

2018



WELCOME  
TO  
TAYLORWEIR INTERNATIONAL  
SCHOOL OF HAIRDRESSING

*STUDENT HANDBOOK  
INCORPORATING  
TAYLORWEIR POLICIES & PROCEDURES*

real skills for  
real careers



**VET Alumni**



# TAYLORWEIR INTERNATIONAL SCHOOL OF HAIRDRESSING

## Student Handbook Incorporating Taylorweir Policies and Procedures

Welcome!

Congratulations on choosing Taylorweir International School of Hairdressing to be your training provider. We want you to enjoy yourself and achieve your learning goals while you are with us.

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.

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](mailto:train@taylorweir.com.au)

Web: [www.taylorweir.com.au](http://www.taylorweir.com.au)

Facebook: [www.facebook.com/TaylorweirInternational](https://www.facebook.com/TaylorweirInternational)



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## STUDYING WITH TAYLORWEIR INTERNATIONAL SCHOOL OF HAIRDRESSING

### 1.1 Facilities

Taylorweir International School of Hairdressing's training facilities are located at:

Level 1 Arcade 189  
189 William Street  
Northbridge WA 6003  
Ph. +61 8 6103 0488

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

Taylorweir International School of Hairdressing (Taylorweir) consists of:

- ♦ Fully Functioning Simulated Salon
- ♦ Two Fully Equipped Studios
- ♦ Three Lecture Rooms
- ♦ Full Time Student Common Room
- ♦ Full Time Student Lockers
- ♦ Restroom Facilities
- ♦ Lift
- ♦ Administration Office

### 1.2 Administration and Support Staff:

Chief Executive Officer:	Anne Taylor
Managing Director:	Elizabeth Maher
Director of Student Training:	Jenny Childs
International Student & Program Coordinator:	Rosanna Ciccotosto
Student Administrator:	Vanessa Poole
Salon Coordinator:	Elisha Leist
Student and Trainer Support Specialist:	Karen Williams
Certificate II Trainee Coordinator:	Sarah Keeling

### 1.3 Trainers and Assessors

Maria Raiskums	Angelina Vasic
Jade Powell	Karen Williams
Filomena Marcos	Vanessa (Helen) Stanford
Sarah Keeling	Angie Rogers
Christina McLaughlin	

## 2. Student Information Prior To Enrolment

- ♦ The course: SIH30111 Certificate III in Hairdressing is selected from the SIH11 Hairdressing Training Package and is delivered across a two-year period
- ♦ Enrolled day release students must be indentured Apprentices allocated to Taylorweir International School of Hairdressing by an Australian Apprenticeships Centre
- ♦ Fees, charges, and the School refund policy are detailed in this Handbook
- ♦ Complaints and Appeals procedures are detailed in this Handbook
- ♦ Access and Equity is detailed in this Handbook
- ♦ Please notify the school if you have 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
- ♦ Apprentices may request Credit Transfer or RPL (Recognition of Prior Learning). The process is detailed in this Handbook
- ♦ The Director of Student Training is available at all times to mentor and guide students if they are in need of assistance

### 2.1 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. **(For 2017, year of birth must be on or after 1 July 2000, 2001, 2002 & 2003)**
- ♦ ***Students under the age of 15 or 18 years and older must provide a concession card on enrolment to receive reduction on course fees***

Students, under the age of 15 or 18 years and older are entitled to the concession rate on course fees if the person is holding:

- 1) Pensioner Concession Card
- 2) Health Care Card

<http://www.humanservices.gov.au/customer/services/centrelink/low-income-health-care-card>

### 2.2 Unique Student Identifier (USI)

It is compulsory for every student who attends a Registered Training Organisation (RTO/TAFE) to have a “Unique Student Identifier” (USI) number.

**A student's training CANNOT commence without their USI number.**

The USI number gives each student access to their USI account which in turn helps students keep track of their training records. A qualification cannot be issued without a registered USI number.

If a student has not already been allocated a USI, one can be created through accessing the USI website: [www.usi.gov.au](http://www.usi.gov.au)

### **3. Recognition of Current Competencies Policy (RCC)**

Taylorweir recognises Nationally Recognised Training offered by Registered Training Organisations, and acknowledges that students joining our programs may have had previous education or experience, which they may wish to have recognised.

