if required*)

Students wishing to appeal the decision of expulsion should act in accordance with the Non-academic Grievance procedure; formal grievance procedure stages located in the Student Handbook or on the website www.contourcollege.com.au

Before a Student can graduate the following will apply:

- Gain competence in all written and practical assessments
- Submitted all projects, assignments and written material as directed
- Complete at least the minimum number of hours in the course
- Completed work placement component of course (if required)
- Maintain a minimum of 80% attendance
- Complete the productivity targets (numbers of each type of service)
- Pay all fees due
- Complete exit interview and quality indicator evaluation

PROFESSIONAL PRESENTATION EXPECTATIONS

- Uniform tops are supplied by Contour College and available after the deposit of student fees are paid
- Uniforms as specified by Contour College guidelines are required to be worn each day. Where not designated, or prior to the issue of Contour College uniform, all black attire is expected without any logos or branding. Low tops exposing breasts or short tops exposing midriffs are unacceptable and offensive to others. Uniforms must be worn clean daily. Hanging hems, broken stitching, ripped or stained clothing must be attended to immediately. If necessary, the purchase of a new uniform may be necessary. See office if required. Non-compliance could result in lost training hours if a Student is asked to leave and replace clothing.
- Warnings will be issued to Students who continue to wear inappropriate attire. Please consult the Training Coordinator if you have questions regarding obtaining appropriate clothing or footwear.
- Shoes must be black, flat, rubber under-sole and closed-in for safety reasons. Black joggers are acceptable without any other colour markings.
- Long black, wide-leg pants that only hang above the shoe to prevent tripping, especially when walking up and down stairs. Skirts of any length, shorts, tights or bike pants are not acceptable under any circumstances.
- **NO** jewellery, of any description, to be worn during training, under any circumstances. There is no exception for wedding or engagement rings. Decorative and body piercing jewellery worn during training may cause harm to a client or Student whilst working with electrical equipment.
- Contour College's insurance policy will not cover Students who fail to remove all metal jewellery whilst training as a Student of the college or in work experience. Failure to comply with this request will result in the Student unable to undertake practical skills training to achieve competency. Management reserves the right to suspend or dismiss a Student if continued violations occur where the safety of the Student or others is at risk.
- Hair must be clean, neat and tidy according to industry expectations. Hairstyles that cause attention (touching, pulling and pushing away from the face) during practical services must be restrained (pinned, clipped etc.).
- Make-up for women must be appropriate to industry expectations and worn daily.
- Men should be freshly shaven each day. Existing beards or moustaches must be neatly trimmed.
- Nails must be kept short, clean and tidy. Nail polish or nail decorations, if worn, must be appropriate during college days. Chipping of any description is unprofessional and must be removed on request. (*Refers to Beauty Students only - False nails must be removed to allow contra manicure and pedicare services to be practiced on each other*)

CHANGE OF PERSONAL CONTACT DETAILS

It is the responsibility of the Student to notify administration office in writing of any changes to their personal details. Any information provided to Contour College is protected under the Privacy Act. Students are required to sign a Privacy Disclaimer allowing relevant industry bodies access for accreditation, statistical and research purposes at enrolment.

FACILITIES AND EQUIPMENT

Student facilities include full use of 2 fully equipped kitchens, lunchroom, air conditioned classrooms, lecture rooms, hot water, filtered water and individual lockers. Resources and equipment are provided to Students to support their learning and is regularly inspected, maintained and upgraded to provide a safe and efficient learning environment. Damaged or broken equipment should be reported immediately to the trainer or administration. Unauthorised use of equipment, broken by a Student will incur a replacement fee.

SALON CLINIC / CLIENT DAYS

Contour College provides two commercial hairdressing and beauty salons; open to the public up to 6 days per week for the purpose of practical skills training to ensure our Students gain industry 'real' time. Training and assessments are run as if on-the-job. Client days ensure that the element of competency, performance criteria, range of variables, critical aspects, underpinning knowledge/skills and key competencies are observed to ensure consistency of performance until competency is achieved consistently across a range of clients and services.

During the program, all Students will undertake 'Team Leader' responsibilities. These duties will include front desk reception duties, telephone, handling appointments, re-scheduling appointments, retail sales, cash handling, stock control and salon cleaning duties. Both manual and computerised point of sale system is offered to ensure that the Student is comfortable in dealing with the general public.

