

BTTA

BEAUTY THERAPY
TRAINING AUSTRALIA

RTO No. 31748

Participant Handbook

2020

2020 PARTICIPANT HANDBOOK

Welcome to Beauty Therapy Training Australia

Congratulations on making the decision to train with Beauty Therapy Training Australia Pty Ltd (BTTA), a registered training organisation qualified to deliver and assess nationally recognised training packages leading to nationally recognised qualifications. No large “up-front” fees, flexible and self-paced learning programs, in-class learning conducted by industry professionals and qualified assessors, and access to our affiliated salon, Face Magic, are just some of the advantages of training with BTTA. If you are already in the industry, you can gain recognition for all that you already know, while undertaking structured learning to build your skills to new levels.

BTTA is managed and operated by Angela Todd, an acknowledged professional in all aspects of Beauty therapy, make-up, IPL, light and laser treatments, with in excess of 25 years' experience as a practitioner in the industry as well as an experienced trainer and assessor, and holder of Certificate IV in Training and Assessment.

BTTA offers the opportunity for practical experience through our affiliated salon, Face Magic. This salon is fully functioning with the latest in beauty therapy equipment available for student use once they have displayed adequate skills in classroom theory and practical studies. However, with some courses, we will require fee-for-service students to find additional work experience in neighbouring salons as part of their practical training.

Your decision to undertake nationally recognised training with BTTA is an important step in developing your work qualifications and life skills. We aim to provide you with a quality learning experience, which meets your needs and that of our industry. BTTA trusts that you find your participation rewarding. This Handbook has been developed to assist you to manage your learning and to clarify important information. In the event that you do have any difficulties, require additional information or have a specific query, please contact Angela, your trainers or any of the external groups identified in this Handbook for assistance.

BTTA is a Registered Training Organisation that offers the following nationally recognised qualifications from the nationally recognised training packages SIB05 Beauty, SHB Hairdressing & Beauty Services within its scope. BTTA can deliver a structured course of study in nationally recognised units of competency to meet the requirements for these qualifications.

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Course Information

Enrolling in one of our courses is the next step to increase your skills and knowledge for the Beauty Industry

We offer Full Time and Part Time Nationally Recognised Training in:

Training Package Qualifications

- SHB Hairdressing and beauty services Training Package
 - o SHB20116 – Certificate II in Retail Cosmetics
 - o SHB30215 – Certificate III in Makeup Services
 - o SHB40115 – Certificate IV in Beauty Therapy
 - o SHB50115 – Diploma of Beauty Therapy
 - o SHB50216 – Diploma of Salon Management
 - o SHB60118 – Advanced Diploma of Intense Pulsed Light and Laser for Hair

Entry Requirements

For the majority of our qualifications listed on our scope of registration, there is, no formal academic prerequisites. You will be required to undertake an initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

- o Prerequisite for SHB60118 – Advanced Diploma of Intense Pulsed Light and Laser for Hair reduction

Entry to this qualification is open to individuals who:

- have achieved a Diploma of Beauty Therapy; AND
- have 12 months post-qualification experience as a beauty therapist with a primary focus on providing facial services, skin services and hair reduction services.

OR are an Enrolled Nurse or Registered Nurse; AND

- have 12 months post-qualification experience in the application of knowledge in human biology, anatomy and physiology.

It is important to note, that industry advises it prefers learners have a good level of English (IELTS 5.5 or equivalent), Mathematics and some experience with industry tools. Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

Additionally, BTTA provides a selection of short and skill specific courses to meet specific skill and industry needs. Such courses are particularly attractive to both professionals and non-professionals. Potential students should apply to BTTA for current short course offers.