Students wishing to apply for Credit Transfer (CT) must provide evidence in the form of a Statement of Attainment / Academic Record for all units of competence completed.

#### **3.1 Recognition of Prior Learning (RPL) Permanent Residents of Australia**

##### **Currency and Evidence Requirements:**

For a RPL candidate to be considered, the following requirements must be met:

##### **English Requirements:**

1. The candidate must have adequate English speaking, reading and listening skills to communicate effectively.

##### **Currency:**

2. Candidate must have worked in a hairdressing salon within the last two years.

##### **Necessary Evidence:**

- ♦ Hairdressing Qualification and minimum of two years current experience as a qualified hairdresser
- ♦ Two referees confirming current industry skills, one of which must come from a previous employer written on Letterhead stating Salon Name, Address and Phone Number
- ♦ Any other evidence to authenticate documents provided.

**or**

- ♦ "Proof" that candidate has been currently hairdressing for a minimum of 5 years in a hairdressing salon.
- ♦ This "proof" must be in the form of:
- ♦ Two referees confirming current industry skills and current experience; one of which must come from a previous employer written on Salon Letterhead stating Salon Name, address and phone number.



- ♦ Proof of any hairdressing courses undertaken within the last two years.
- ♦ Any other evidence to authenticate documents provided.

### **The following is the process for recognition of prior learning entitlement:**

To verify experience, in advance of an initial interview:

- ♦ Evidence of qualification/s from country of origin must be supplied, along with letters of reference and records from salons where experience gained and training or assessment carried out.

### **At interview stage:**

- ♦ A verbal self-assessment will be carried out. If skill gaps are identified, further training can be arranged prior to final appraisal. This additional training will incur a fee
- ♦ If the evidence is sufficient and the interview successful, students will be required to undergo a practical skills assessment
- ♦ *Please note that the applicant's "Skill Gap" can be no more than 25% of the qualification. If the skill gap is more than 25%, applicants will have to enter into an apprenticeship agreement with a hairdressing salon*

### **Practical Skills Assessment:**

- ♦ The practical skills assessment may also involve further written or verbal questioning. This assessment takes approximately four days to determine eligibility for RPL resulting in SIH30111 Certificate III in Hairdressing certification

## **4. Study Materials**

Study resources and Training manuals for each Unit of Competence is included in the course fee, and issued to each student at the commencement of the Unit of Competence being undertaken.

### **4.1 Schedules, Course Dates, Assessment Dates, Public Holidays**

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

#### **All classes commence at 8.30am sharp and concludes at 4.30pm.**

The lesson plan details:

- ♦ What unit is being delivered on that day
- ♦ Whether it is theory or practical
- ♦ Assessment dates
- ♦ Public Holidays

- ♦ Other relevant dates

## 4.2 Equipment Requirements

An equipment list is provided with your enrolment pack.

***Students cannot commence training for Certificate III in Hairdressing if they do not have the necessary equipment as stated.***

Not having money to pay for your equipment is NOT an acceptable excuse for not having equipment with you on commencement of your training.

Taylorweir have quality professional hairdressing kits available for purchase, inclusive of a twelve months professional warranty on all electrical equipment.

Taylorweir's professional hairdressing kits have been specifically tested, and selected by our trainers to meet the quality standards recommended by Taylorweir.

Please advise Taylorweir if you will be supplying your own equipment, or if you wish to purchase a Taylorweir kit prior to commencing.

## 5. Orientation

Orientation date and time are detailed on the student's Course Commencement Letter.

During Orientation, students are given school-specific information relating to the occupational health and safety rules relevant to Taylorweir, all relevant course information, rules of enrolment and an explanation of this handbook.

