

2018



EMPLOYER HANDBOOK
INCORPORATING
TAYLORWEIR POLICIES & PROCEDURES

TAYLORWEIR INTERNATIONAL SCHOOL OF HAIRDRESSING

EMPLOYER HANDBOOK

INCORPORATING

TAYLORWEIR POLICIES AND PROCEDURES

WELCOME!

Congratulations on choosing Taylorweir International School of Hairdressing (Taylorweir) to be your apprentice's off-the-job training provider. We want your apprentices to achieve their learning goals and enjoy their experience while they are with us.

Though apprentices are whom we are here to train, their employers are equally important stakeholders in our business.

In presenting you with this handbook, we hope to achieve a transparent, constructive and mutually rewarding relationship with you and your apprentice.

Use this handbook as a guide to what we do here at Taylorweir, but please do not forget that we are only a phone call, email or personal visit away.

Registered Training Organisation details:

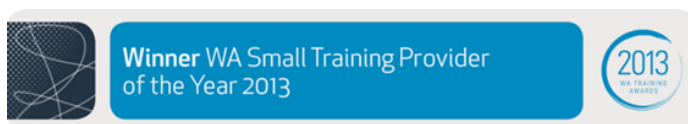
Taylorweir International School of Hairdressing
Level 1, Arcade 189
189 William Street
Northbridge 6003
Western Australia

Tel: 08 6103 0488

Email: train@taylorweir.com.au

Web: www.taylorweir.com.au

Facebook: www.facebook.com/TaylorweirInternational



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1. TAYLORWEIR TEAM

1.1 Administration Team

Taylorweir's administration team is here to assist in answering any questions you may have regarding the training of your apprentice or trainee.

The following contact details are provided for you to ensure that if you are unable to personally come in and see us, we are only a phone call or email away. Please note that Taylorweir is closed on Fridays.

Chief Executive Officer: E: anne@taylorweir.com.au	Anne Taylor Ph. 08 6103 0485
Managing Director: E: liz@taylorweir.com.au	Elizabeth Maher Ph. 08 6103 0480
Director of Student Training: E: jenny@taylorweir.com.au	Jenny Childs Ph. 08 6103 0484
International Student & Short Course Coordinator: E: rosanna@taylorweir.com.au	Rosanna Ciccotosto Ph. 08 6103 0488
Apprentice Bookings, Enrolments & Fees: E: vanessa@taylorweir.com.au	Vanessa Poole Ph: 08 6103 0481
Salon Coordinator: E: salon@taylorweir.com.au	Elisha Leist Ph. 08 6103 0472
Certificate II Trainee Coordinator: E: trainee@taylorweir.com.au	Sarah Keeling Ph. 08 6103 0483
Student and Trainer Support Specialist:	Karen Williams

1.2 Trainers and Assessors

Taylorweir's strongest asset is its team of trainers, all of whom, because of their ongoing involvement in current industry activity, are aware of what is happening now. They are a professional team who engage students with their knowledge, skill, and sense of fun.

Maria Raiskums

Jade Byrne

Filomena Marcos

Sarah Keeling

Christina McLaughlin

Angelina Vasic

Karen Williams

Angie Rogers

Vanessa Stanford

2. TAYLORWEIR HOUSEKEEPING

2.1 Campus Location

Taylorweir is located within easy walking distance from the city railway station, the bus station, and the free "CAT" bus routes.

<http://www.transperth.wa.gov.au/Timetables>

Taylorweir's training facilities are located:

Level 1 Arcade 189

189 William Street

Northbridge W.A 6003

Ph. +61 8 6103 0488

Parking is at a premium in the city; however, there are numerous parking options available. Wilsons parking and CPP parking are located very close and can be accessed via Roe Street.

2.2 Campus Facilities

All training is conducted with ample resources available to students and with supplementary research materials within easy access.