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ABN: 80 105 325 639 RTO Code: 31748 CRCOS Provider No:03574D

Web: www.beautytherapytraining.com.au E-mail: contact@beautytherapytraining.com.au Phone: 07 5599 5568

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Information for Participants

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should Beauty Therapy Training Australia cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that Beauty Therapy Training Australia is unable to deliver the training, you will be offered the option to enrol with another RTO and Beauty Therapy Training Australia will assist in both finding a suitable RTO and in the transition to the new RTO. BTTA does not hold fees paid in advance of more than 1500.00 go to fee policy. Fees held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

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Access and equity, client welfare, guidance and support services

Beauty Therapy Training Australia Pty Ltd will ensure the observance of Access and Equity principles within all aspects of the training and associated workplace. All participants are treated as individuals and are offered advice and recommended to support services where appropriate, which assist them in achieving their identified outcomes including:

1. The assessment system and its processes do not disadvantage any person or organisation.
2. All eligible participants are guaranteed access to assessment that does not discriminate on any other basis than performance against the industry standard.
3. The chosen processes and materials within the system of assessment do not disadvantage participants.
4. Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them, including reassessment if required.
5. Participants with special needs are offered the same opportunities as any other participant so long as the special needs would not render the participant unable to perform at the industry expected standard of skill and/or performance.
6. Limited language, literacy and numeracy support is offered to participants with special needs. Note however that fluency in English is a requirement for student at BTTA and where this is a problem the participant is encouraged to seek further language skill development through TAFE or alternate suppliers before seeking enrolment at BTTA.
7. Depending on the specification for performance of the unit of competency under study, BTTA is prepared to accept alternative evidence from a participant with special needs within reason so long as the performance intent is not compromised.
8. If required, BTTA is prepared to call on other assessors or a verifier for assistance and guidance.
9. BTTA provides full documentation and feedback to the participant at all stages.

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General

In the process of providing training and assessment services, the following Terms and Conditions are understood:

- Training will be conducted in accordance with the agreed Training Plan which is based on the requirements of the qualification and the individual's needs.
- At commencement of training or during the initial orientation session a schedule of training and training sessions will be presented and agreed.
- The trainer for each session requires notice by phone, fax or e-mail, two (2) working days prior to the scheduled training time for postponement of a training session. Failure to provide such timely advice may result in the participant being marked as absent from the training session. In case of unforeseen circumstances leading to an absence, medical or legal documentation is to be submitted to your trainer.
- Where the participant is absent from a training session without reason or does not make sufficient time available for any reason for the trainer to perform the training duties in accordance with the agreed schedule, then that session will be conducted at another time and additional charges may be applied.
- The schedule of continuing training sessions is based on self-paced learning and each subsequent session is authorised upon receipt of previously required learning activities.
- In the case of short courses, cancellation will not be accepted less than seven days prior to training commencement.
- Participants are to advise the instructor where there may be a health or safety reason, (such as contraindications) for not participating in practical sessions.
- Participants are to supply their own models for some identified practical sessions and all participants undertaking any aspect of make-up will be required to provide and properly maintain their own make-up application kit. Required beauty products will be provided by BTTA.
- Fee for service full time participants may be required to find practical workplace experience opportunities outside of those offered by BTTA and its affiliated salon, Face Magic, so that students have an expanded view of industry practices.
- Beauty Therapy Training Australia complies with confidentiality and privacy policy legislations.

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Unique Student Identifier

Every participant, new or continuing, is required to supply Beauty Therapy Training Australia with their Unique Student Identifier (USI) as of 1st January 2015. The USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information, to apply for your USI or apply for an exemption go to:

<http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

Step 1 You will need to get one [form of ID](#) from the list below ready:

- o [Medicare Card](#)
- o [Australian Passport](#)
- o [Visa \(with Non-Australian Passport\)](#) for international students
- o [Birth Certificate](#) (Australian) *please note a Birth Certificate extract is not sufficient
- o [Certificate Of Registration By Descent](#)
- o [Citizenship Certificate](#)
- o [ImmiCard](#)

IMPORTANT: The details a student enters when they create their USI must match exactly with those shown on the ID.

Step 2 Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

Step 3 Then click on 'Create USI'.

Step 4 Then fill in some personal and contact details which must match exactly the details shown on your ID.

Step 5 You will then be asked to enter the details from your ID from the list above.

Step 6 You will be required to set your USI account password and questions for security purposes. More information about security check questions can be found on the [Student USI check questions](#) page.

Step 7 Your USI will be displayed on the screen.

Step 8 You should write down your USI somewhere safe or enter it into your phone for safe keeping.