## 6. Rules of Enrolment

To ensure that all enrolled students are able to experience a learning environment that allows all students to gain the maximum benefit from the courses undertaken and maximize 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:

- ♦ Taylorweir Student Behaviour Standards
- ♦ Payment of Fees

### 6.1 Taylorweir Student Behaviour Standards

- ♦ Taylorweir provides a non-discriminating, equal opportunity environment for staff and students.
- ♦ 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.
- ♦ Being punctual for the commencement of class is very important. When late students enter class, they must sit in the back of the class and exercise consideration so as not to disturb their fellow students already involved in class work.
- ♦ Coffee, tea, food or chewing gum will not be 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
- ♦ Students are not permitted to interrupt the class while their trainer is demonstrating. This distracts fellow students and shows disrespect to training staff.
- ♦ Student dress is to be clean, neat, tidy and modest, as per the Taylorweir "Dress Code".
- ♦ Personal Hygiene must be of a high standard. Hairdressing is a personal services industry, and students will be working within close proximity to other students and models.
- ♦ Use of electronic equipment, such as cameras video cameras, tape recorders and mobile telephones is not permitted during classes unless previous authorisation has been acquired. Students must ensure that watches, mobile phones or any other kind of equipment do not make noises, such as the sounding of alarms during classes.

## 6.2 Cancellation of Enrolment

### **Taylorweir may cancel the enrolment of a student if:**

- ♦ The student refuses to comply with the "Taylorweir Student Behaviour Standards"
- ♦ The student fails to make a payment in accordance with their payment plan when it becomes due
- ♦ Taylorweir has given the student twenty One (21) 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 twenty One (21) days

## 7. Punctuality and Attendance - Apprentices

Arriving on time for your classes ensures you do not disturb your classmates, and you do not waste your time.

Arriving to class late on model workshop days is not only extremely rude to your model/client, but allows you no time for preparation.

**Class commences at 8.30am sharp**

**Class concludes at 4.30pm**

Please note that employers are notified of punctuality and attendance.

### 7.1 Attendance - Certificate II in Salon Assistant and Certificate II in Retail Make-up students

It is a requirement of your enrolment at Taylorweir that you maintain a minimum attendance of 80%. Students who fall below 80% attendance will be at risk of course suspension or cancellation of enrolment.

**Class commences at 8.30am sharp**

**Class concludes at 4.30pm**

### 7.2 Three Strike Rule with Models

Taylorweir endeavours to provide suitable models for all of our country and full time students. It is difficult to source suitable models for our students, therefore it is important for Taylorweir to notify models in due time if their appointment is to be cancelled.

Each student is given THREE chances with models, if on the third chance throughout their course, the student does not show up to class without adequate notification or is late for their model, no further models will be provided to the student and the student will have to source their own models from that moment on. Please note that all assessments require live models to be assessed.

***It is to the student's best interest that they provide their own models.***

## 8. Illness

If you are absent from your classes due to illness you must call and notify Taylorweir of your absence by no later than 8.30am. Your employer will be notified of your non-attendance.

***If you have models booked in that have been arranged by Taylorweir, please ensure that you contact reception on 6103 0472 no later than 8.15am to notify the salon coordinator that you will not be in to do your model. Failure to do this will be recorded against your model privileges.***

If you have arranged your own models, please ensure that you give your model the courtesy of notifying them in advance to cancel their appointment with you.

## 9. Payment of Fees Policy

All tuition 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.

Please note that the "Payment Plan Option" is unavailable to Block Release Students.

Please ensure that you have your concession card available on enrolment to access the concession rate of fees. Ensure that you contact Centrelink well before enrolment to ensure that your card will be available on time.

<http://www.humanservices.gov.au/customer/services/centrelink/low-income-health-care-card>

Students cannot commence until the statutory, R.T.O based fees, and charges are paid prior to course commencement, or alternatively, have provided Taylorweir with their banking details.

The Course Fee Payment Arrangements established during enrolment, are to be maintained at all times.

The student may be at risk of having their enrolment cancelled if the student fails to meet their Course Fee Payment obligations.

Students requiring advice concerning their current financial circumstances should in the first instance, seek an interview with the student administrator.

Taylorweir will issue a tax invoice at the time of payment, when fees are paid directly to Taylorweir.

Duplicate tax invoices will incur an administration fee of \$5.00.