WORKING WHILE STUDYING

As a Student we advise that you should not work for more than 20 hours per week. Your primary objective is to ensure that working hours does not interfere with your program, as lost time may require you to re-enrol in your unit of study at your own cost. Any work undertaken by a Student that is not part of their work placement is not covered by Contour College insurance.

LOAN LAPTOP DEVICES

Loan laptop devices are available for Students to borrow on Contour College premises or taken home for research. It is essential for Students to sign a Loan Device Policy before obtaining a device. If the Loan Device Policy is breached, action will be taken including possible warnings or expulsion.

STUDENT KITS

Student kits are provided in applicable courses only and will only be supplied where specifically detailed on the course website and after the first census date (where applicable)

It is the responsibility of the Student to maintain and up-date if necessary. The cost incurred for the replacement and up-date of kits and equipment, whether stolen, damaged or otherwise is the responsibility of the Student.

LIBRARY

Contour College has available a resource library for Student use. All loans must firstly be approved and recorded by a trainer or administration staff and witnessed on its return. Lost or damaged loans will incur a replacement cost to the Student. Failure to pay for lost or damaged resources may result in a certificate being withheld.

WORK EXPERIENCE

Work experience is on occasions a compulsory component. Contour College will assist Students with their work experience where applicable and arrange appropriate employers where maximum learning experiences can be offered with safety and security observed. Depending on the field of study, minimum compulsory hours are required to satisfy the performance criteria of a program. This will be discussed and confirmed with the Student prior to enrolment.

Contour College has a Member Salon Program that supports our Students with their work experience which is conducted off campus within our local region. These are business owners who have offered their salons, mentor skills and knowledge to the Student's learning. It is also an essential requirement for Contour College to evaluate and validate a Student's competency against industry expectations.

The Student will be supplied with an introduction letter covering insurance details, college expectations and placement dates/hours. No work placement is to commence without this written, approved letter. Work experience letter **must** be signed by work experience host and returned to Contour College before commencement of work experience. Any changes to nominated days or hours made by a Student or employer must be approved first by the Training Coordinator. **Contour College does NOT cover Student insurance outside of written and approved work experience hours under any circumstances.**

Work experience is not paid employment. Any additional hours of work, or remuneration offered outside of work experience hours will be at the discretion and approval of the Student. Students must advise prospective employers that Contour College does not cover their employment or insurance costs outside of work experience approved hours.

In the event a Student fails to attend approved work experience they must notify both the salon and Contour College as early as possible. Any change to allocated days or hours will require a change in paperwork to ensure insurance coverage.

A Student Record Log Book will be provided for the host supervisor to sign off daily, on hours attended and tasks that have been performed by the Student. It is the Student's responsibility to have the Record Log Book updated and returned to the Student Support Services as soon as possible. Failure to provide a signed record of total work experience hours, where the Training Package dictates a requirement to do so, will impact on final competency achieved.

Excessive absences from work experience will result in forfeiture of Contour College insurance cover at future work experience days.

Departmental Contact

The Department may contact a student at any given time to confirm their undertaking in training with Contour College.

SOCIAL NETWORK BEHAVIOUR

Social network behaviour includes, but not limited to: - *Network Sites, Cyber Bullying and Harassment, Discrimination & Violence*. Examples include:

Section A – *Network Sites*

- Micro-blogging sites (e.g.: Twitter)
- Video & photo sharing sites (e.g.: Flickr, YouTube)
- Forums & discussion boards, i.e., Whirlpool, Yahoo! Social Networking sites (e.g., Facebook, MySpace, LinkedIn, Bebo, and others)
- Groups or Google groups
- Online encyclopaedias, such as, Wikipedia

Section B – *Cyber Bullying and Harassment*

May be:

- Physical (hitting, kicking, pinching), verbal (name-calling, teasing), psychological (standover tactics, gestures), social (social exclusion, rumours, putdowns) or sexual (physical, verbal or nonverbal sexual conduct)
- Done directly (e.g., face to face) or indirectly (e.g. via mobile or the internet)
- Motivated by jealousy, distrust, fear, misunderstanding or lack of knowledge
- May have an element of threat – maybe not what you say but the way & tone that you say it.
- May continue over time
- May be hidden from adults

Section C – *Discrimination*

- Discrimination is treating one person or group less fairly or less well than others
- Discrimination may be direct or indirect and based on factors such as ability, culture, ethnicity, gender, sexuality, sexual orientation, physical appearance, age, religion, marital status and parenting status or economic status.