Step 9 Students will also receive their USI by either email, phone or by mailing address (whichever they chose as their preferred contact method when creating their USI)

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Admission and Entry Requirements

Beauty Therapy Training Australia requires that the participant can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms
- Meet qualification entry requirements

Beauty Therapy Training Australia upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Beauty Therapy Training Australia reserves the right to suspend from their training courses participants who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

Expectations of Participants

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Participants. Failure to do so may result in cancellation of your enrolment.
- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.

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- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Our Code of Conduct

As the Beauty industry is one requiring good interpersonal skills and presentation for working effectively with clients, while in attendance at Beauty Therapy Training Australia all participants will be expected to display the same compartment that they would be expected to display in a professional salon environment whilst dealing with a client. Without limiting the generality of this statement, the following are specific expectations on all participants:

1. Attention to time commitments and not appearing late to scheduled class or activity sessions;
2. Present self at all times demonstrating good hygiene and dressed appropriately for the industry, including proper make-up, hair styling and choice of clothing, to create a neat and professional appearance;
3. Work with others to create and maintain a harmonious workplace wherein all parties can feel comfortable with each other and deal with each other in a respectful manner. Where conflicts or disputes may arise, they should be able to be dealt with in such a manner that neither party feels under threat. Satisfactory conflict resolution skills is a very important requirement for success in the beauty industry;
4. Demonstrate tolerance in all dealings with other persons. Prejudice, bias and any form of discrimination will not be tolerated.
5. Whenever a participant is finding any aspect of this Code of Conduct to be difficult to achieve routinely, they are requested to discuss their specific concerns with their trainer in private and seek advice as to how the matter can be improved.

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Disciplinary procedure

1. In the rare instance of participant non-compliance with the BTTA Code of Conduct or should their involvement in the classroom or salon be repeatedly disruptive or inappropriate, the following procedure for discipline will be followed:
 2. The BTTA trainer involved will contact the participant in the first instance to discuss the issue or behaviour and to determine how the problem might be rectified. This meeting and the resultant expectations for future behaviour will be documented, signed by all parties and included on the participant's personal file. (Step 1)
 3. Where the issue or behaviour problem continues or reoccurs, the participants will be invited to attend a personal disciplinary interview with the Chief Executive Officer, or alternative authority, to discuss this issue further. This meeting and the resultant expectations for future behaviour will again be documented, signed by all parties and included on the participant's personal file. (Step 2)
 4. Should the issue or behaviour continue, the participant will be provided with a written final warning stating clearly the continuing problem and the behaviour that is expected from the participant. This written notice will further state a time frame in which to rectify the issue or behaviour. This notice will further state that a failure to rectify the issue or behaviour will result in the participant ceasing to be part of the BTTA program. A copy of this letter will be included on the participant's personal file. (Step 3)
 5. After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn and the participant will be notified in writing that their enrolment has been terminated. Should this circumstance arise, BTTA will not refund any fees paid.
 6. At any stage of this procedure participants are able to access the participant Complaints and Appeals Notification form to settle any disputes that may arise.

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Participant Support

Beauty Therapy Training Australia is dedicated to providing a high standard of service to Participants. You can contact your Trainer by phone, email or post during office hours. We endeavour to respond to Participants as quickly as possible but you are reminded that our Trainers do have other Participants and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Beauty Therapy Training Australia can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Beauty Therapy Training Australia we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

Training Materials and Equipment

During training, Beauty Therapy Training Australia participants will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Beauty Therapy Training Australia Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Deferment/Cancellation Policy for non VET Fee Help courses

- Deferment or cancellation of training requires two months advanced notification in writing. This will only be accepted if all fees are properly paid to the end of the notice period and the application has received written agreement from Beauty Therapy Training Australia.
- Consideration for alternative treatment will only be given for exceptional or unavoidable circumstances.
- In the case of short individual courses, cancellation will not be accepted less than seven days prior to training commencement.
- Statements of Attainment and/or Certificates and/or Diplomas will not be issued where fees are outstanding.
- For VET Fee Help eligible courses see additional policies at the end of this document.