*Please note: A Statement of Attainment or an Academic record will not be issued, until all outstanding fees are finalised.*

### 9.1 Resource Fee

The "Resource Fee" includes:

- ♦ Training Manuals
- ♦ Mannequins for cutting and styling
- ♦ All consumable products and sundries used in the course

## 9.2 Special Conditions for Students Participating in the VET in Schools Program

Secondary school students undertaking VET courses including apprenticeships and traineeships, as part of a publicly funded VET in Schools Program are exempt from course and resource fees.

## 9.3 Financial Assistance from the Australian Government

Apprentices, who are eligible, are provided with assistance by the Australian government through the "Trade Support Loan Scheme" to assist in course fees and tools for the trade.

For further information, click on the link provided:

<http://www.australianapprenticeships.gov.au/trade-support-loans>

### **Further Australian government assistance is available for Australian apprentices**

Australian Apprentices may also be eligible to access fortnightly payments delivered by Centrelink including:

- ♦ Youth Allowance for Australian Apprentices aged 16-24;
- ♦ Austudy for Australian Apprentices aged 25 and over; and
- ♦ ABSTUDY for Australian Apprentices of any age and who are Indigenous Australians.

Further information about these payments is available from Centrelink on 13 36 33 or [www.centrelink.gov.au](http://www.centrelink.gov.au)

<http://www.australianapprenticeships.gov.au/in-an-apprenticeship/financial-information>

### **Other links to available government assistance websites:**

<http://www.humanservices.gov.au/customer/subjects/australian-apprentices>

<http://www.humanservices.gov.au/customer/services/centrelink/low-income-health-care-card>

<http://www.humanservices.gov.au/customer/services/centrelink/youth-allowance>

<http://www.humanservices.gov.au/customer/services/centrelink/income-bank>

<http://www.humanservices.gov.au/customer/subjects/payments-for-students-and-trainees#a4>

## 10. Equity and Access

Taylorweir is completely committed to the principles of equity and access in the running of its school.

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.

## 11. Harassment

Harassment or discrimination of any kind will not be tolerated.

If you experience difficulties or are aware of incidents, including any gesture, written, verbal or physical act whether it be a single incident or series of incidents, that occurs at Taylorweir, please inform the Director of Student Training or the International Student Coordinator immediately.

## 12. 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.

### **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 appropriate protective clothing and equipment
- ♦ Ensure safe use, cleaning, maintenance, transportation and disposal of substances in the learning environment that may be toxic

### **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 hairdressing 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 15 on page 17)

### 13. Fire Safety and Escape Procedure

The building is equipped with smoke detectors, a fire alarm, and fire extinguishers. If it is necessary to evacuate the building for any reason, please follow the instructions from your trainer or Taylorweir staff member.

If there is a fire, follow the procedure explained on orientation day. Please assemble on the Wilson's Roe St car park behind Taylorweir. Trainers will check everyone's attendance to ensure that everyone has safely vacated the premises. All students are to remain in the designated area until their trainers advise them otherwise.

### 14. Support Available

We want your experience at Taylorweir International School of Hairdressing to be a positive one. We understand the challenges that students face when trying to adjust to a new environment, making new friends, and successfully completing your studies all at the same time. Be assured you are not alone - we are here to help you with any question or concern.

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.

All enrolling students are provided with an orientation event, which includes guidance concerning student support services.

All enquiries from students regarding personal or welfare matters during their time of study with Taylorweir should be directed to the following:

- ♦ **Apprentices:** The Director of Student Training: **Jenny Childs**
- ♦ **All Other Students:** The International Student & Program Coordinator: **Rosanna Ciccotosto**

Taylorweir aims to ensure that every student gains the maximum benefit from participating in a particular course or program. Management practices are



implemented that safeguard the interest and the welfare of learners in all training and assessment situations.

All staff are highly qualified and experienced personnel who give students support, advice and counseling 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 the Senior Lecturer. Support is provided with dual lecturing in difficult practical sessions.

Taylorweir employs a Student Support Specialist to assist students who are falling behind or need extra tuition.

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 continually miss classes, or leave early and abuse their learning options, with no formal evidence or documentation, will not be offered additional learning opportunities. In this instance, extra tuition fees and a re-assessment fee will apply. This will be at the discretion of the Director of Taylorweir.*

## 14.1 Counseling and Student Support

### Academic Counseling

If you are having difficulties with your course, or you need some academic advice of any kind, speak to your Course Trainer or the Director of Student Training, they will be more than happy to help.