The Taylorweir campus consists of:

- Fully Functioning Simulated Salon
- Two Fully Equipped Studios
- Three Lecture Rooms
- Restroom Facilities
- Lift
- Administration Office

2.3 Lunch and Breaks – Apprentices

All classes commences at:	8.30am sharp
All classes conclude at:	4.30pm
Morning Break is from:	10.00am – 10.15 am
Student lunch break is from:	12.00pm – 1.00pm.
Afternoon Break is from:	3.00pm – 3.15pm



Break times are flexible and may change on model workshop days



Please check the Taylorweir website for all term break dates and class re-commencement dates: www.taylorweir.com.au

2.4 Rules of Enrolment

Taylorweir provides a non-discriminating, equal opportunity environment for students and staff.

To ensure that enrolled students are able to experience a learning environment that allows all students to gain the maximum benefit from the courses undertaken and maximise their study outcomes, Taylorweir Management, have established the “Rules of Enrolment at Taylorweir”.

The Rules of Enrolment at The Taylorweir International School of Hairdressing are:

- The Salon Equipment Checklist
- Taylorweir Student Behaviour Standards
- Payment of Fees

2.5 Salon Equipment Checklist

On behalf of the WA Department of Training and Workforce Development (DTWD), and as your Registered Training Organisation (R.T.O), Taylorweir is required to ensure that the necessary equipment and resources are available for your apprentice/s to use during “in salon training”.

The equipment listed below will aid your apprentice/s to gain the practice needed for them to achieve successful completion of Certificate III in Hairdressing.

Salon Equipment Checklist

- ✓ Mannequin head/s for activities such as long hair up styling, perm winding and foiling practice
- ✓ Colour products to include non-lift, permanent, high-lift and bleaching
- ✓ Colour chart/s and relevant manufacturer instructions
- ✓ Safety Data Sheets (SDS) for products used in the salon Access to the Public Health Code of Practice (Hairdressing). This can be found at:

<http://www.legislation.act.gov.au/di/2000-11/20000115-8489/pdf/2000-11.pdf>

- ✓ Knowledge of your salon's policies and procedures for Workplace Health and Safety, i.e. Evacuation procedures, Incident reports etc.

2.6 Taylorweir Student Behaviour Standards

- Students must provide their own equipment as per the “Student Equipment List” provided on enrolment
- Students are expected to behave at all times with courtesy and respect towards each other as well as toward Taylorweir staff
- Students are expected to uphold proper moral conduct at all times within all contact with fellow students and staff
- Taylorweir maintains a zero tolerance on bullying (social or otherwise), harassment and discrimination
- Students are expected to be punctual for the commencement of their class
- Food or chewing gum is not allowed in the classroom
- There is a Non Smoking Policy on Taylorweir’s property and within 25 metres of the school
- Students discovered to be under the influence of alcohol or illegal drugs will be asked to leave Taylorweir property immediately and may face enrolment cancellation. We will contact the employer on this occasion
- Student dress is to be clean, neat, tidy and modest, as per the Taylorweir “Dress Code”
- Personal Hygiene must be of a high standard
- Use of electronic equipment, such as cameras, video cameras, tape recorders and mobile telephones are not permitted during classes without prior approval

2.7 Payment of Fees Policy – Day Release and Flexible Delivery

The Department of Training and Workforce Development (DTWD) sets tuition fees each year. The new schedule as prescribed by the DTWD requires students to pay their fees every six months.

It is the responsibility of the apprentice to ensure that fees are paid.

All tuition and resource fees are to be paid prior to commencement unless a payment plan has been established.

Or

Students must provide banking details prior to the commencement of the course if they wish to pay fees through the “Direct Debit” process.

2.8 Payment of Fees Policy - Block Release Students

It is the responsibility of the apprentice to ensure that fees are paid.

All tuition and resource fees are to be paid prior to commencement.

The payment plan option is NOT available to students attending Block Release classes.

2.9 Enrolment Procedure

Once you have nominated Taylorweir as your apprentice's RTO on the Apprenticeship Contract, the Apprenticeship Office will notify Taylorweir that your apprentice requires a placement.

