

# Code of Practice

**Registered Private Training Organisation NTIS 1896**  
***Apprentice & Traineeship***

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

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## **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 Taylor Weir School of Hairdressing.

For the purpose of this Code, “*Student*” refers to any person participating in training delivered by this organisation. A “*client*” is an organisation who enters into an agreement with the Taylor Weir School of Hairdressing for the delivery and assessment of training services.

## **2. Provision of Training and Assessment Services**

2.1 The Taylor Weir School of 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 clients.

2.2 The Taylor Weir School of Hairdressing maintains a learning environment that is conducive to the success of all students.

2.3 The Taylor Weir School of Hairdressing has the capacity to deliver and assess Certificate II, Certificate III, Certificate IV in Hairdressing and Diploma of Hairdressing Salon Management within its “scope of delivery”. Taylor Weir School of Hairdressing provides adequate facilities and uses methods and materials appropriate to the learning and assessment needs of the students.

2.4 The Taylor Weir School of Hairdressing monitors and assesses the performance and progress of its students.

2.5 The Taylor Weir School of 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 Taylor Weir School of Hairdressing is committed to the principles of access and equity.

### **3. Issuance of Qualifications**

The Taylor Weir School of 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 Taylor Weir School of 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 Taylor Weir School of Hairdressing ensures the financial relationship between the client 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 Taylor Weir School of Hairdressing provides accurate, relevant and up-to-date information for prospective students and clients and all students are provided with an Enrolment/ Support Document. Other relevant information is provided in this Code of Practice.

### **7. Recruitment of Students**

The Taylor Weir School of Hairdressing is not involved in actively recruiting local apprentices. The school is advised by the ApprentiCentre when an apprentice and employer have requested Taylor Weir School of Hairdressing for the training.

The Taylor Weir School of Hairdressing conducts all training in an ethical and responsible manner.

### **8. Support Services**

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

## **9. Skills Recognition**

The Taylor Weir School of Hairdressing has a policy for transferring and mapping previously attained skills and knowledge via Recognition of Prior Learning (RPL) and Credit Transfers for local apprentices.

These processes are made available to students on enrolment.

## **10. Withdrawals and Refunds**

The Taylor Weir School of 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 Taylor Weir School of Hairdressing ensures that students and clients have access to a fair and equitable process for dealing with grievances.
- 11,2 Every effort is made by Taylor Weir School of Hairdressing to resolve student/client grievances in relation to training and assessment results.
- 11.3 Where a grievance relating to training/assessment cannot be resolved mutually, the Taylor Weir School of 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.  
The Industry Training Council has independent conciliators who can assist.

The Taylor Weir School of Hairdressing will maintain appropriate records of disputes.

## **12. Record Keeping**

The Taylor Weir School of 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 Taylor Weir School of Hairdressing seeks feedback from students and clients 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.