### Welfare Counseling

For any other difficulties, such as personal problems of any kind, please talk to the Director of Student Training.

## 14.2 Critical Incidents On Campus

**Definition of "Campus":** Level 1, Arcade 189, 189 William St Northbridge WA 6003 inclusive of stairs/lift to access campus.

In the event of a Critical Incident occurring on campus, Taylorweir has entered into a Memorandum of Understanding with Counseling 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 Counseling Session for the students 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 student's own cost

### 14.3 Incidents Off Campus

Should you be involved in, or witness any accident, danger, hazard or other incident which might affect you or others attending Taylorweir you must report it to a Taylorweir staff member as soon as practical. **The school contact number is: (08) 6103 0488**

Please note that counseling Sessions with Taylorweir's external provider is not supplied for "Critical Incidents" that occur off campus.

### 15. Dress Code

Taylorweir has the following dress code:

- ♦ In the interests of health and safety and a responsible learning environment, it is mandatory 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

Some employers require their apprentices to wear their salon's uniform.

This requirement needs to be checked with an individual salon's management.

### 16. Personal Safety

Perth is a safe city but please take these precautions in the City Centre and Northbridge:

- ♦ Keep your cash out of sight, in your pocket
- ♦ When walking on your own, be aware of your surroundings – keep the volume low on personal music players
- ♦ If you are near someone who makes you feel uncomfortable in any way, Walk Away. Do not worry about offending them
- ♦ If you are in the city Centre or Northbridge late at night, be there with a friend.
- ♦ Stay on main streets where there are lights and you can be seen
- ♦ Make sure your phone is charged up
- ♦ Do not go with strangers who invite you to go with them

## 17. Transport

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/TimetablesMaps.aspx>

### 17.1 Parking

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

## 18. Food and Beverages

Food and beverages are not permitted in defined training areas. The only exception is drinking water contained in sealable bottles, which can be taken throughout all classes.

The training area must be immaculate before leaving, with all rubbish placed correctly in bins provided and spills cleared prior to leaving.

### 18.1 Lunch and Breaks

Northbridge is the cultural dining hub of Perth; there are a variety of dining options all within minutes of Taylorweir. Vending machine with snacks and beverages are located on site.

Student lunch break is from 12.00 – 1.00pm.

Morning Break is from 10.00am – 10.15 am

Afternoon Break is from 3.00pm – 3.15pm

***Please ensure that you return to class on time.***

## 19. Social Media

Think before you post. The internet has a history of thoughtless posts that user’s later regret.

If you experience difficulties or are aware of incidents of social bullying on any electronic communication (which includes e-mails, text messages, and Internet postings on web-sites or other social media), whether it be a single incident or series of incidents that occurs at Taylorweir, please inform the Director of Student Training or the International Student Coordinator immediately.

Please refer to Taylorweir’s Social Media Policy and Guidelines available under “Resources” tab on the Taylorweir website and posted in each salon and lecture room in Taylorweir.

## 20. Mobile Phones

Taylorweir recognises that there are times when it is genuinely necessary to have access to your mobile phone. With permission from your lecturer, phones may be used to photograph your own work, and in genuine circumstances; kept on vibrate.

Students are not permitted to text, receive calls or make calls during class times.

We encourage students to "check in" @ [www.facebook.com/TaylorweirInternational](https://www.facebook.com/TaylorweirInternational) when arriving to class.

## 21. Alcohol and Illegal Drugs

Taylorweir maintains a "Zero Tolerance" on illegal drugs.

Students found to be under the influence of alcohol or drugs will be asked to leave Taylorweir. Any students found in the possession of illegal substances will be immediately dismissed from class. The student may be reported to the appropriate authority

Dismissal from the training program, should these circumstances persist, will be at the discretion of the Directors of Taylorweir.

## 22. Smoking

Taylorweir maintains a "No Smoking" environment.

Smoking is not permitted in the building or within 25 metres of Taylorweir.