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Course Payment and Refund Policy for non VET Fee Help courses

- There is a non-refundable initial Enrolment and Administration fee of \$360. This fee covers all assessments relating to applications for Credit Transfer and Recognition of Prior Learning, skills audit documentation and all training resources.
- The fees for specific skills training and/or Certificate/Diploma level courses will be quoted and detailed in the appropriate course information. In quoting the final fee for a specific student, there may be adjustments arising from exemptions granted for Nationally Recognised Training, Credit Transfer and/or RPL where they apply or the cost of specific electives outside of the standard BTTA package.
- Course payments can be prepaid in full or amortised over an agreed number of months with all payments payable monthly in advance. When prepaid in full, the course fee is banked into a BTTA Trust Account and money is released from this account in accord with the monthly payment schedule.
- Two months' notice in writing is required for any cancellation or deferment of studies. If cancellation occurs before completion of competency there will be no refund of fees. BTTA will hold any fees paid in advance for a period of up to two years during which time the participant may apply for recommencement of the training. In this circumstance the fees paid will be credited to this training with adjustment for administration costs over the period of absence. If the participant does not recommence the training within the two-year period, any excess of fees paid will be retained by BTTA. No application for refund of fees paid will be considered.
- For VET Fee Help eligible courses see additional policies at the end of this document.

Financial

- Failure to observe cancellation policies prior to commencement of training will void any entitlement to a refund of the training fee involved.
- Enrolment administration fee and full payment or the first instalment of course fees are due with submission of the enrolment form. The administration fee is not refundable.
- Preferred method of payment is by direct Credit Card authority or by direct debit to the account of Beauty Therapy Training Australia Pty Ltd ABN 80 105 325 639. Account details will be provided on enrolment. No cash payment will be accepted at BTTA.
- Where payment by instalments is elected, a schedule of progress payments is presented with the initial receipt. Reminder invoices may be issued but the responsibility to make each instalment by the payment date remains with the participant. Receipts are issued for all payments made when funds have been received by Beauty Therapy Training Australia Pty Ltd.
- Where payment is not made by the payment date, the participant will be reminded of the amount due with the expectation that payment is immediately forthcoming. Where for whatever reason payment is not immediately forthcoming, the participant will be denied access to further training until all payments are made and accounts current. In this circumstance a late payment administration fee of \$35 will be added to the amount due plus a further \$1 per day for each day that the payment is overdue. Any lost

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training time due to the above may result in additional fees being imposed for additional trainer time.

- For VET Fee Help eligible courses see additional policies at the end of this document.

Fee Protection

In the circumstance of us being unable to provide services for which the learner has prepaid, the learner will:

- Be placed into an equivalent course such that the new location is suitable to the learner; and
- The learner receives the full services for which they have prepaid at no additional cost to the learner; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- For Domestic Students we do not collect more than \$1,500 AUD from any Domestic Learner at any one time for tuition fees.

This is assured through our membership of an approved Tuition Assurance Scheme.

Competency Based Training and Assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Participants can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by Beauty Therapy Training Australia and must be signed by you. Please always include the question/task you are addressing.

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Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

- 1 How current the Qualification/Statement of Attainment is
- 2 Mapping to the current training and
- 3 If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity. In order to do this the Student will need to complete a "Release of Information form". This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

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Development of the Training Plan

The Training Plan is initially developed during enrolment. This form identifies all of the units of competency that are required for the nationally recognised qualification being undertaken. BTTA will review with you all of these units of competency and discuss with you whether you believe you should be granted exemption based on any of the criteria identified above. Where you believe that such exemption may be warranted, BTTA will discuss with you the evidence that you can bring forward to verify this exemption. If documentation is not adequate to verify the competency, then BTTA may require you to demonstrate the skill to the satisfaction of our assessor. Should neither of these approaches be successful, BTTA will require you to include the unit of competency in your training plan.

After determining any units subject to exemption, BTTA will present the Training Plan for the remaining units to be undertaken to achieve the qualification being sought. This Training Plan will form the basis of the initial training program. The document however can be subject to change in the future as skills and goals may change as the training progresses.

Complaints and Appeals

Beauty Therapy Training Australia is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

First instance: You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Director either in person or in writing.

Second instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

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Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the Director immediately, even if the situation has been resolved to the satisfaction of all parties.