If you have a specific day that you would like your apprentice to attend, please call our bookings officer as early as possible to nominate your preferred day and mode of delivery.

Your apprentice will receive an enrolment pack at your salon approximately one month prior to course commencement.

Please ensure that you forward this pack on to your apprentice to avoid confusion with your apprentice.

The enrolment pack includes:

1. Course registration form
2. Student Handbook
3. Equipment requirements
4. Payment plan options
5. Enrolment day options
6. Confirmation of commencement day and date

New Year One apprentices are required to come in to Taylorweir the week prior to commencement on one of the nominated days highlighted in the enrolment pack, to process their enrolment.

In the case of Block Release students where pre-commencement work is required to be completed prior to attendance, Taylorweir will request credit card details to cover the cost of the workbooks and postage. The credit card will only be processed if the student withdraws and does not return the unused workbooks. In this instance, \$100.00 will be charged to the credit card.

Block Release students and current students are able to enrol on their first day during class and breaks.

2.10 Orientation

Orientation is on the apprentice's first morning of each semester. This event provides your apprentice to all relevant course information, information relating to the occupational health and safety rules relevant to Taylorweir, rules of enrolment, lesson plans and model requirements.

2.11 Attendance and Punctuality

Taylorweir understands that there are times when you must call your apprentice back to the salon, or keep your apprentice in the salon during their allocated college day. Please call the Director of Student Training if this is the case.

To ensure that your apprentice is not disadvantaged, please arrange with the Director of Student Training for your apprentice to attend on another day during that week. If that is not possible, Taylorweir will endeavour to arrange a catch up class if necessary or required.

The Director of Student Training, either by a personal phone call or by text (if nominated), notifies all employers of non-attendance of their apprentice or of a consistent lack of punctuality.

2.12 Dress Code

Taylorweir has the following dress code for your apprentice:

In the interests of health and safety and a responsible learning environment, it is mandatory for your apprentice to comply with the dress requirements listed below.

- Closed toe shoes
- Smart casual attire
- Neat appearance
- No midriff tops or excessively revealing garments, including singlets
- Very short Miniskirts, mini dresses and very short shorts are to be worn with tights or leggings
- No caps or hats

If you require your apprentices to wear your salon uniform during college hours, please ensure that your apprentice is aware of this requirement and please notify the Director of Student Training by either phone call or email that this is your preference.

3. TRAINING YOUR APPRENTICES

Taylorweir takes the relationship it develops with you seriously. As an employer, you would be aware that each apprentice requires further time and training in your salon to build on what they have learnt at Taylorweir. This partnership between the employer and the RTO (Taylorweir) is an important collaboration in the training of your apprentice.

3.1 Taylorweir's Guiding Principles of Training

Through entrusting Taylorweir to train and assess your apprentice to the benchmarks specified in the current Hairdressing Training Package, you can be confident that the high standard of excellence in training that Taylorweir have always strived to achieve will continue to be met, and surpassed.

For your apprentice to acquire the capable skills to enable them to be productive in your salon, your personalised in-salon training is of paramount importance.

Taylorweir recommends that your in-salon training, map the training your apprentice receives at Taylorweir. If you would like to do this, please contact the Director of Student Training to secure a copy of your apprentice's lesson plan.

If your apprentice has any difficulty with language, literacy or numeracy, please ensure that this is noted on the Training Plan that you sign for your apprentice. Direct contact with the Director of Student Training is recommended in this instance to discuss the delivery strategy for your apprentice.

The Director of Student Training is always available to answer any questions you may have in regards to your apprentice's training. Contact may be made Monday through to Thursday via phone call, email or personal visit by appointment.

