



Code of Practice

CRICOS Provider Code. 03016A
International student qualifications

Certificate III in Hairdressing
Certificate IV in Hairdressing
Diploma in Hairdressing Salon Management

Trade Skills Recognition Agency

For International Qualifications and Trade Certificates

1. Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of training and assessment services provided by the Academy of International Hairdressing.

For the purpose of this Code, “*Student*” refers to any person participating in training delivered by this organisation. An “*agent*” is an organisation who enters into an agreement with the Academy of International Hairdressing for the representation of international students.

2. Provision of Training and Assessment Services

- 2.1 The Academy of International Hairdressing has policies and management practices which ensure high professional standards are maintained in the delivery and assessment services which safeguard the interest and welfare of its students and agents.
- 2.2 The Academy of International Hairdressing maintains a learning environment that is conducive to the success of all students.
- 2.3 The Academy of International Hairdressing has the capacity to deliver and assess Certificate III, Certificate IV in Hairdressing and Diploma of Hairdressing Salon Management within its “scope of delivery”. The school provides adequate facilities and uses methods and materials appropriate to the learning and assessment needs of the students.

2.4 The Academy of International Hairdressing monitors and assesses the performance and progress of its students.

2.5 The Academy of International Hairdressing ensures that trainers are not only suitably qualified but are also sensitive to the learning needs of all students. It provides professional development for its trainers in the form of ongoing professional development activities provided by the organisation.

2.6 The Academy of International Hairdressing is committed to the principles of access and equity.

3. Issuance of Qualifications

The Academy of International Hairdressing will issue Qualifications and Statement of Attainments to students who meet the specified learning outcomes of the accredited National Training Package.

4. Marketing of Training and Assessment Services

The Academy of International Hairdressing has developed a Marketing and Advertising policy and will market their training products and services with integrity, accuracy and professionalism.

5. Financial Standards

The Academy of International Hairdressing ensures the financial relationship between the agent and the school is properly recorded. All records of financial transactions are made available for audit by the Department of Education & Training and the Taxation Department.

6. Provision of Information

The Academy of International Hairdressing provides accurate, relevant and up-to-date information for prospective students and agents, all students are provided with an Enrolment/ Support Document. Other relevant information is provided in this Code of Practice.

7. Recruitment of Students

The Academy of International Hairdressing conducts all training in an ethical and responsible manner.

International students may access information on our website www.taylorweir.com.au or through Registered Agents.

8. Support Services

The Academy of International Hairdressing will provide adequate and appropriate support services in terms of learning materials and personal counselling/mentoring for students. At all times the school will act in the role of mentor and students are encouraged to communicate with either the school coordinator or directly with the Director of Training should they require assistance.

9. Skills Recognition

The Academy of International Hairdressing has a policy for transferring and mapping previously attained skills and knowledge via Recognition of Prior Learning (RPL) or via Trade Skills Recognition.

These processes are made available to students on enrolment.

10. Withdrawals and Refunds

The Academy of International Hairdressing has a refund policy for each of the courses listed in this document which is provided to the student on enrolment.

11. Grievance and Appeals Mechanism

- 11.1 The Academy of International Hairdressing ensures that students have access to a fair and equitable process for dealing with grievances.
- 11.2 Every effort is made by the Academy of International Hairdressing to resolve student grievances in relation to training and assessment results.
- 11.3 Where a grievance relating to training/assessment cannot be resolved mutually, the Academy of International Hairdressing will advise the student of an appropriate advisory body external to the school where they can seek further assistance.
- 11.4 Should a dispute arise, the parties involved will attempt to resolve the dispute in an informal manner. Should it be necessary to resort to a formal dispute mechanism, the school will seek outside assistance for resolution.
E.g. Both the Department of Education and Training and the Industry Training Council have independent conciliators who can assist.

The Academy of International Hairdressing will maintain appropriate records of disputes.

12. Record Keeping

The Academy of International Hairdressing keeps complete and accurate records of the attendance and progress of all students. A student may have access to personal records at all times. A Release Form must be signed by the student if information is required by a third party. Students' privacy is maintained at all time.

13. Quality Control

The Academy of International Hairdressing seeks feedback from students and agents of their satisfaction with services provided and seek to improve its services in accordance with their expectations. The school has a continuous improvement policy for all areas of the school.