Third instance: If you are not satisfied with the outcome of this procedure you should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

- For VET Fee Help eligible courses see additional policies at the end of this document.

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- Participant's needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competence requirements
- an inappropriate method used to assess the Training Package/Unit of Competence
- alleged bias of the Trainer/Assessor
- alleged incompetence of the Trainer/Assessor
- faulty or inappropriate equipment or facilities

Step 1

You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved.

(This step must commence within ten (10) working days of the assessment outcome being advised).

Step 2

If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the Director.

(This should occur within five (5) working days of Step 1)

Step 3

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You are to be advised of the appeals

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outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the Director. The Director will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The Director if necessary will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

Step 5

If you are not satisfied with the outcome of this procedure they should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

- For VET Fee Help eligible courses see additional policies at the end of this document.

Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request Beauty Therapy Training Australia is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

Privacy Policy

Beauty Therapy Training Australia will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Beauty Therapy Training Australia will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.

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- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Results

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, Beauty Therapy Training Australia will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Beauty Therapy Training Australia office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Beauty Therapy Training Australia encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

Relevant legislation to be complied with

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

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Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/

Occupational Safety and Health Act 1984 (WA)

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_650_homepage.html

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards.

For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991

Nirvana By The Sea, Shop 8-9/1 Douglas Street COOLANGATTA QLD 4225 Postal Address: P.O. Box 87, Tweed Heads, N.S.W. 2485

ABN: 80 105 325 639 RTO Code: 31748 CRCOS Provider No:03574D

Web: www.beautytherapytraining.com.au E-mail: contact@beautytherapytraining.com.au Phone: 07 5599 5568

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- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe marketplace. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit: <http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.html>

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Participant Induction Checklist:

I _____ have undertaken enrolment at BTTA and have been provided with certain information during the process of enrolment and orientation. I note below with my initial all items covered or provided.

#	STUDENT ENROLMENT	Initial here
	Language, literacy and numeracy test undertaken	
	Enrolment forms completed including exchange of contact details including email addresses	
	Roles of administrator – trainer – assessor explained	
	Course fees and payment schedule explained and agreed	
	APPRENTICE/TRAINEESHIP ENROLMENT	
	Language, literacy and numeracy test undertaken	
	Apprenticeship enrolment forms completed in presence of employer with exchange of contact details	
	The AAC apprenticeship system discussed	
	AAC requirement for release from duties explained and agreed	
	TRAINING PLAN	
	Units of study for the qualification explained.	
	Determining Initial Competencies discussed and questions answered	
	Initial Training Plan completed and documentation for granting exemptions applied for have been agreed upon	
	KEY POLICIES AND PROCEDURES	
	Code of Conduct discussed	
	BTTA privacy policy and student access to files discussed	
	WH&S issues discussed	
	Disciplinary procedure explained and discussed	
	Complaints resolution and appeals procedure explained	
	Participant's Complaint form explained	
	Requirement to make all scheduled payments explained	
	Refund policy discussed	
	TRAINING AND ASSESSMENT	
	Explanation of typical learning resources, eg Learner's Guide	
	Session cancellation procedures explained	
	The delivery strategy and the lesson plans are explained	
	Requirements for models and session preparations explained	

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Requirement for additional salon work experience explained	
Individual unit training plan and timetable explained	
Work projects and assignment deadlines explained	
Assessment procedures explained	
The Session reports and Assessment Tools are explained	
Observation check lists discussed	
Master Training Plan discussed and completed	
GENERAL	
Tour of premises and introductions of staff/other students	
Housekeeping: lunch break, location of toilets, etc explained	

Acceptances and Validation Signature

This document must be returned to the Chief Executive

Officer no later than the time of the Orientation Session

Please ensure you have read and understood this Handbook in its entirety. Ensure that where you have questions that these are raised and answered prior to completing this form. Complete this page, which indicates your acceptance and understanding of all Policy matters and Terms and Conditions presented in this Handbook, and return this with the prior page (Participant's Induction Checklist) to the Chief Executive Officer. These will be kept on your personal file with BTTA.

Participant's Name: _____

Participant's Signature: _____ Date: _____

CEO Signature: _____ Date: _____