3.2 Training Delivery Options for Your Apprentice

Taylorweir offers three training options to suit your salon:

1. Day Release

- Your apprentice comes to college one day a week for two years.
- There are two intakes per year: February and July
(Continuing apprentices start in January and July)

2. Block Release

- Block release is delivered in two or four week blocks depending on the employer's preference and the apprentice's ability
- Block Release is delivered throughout the year **(Block Release calendar is available on the Taylorweir website)**

<http://www.taylorweir.com.au/courses-enrolment/residential-students/academic-calendars>

3. Flexible Delivery

- This mode of delivery is a true collaboration of the employer and the RTO
- It does require vigilant paperwork on the part of the employer to be successful

3.3 Training Plans

The Training Plan given to each apprentice by Taylorweir is a requirement of the Vocational Education and Training Act 1996.

The Training Plan outlines the training and assessment throughout the apprenticeship/traineeship.

The Training Plan shows:

1. The training and assessment required to complete the qualification
2. When, where and how the assessment will take place
3. Who will be providing the training and assessment

The apprentice (and guardian if apprentice is under 18 years of age) and employer MUST both sign this plan within six (6) weeks from the date the training contract is signed, or at the end of the probation period of the contract, whichever is longer.

The Department of Training and Workforce Development attach penalties for the lack of compliance in adhering to this requirement of the VET Act.

3.4 Lesson Plans

Students receive a lesson plan for the semester on orientation day.

The lesson plan details:

- What unit is being delivered on that day
- Whether it is theory or practical
- Public Holidays
- Dates when models are needed

3.5 Study Materials

Workbooks and projects are issued to each student at the commencement of the Unit of Competence.

3.6 Salon Log Book

The Salon Log Book was developed to assist our apprentices in completing the minimum number of assessment clients required within the SHB30416 Certificate in Hairdressing. Assessment conditions for the apprentice must follow the guidelines set out in the Salon Log Book for the "Third Party Evidence" to be valid.

The Salon Log Book is designed to provide third party evidence which will go towards the volume of assessment clients performed by the apprenticed student at Taylorweir International School of Hairdressing.

The Salon Log Book is provided to the student free of charge, however lost log books will incur a \$25.00 replacement fee.

3.7 What is the Salon Log Book Not Designed to Do?

The Salon Log Book is **NOT** intended to replace the total assessment of the apprentice for the particular unit of competence.

3.8 Feedback on Your Apprentice's Progress

The Progress Report provides information of the training progress and trainer feedback of the apprentice to the employer.

Progress Reports will be sent to employers at the end of each semester.

The Progress Report will detail:

1. The outcomes achieved during the off the job training
2. Provide the employer with a record of absent dates and incomplete work for each semester of training
3. Overall feedback regarding the apprentice's progress

The Director of Student Training will contact the employer directly should there be any concerns with the apprentice's progress, and is always available to answer any questions or concerns regarding the training of the apprentice.

Employers may request an apprentice progress interview with their apprentice's trainer and assessor during the school holidays by appointment.

4. ASSESSING YOUR APPRENTICES

Employers can be assured that your apprentice will be assessed to the benchmark standard and consistent with the current Hairdressing Training Package.

The lesson plan that your apprentice receives on the first day of their course highlights the suggested assessment dates throughout the semester. Because vocational training is competency based, assessment dates may vary for each individual student.

4.1 Assessment Policy

Taylorweir ensures all assessments are conducted in a consistent, fair, flexible, and timely manner.

All Assessment Tools have been developed by Taylorweir and incorporates:

- Pre-requisite requirements
- Candidate's confirmation of readiness for assessment

The following information is provided in the Taylorweir Assessment Book which is accessible to every apprentice and can be viewed in class:

- Application of the unit to be assessed
- Overview of assessment
- Employability skills attached to the unit
- An explanation of the appeals process

An in class self-assessment is offered to any apprentice who may be unsure on whether they are ready for assessment.

4.2 Assessment Procedure

Prior to assessment, students must complete all training and tasks as prescribed by Taylorweir.

This will include:

1. Demonstrating the necessary practical skills and theoretical knowledge for assessment
2. Knowledge of workplace policies and procedures
3. Adherence to relevant legislation required to perform the task
4. Students will receive feedback to help them know how they have progressed

It should be noted by employers that when their apprentice is assessed as competent, they are being assessed to the "Performance Criteria" specified in the Hairdressing Training Package.