Section D – *Violence is the damaging and destructive use of force*

- Is not just physical – it takes many forms
- May involve provoked or unprovoked acts

Please be aware that violation of the above anti-social behaviour may result in disciplinary action up to and including termination. This statement is linked to the disciplinary procedures. Remember, anything you post/publish is accessible to anyone with a browser and is there forever.

Accusations or defamation of character on Social Media may result in termination or disciplinary action. Contour College has means of accessing personal social media pages or groups.

So keep in mind that your' first and foremost **rule** should be, "**Think before you say or post "and/or "Would you like this to happen to you!"**

OVERALL EXPECTATION OF STUDENTS

1. Dedication, motivation and commitment must be performed during course.
2. If you are absent on a practical client day / night, you must advise administration staff at least 30 minutes before scheduled class commences so clients can be contacted before their appointment time.
3. Punctuality is expected, as it would be in the workplace. Students must telephone before 9am if unable to attend class or are late. Normal class times may occur on weekdays, evenings and on Saturdays.
4. When in training, and unless instructed by management otherwise, the College uniform must be worn daily. Soiled and stained clothing is unacceptable.
5. Chewing of gum during College training times is not permitted.
6. Your compliance to Contour College Workplace Health Safety procedures, to ensure the safety to you, other Students, company staff, clients and visitors.
7. Maintain a high standard of personal presentation at all times, as per Professional Presentation expectations.
8. To participate in training activities and carry out any tasks that may be asked by your Trainer / Host Salon to the best of your ability.
9. To complete workbooks and / or assessments as required in a timely manner.

Note Sick days, holidays additional to College holidays and absenteeism due to unexpected events will be recorded against scheduled training hours. These will need to be 'made up' to ensure competency is achieved. It is the responsibility of the Student to arrange replacement hours with their trainer or Student Support Services.

10. Excessive absenteeism may result in your removal from the program.
11. If you are unable to attend work experience or structured training sessions / workshops you should contact your Host Placement and Contour College administration staff before 9am or as soon as possible thereafter
12. Students are expected to attend work placement to successfully complete their training, (if applicable).
13. Advise your trainer of any concern that you have regarding your progress throughout your training program. Support is available.
14. Advise Contour administration staff of any changes in your personal details.
15. Undertake general housekeeping activities to keep training areas and facilities tidy at all times, as in the workplace.
16. Consumption, or being under the influence of alcohol or illicit substances during training hours is unacceptable, illegal in the workplace and will result in being asked to leave the premises. Abuse of this policy will result in removal from the training program.
17. Your behavior must not disrupt or threaten other Students or company staff. Abusive behavior or physical violence will not be tolerated and will result in instant expulsion from your program without refund.
18. Class attendance will be recorded within the first ten (10) minutes of class commencement by the Trainer and returned to the front desk for late attendees. The Student must sign the Class List before leaving and where classes are changed during the day.

19. If leaving earlier than the scheduled time, the Student's Trainer and Student Support Services is to be notified of your intent to leave and a reason given. The appropriate Leave Form must be completed and signed prior to leaving the College premises.
20. All hours missed are to be made up as soon as possible when discussed and agreed to by the Trainer / Student Support Services Officer.
21. Contour College accepts NO responsibility for lost, stolen or damaged property belonging to a Student. Lockers are provided to prevent this occurring.
22. Students should not borrow equipment from other Students.
23. No personal telephone call is permitted on college telephone unless previously approved by administration staff. A cost of 40c (local call) and \$1.00 (mobile call) will apply if approved.
24. Mobile phones are not permitted in the classroom at any time and should be turned off during training timeframes in lockers. In the event that an important call is expected, the Students' phone can be left with reception who will take a message on the Student's behalf or answer the call and advise the Student.
25. Social Networking – Please refer to our *Social Network Behaviour Statement*
26. Students who have been given access to Wi Fi must not abuse the usage and privilege under the intent in which it is provided. Failure to comply with this ruling will result in non-availability for all Students.
Generally common sense and our Code of Conduct is your best guide, but here are a few specifics.

You cannot disclose:

- Defamatory material related to Contour College, Staff members and/or Student groups singularly or collectively and clients or suppliers
- Personal and /or confidential information related to Contour College, Staff members and/or Student groups singularly, or collectively, and clients or suppliers.

STUDENT DECLARATION

I have received and read the **Contour College Site Induction Manual and Student Handbook.**

I confirm receipt of all consumer protection information.

I agree to abide by the terms and conditions and student expectations contained within the documents.

Student name:

Student signature:

Date:

Witness name:

Witness signature:

Date:

(Once signed and witnessed, please return this page to Student Support)