This does not necessarily mean they will be found to be competent by your salon's standard.

4.3 Assessment Appeals Policy

Taylorweir ensures that students have access to a fair and equitable process for dealing with grievances.

Students have the right to challenge the assessment decisions made by the assessor on a Unit of Competence. Comprehensive records will be kept of any appeal and subsequent actions taken.

4.4 Assessment Appeals Procedure

1. The Appeal must be lodged within 7 days.
2. The apprentice's privacy is guaranteed during this process.
3. The apprentice must approach the Director of Student Training.
4. The apprentice must identify the result of which they do not agree.
5. The Director of Student Training will review the evidence and provide feedback.
6. If the appeal is found to be valid, the apprentice will be provided with the opportunity for re-assessment.

4.5 Criteria for Successful Completion of the Qualification

The apprentice must be deemed competent in all Units of Competence for SIH30111 Certificate III in Hairdressing.

All Units of Competence delivered and assessed by the Taylorweir will be recorded in the Training and Assessment Journal across a two-year period.

The employer will validate the apprentice's ability to perform the skill in the workplace.

What this means for you the employer, is that even though your apprentice may have completed all of the units of competence attached to the Certificate III in Hairdressing to a "Competent Benchmark Standard", you ultimately have the final say as to when your apprentice is "**Industry Ready**".

4.6 Completion Notification and Issue of the Qualification Procedure

The Eight Steps to Your Apprentice's Completion:

1. Taylorweir will be responsible for ensuring that all Units of Competence in the qualification have been completed and assessed competent.
2. Taylorweir performs a monthly report to determine which apprentice is due for completion.
3. If your apprentice is due to complete, Taylorweir will notify you by phone.
At this time, Taylorweir requires your validation and your final sign off.
4. Taylorweir will send you a "Training Completion Agreement" by post to your salon or by email, whichever is specified by you.
5. The employer **must** confirm that the apprentice has achieved all the requirements of their training contract, (both off and on the job), they must confirm this by signing the Training Completion Agreement Form (page 3) and the Assessment Summary (page 4). If the apprentice is under 18, the guardian must also sign.

6. Both apprentice and employer **must** complete and sign the Training Completion Agreement Form (page 3) and the Assessment Summary (page 4).
The completed and signed Training Completion Agreement Form agreement must be returned to Taylorweir **PRIOR to the completion date**.
Failure to do this may result in the apprenticeship expiring. You have a twenty-one (21) day window before you will then have to re-sign your apprentice to complete this process.
7. Once Taylorweir receives the completed and signed Completion Agreement form, and the signed off Assessment Summary, Taylorweir will issue the Certificate III in Hairdressing Certificate of Qualification.
8. Taylorweir will then notify the Apprenticeship Office of the completion date and the DTWD will subsequently post the Trade Certificate to your apprentice.

4.7 Extending Your Apprentice's Contract:

If you believe that your apprentice is not ready to be signed off, you must notify the Apprenticeship Office. A request to extend the training contract **MUST** be directed to the Apprenticeship Office on: 13 19 54 **PRIOR** to the Training Contract Expiry Date.

Failure to do this will result in the expiry of the apprenticeship and you will have to re-sign your apprentice.

Please contact your AASN provider or Taylorweir for further advice.

4.8 Reducing Your Apprentice's Contract:

If the qualification date is **PRIOR** to the "Completion Due Date", then this date **must** be mutually acceptable to both apprentice and employer.

4.9 Terminating Your Apprentice's Contract

You as the employer cannot just terminate your apprentice or trainee. There is a legal process that must be followed and the training contract needs to be officially terminated through The Apprenticeship Office.

If your apprentice does not agree to having their Training Contract terminated you must contact The Apprenticeship Office immediately and ask to speak to your The Apprenticeship Officer.

If your apprentice or trainee consents to terminate their training contract with you, a "Notification to Terminate a Training Contract" form should be completed and returned to The Apprenticeship Office immediately. This form can be found on the link provided:

<http://www.dtwd.wa.gov.au/apprenticeship-office#training-contract-forms-and-fact-sheets>

Please ensure that you contact the Director of Student Training to advise that you have terminated your apprentice's contract. Unless your apprentice (terminated) has put their name on the "Out of Contract Register" with the Apprenticeship Office, the apprentice will no longer be able to attend college.

4.10 Graduation and Awards

Taylorweir provides the opportunity of a Graduation evening at the end of the course.

Graduating from Taylorweir **does not** indicate that your apprentice is now qualified or industry ready. It is purely an evening where the graduates are able to celebrate their achievements at Taylorweir as a group with their contemporaries, family, employers, friends and work colleagues.

5. OTHER USEFUL INFORMATION

5.1. Course Fee: Department of Education & Training Policy Statement

A course fee is the sum of fees for all units that a student enrolls in. Apprentices are required to pay course fees regardless of mode of delivery.

Concessions on the course fees are available for students aged between 15 to 17 years of age.

Please refer to the Taylorweir website for eligible years of birth.

Students under the age of 15 or 18 years and older must provide a **current concession card on enrolment** to receive reduction on course fees.

The following concession cards are accepted:

- Pensioner Concession Card
- Health Care Card

5.2 Resource Fee

The "Resource Fee" includes:

- Work books
- Mannequins for cutting, colouring and styling
- All consumable products and sundries used in the course

5.3 Equity and Access

Taylorweir is completely committed to the principles of equity and access in the running of its college. We do not allow discrimination in terms of race, religion, sexual preferences, disability, gender, age, ethnicity, literacy, numeracy, geography or any other basis, which is not directly related to the performance of the person involved.

Harassment or discrimination of any kind will not be tolerated.

Please notify the Director of Student Training if your apprentice has any difficulty with language, literacy or numeracy as we have specialised teaching aids to address all of these situations for the delivery of training and assessment.

5.4 Workplace Health and Safety Policy (WH&S)

Taylorweir International School of Hairdressing will ensure that the learning environment within Taylorweir complies with the Western Australian Hairdressing Establishment Regulations 1975.

5.5 Taylorweir WH&S Obligations

As a part of the regulations, Taylorweir will:

- Provide a safe place of training that does not expose students, employees or visitors to hazards within the school
- Provide information, instruction, training and supervision by trainers on WH&S to all students
- Ensure that WH&S is embedded in every unit of competence delivered at Taylorweir
- Consult with students and employees on WH&S matters
- Provide protective eye glasses and mask for mixing chemicals
- Ensure safe use, cleaning, maintenance, transportation and disposal of substances in the learning environment that may be toxic

5.6 Student WH&S Obligations

It is expected that students will:

- Take reasonable care to protect their own safety and health as well as the safety and health of others
- Only use equipment that is tagged by a qualified electrician, complies with Australian regulations and is in good repair
- Provide their own gloves and aprons and use them for all chemical applications and removals
- Use safety glasses provided by Taylorweir when mixing and applying chemical products
- Cooperate with their trainers in all matters relating to WH&S
- Comply with the WH&S Regulations for Western Australia and the Code of Practice for Skin Penetration. This information is made available to all students on the commencement of their course
- Report any potential hazards; i.e. faulty or damaged electrical equipment or spills, which may result in injury
- Comply with the Taylorweir Dress Code including but not limited to wearing closed in shoes at all times whilst on campus (See point 2.12 on page 8)

5.7 Confidentiality, Privacy of Information

Taylorweir will safeguard any confidential information obtained by our staff on you, your salon and your apprentice.

Taylorweir will not disclose or circulate employer information gathered to a third party. Furthermore, without the written consent from the apprentice, other than the current employer, no information will be disclosed to a third party.

5.8 Counselling and Student Support

Taylorweir Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for student support and general welfare matters.

The Director of Student Training is available at all times to mentor and guide students if they are in need of assistance. All enquiries from students regarding personal or welfare matters during their time of study with Taylorweir are directed to the Director of Student Training.

5.9 Academic Counselling

All Taylorweir staff are highly qualified and experienced personnel who give students support, advice and counselling whenever needed. Students who are unable to attend classes due to illness are provided with additional learning and assessment strategies.

Students who require further assistance during the program with terminology or high technical areas are advised of additional learning opportunities before and after classes by arrangement with their lecturer.

Customised programming is available for students who find themselves in a serious personal situation and are unable to attend Taylorweir over a period of weeks. Evidence may be required in the form of a Doctors certificate.

Please note: *Students who abuse their learning options by continually missing classes, leaving early or consistently failing to provide their own models, with no formal evidence or documentation, will not be offered additional learning opportunities without incurring a fee. In this instance, extra tuition fees and a re- assessment fee will apply. This will be at the discretion of the Directors of Taylorweir.*

5.10 Welfare Counselling

Students facing difficulties such as personal problems of any kind will be directed to the Director of Student Training.

5.11 Critical Incidents on Campus

The definition of "Campus" is:

Taylorweir International School of Hairdressing

Level 1 Arcade 189

189 William Street

Northbridge WA 6003

Inclusive of campus access via stairs and lift.

In the event of a Critical Incident occurring on campus, Taylorweir has entered into a Memorandum of Understanding with Counselling Services Australia Pty Ltd to manage Critical Incidents on campus.

This service will be provided at the discretion of the Directors of Taylorweir, who will assess if the event is a "Critical Incident". Should this service be required, Taylorweir will provide one counselling session for the student/s affected. This session may be conducted in a group, or singularly, at the discretion of the Directors of Taylorweir.

Any further sessions required by the student will be at the employer's own cost.

5.12 Employer Complaints and Grievance Policy

Taylorweir provides direct access to the CEO and Directors of the school and encourages employers to direct all appeals or grievances to either the CEO or Directors by contacting the Director of Student Training to arrange a suitable meeting.

5.13 Employer Complaints and Grievances

In the first instance, the employer should direct any complaint or grievance to the Director of Student Training. The Director of Student Training will then ascertain whether you require a meeting with the CEO/Directors or whether it can be immediately solved.

If after this first contact your concern, complaint or grievance has not been dealt with to your satisfaction, you should then proceed with the "Corrective Action Procedure" and complete the "Stakeholder Grievance Form".

This form is available through any of the administration team and is also available on our website:

<http://www.taylorweir.com.au/useful-stuff/code-practice>

You will find the link in the "Grievance and Appeals Mechanism" paragraph.

Complaints and Grievance Procedure:

Step 1: Complete the "Stakeholder Grievance Form" outlining the concern that needs to be addressed.

Step 2: Submit the completed form to the Managing Director.

Step 3: The Managing Director will notify you of the outcome.

5.14 Any Suggestions?

Taylorweir is constantly looking at ways to improve the delivery of our training and service it provides to all stakeholders. Please let us know if you have any ideas.

Stakeholder Feedback Forms are available through the Director of Student Training. All suggestions are greatly appreciated and taken seriously.

5.15 Cancellation of Enrolment

Taylorweir may cancel the enrolment of your apprentice if:

- Your apprentice refuses to comply with the "Taylorweir Student Behaviour Standards"
- Your apprentice fails to make a payment in accordance with their payment plan when it becomes due
- Taylorweir has given your apprentice 21 (Twenty One) days written notice of its intention to cancel the enrolment for failure to make a payment in accordance with their payment plan
- The payment remains unpaid at the expiry of the 21 (Twenty One) days

Thank You

We hope that this handbook has been of assistance to you. It is not intended to replace direct contact with our people. You are welcome to call, email or visit us at Taylorweir, we always enjoy meeting and getting to know our employers/clients.