## 23. Collusion and Plagiarism

Any work submitted for assessment that is found to be fraudulent for reasons of collusion or plagiarism, will result in Not Competent (NC) being recorded for the work submitted.

## 24. Confidentiality, Privacy of Information

Taylorweir will safeguard any confidential information obtained by our staff or individuals acting on their behalf. Information will not be circulated or disclosed to a third party without the written consent of the student.

A "Consent Form for Disclosure of Information", must be completed and signed prior to information being disclosed to anyone other than to the student. Forms can be requested from the Director of Student Training.

Students will have access to their personal records by arrangement. Information and student records after Graduation will not be given to students without ID received: This may include Date of Birth, Full Name, Student ID number, Course of Study, Address, before being released in writing with the Students signature.

Student records and certificates are archived electronically in a secure system for 30 years, and will be accessible at a cost to the Graduates concerned.

## **25. Sustainability**

Taylorweir has implemented sustainability procedures in using, and disposing of chemical products. It is expected that all students follow the guidelines and procedures explained and demonstrated by their trainer.

## **26. Any Suggestions?**

Please let us know if you any ideas about how to make Taylorweir better, please let us know.

Student Feedback Forms are available at the salon reception. All suggestions are taken seriously.

Student Feedback Forms are given to all students once a year, please use this opportunity to be give honest, positive and constructive feedback.

## **27. Assessment Policy**

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

All Assessment Tools have been developed by Taylorweir and incorporates:

- ♦ Pre-requisite requirements
- ♦ Candidate's confirmation of readiness for assessment
- ♦ Candidate self-assessment
- ♦ Application of the unit to be assessed
- ♦ Overview of assessment
- ♦ Employability skills attached to the unit
- ♦ An explanation of the appeals process

The lesson plan that students receive on the first day of their course highlights the assessment dates throughout the semester.

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

This will include:

- ♦ Demonstrating the necessary practical skills and theoretical knowledge for assessment
- ♦ Knowledge of workplace policies and procedures

- ♦ Adherence to Relevant legislation required to perform the task
- ♦ Students will receive feedback to help them know how they have progressed

## 27.1 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 Taylorweir International School of Hairdressing will be recorded in the Training Journal across a two-year period. The employer will validate the apprentice's ability to perform the skill in the workplace.

## 27.2 Completion Notification and Issue of the Qualification

- ♦ Taylorweir will be responsible for ensuring that all Units of Competence attached to the qualification have been completed and assessed
- ♦ Certificate III in Hairdressing apprentices require validation and final sign off from their employer
- ♦ Prior to the end of the apprenticeship agreement, Taylorweir International School of Hairdressing will notify the employer and send the employer the Training Completion Agreement to be completed and signed
- ♦ ***The Nominated Completion Date MUST be within 21 days of signing and returning the Training Completion Agreement to Taylorweir***
- ♦ **Failure to do so will result in the apprenticeship expiring**
- ♦ Once validation and sign off have been received from the employer, Taylorweir will issue the Certificate of Qualification.

## 28. Graduation and Awards

Professionalism and our high standards are the major contributors to the high profile and reputation that Taylorweir has achieved. Taylorweir Graduates feature amongst Australia's most respected hairdressers.

Taylorweir provides the opportunity of a Graduation evening at the end of the course. These Graduations are a chance for the Graduates to celebrate their achievements as a group with their family, friends and work colleagues.

Awards are presented in a variety of areas for those students demonstrating outstanding excellence - for example Theory, Practical, Professional excellence or Organisation and Management skills.

Sponsors within the Hairdressing Industry donate the awards and prizes.

## 29. Appeals, Complaints and Grievance Policy

The complaints and appeals procedure of Taylorweir International School of Hairdressing shall ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant.

### 29.1 Student Complaints and Grievance

If you have any concerns at Taylorweir, we encourage you to proceed with the “Corrective Action Procedure” as outlined below. The “Student Grievance Form” is available from the Director of Student Training.

The following steps are to be followed:

**Step 1:** Complete the “Student Grievance Form” outlining the concern that needs to be addressed.

**Step 2:** Submit the completed form to the Director of Student Training

**Step 3:** The Director of Student Training will notify you of the outcome

### 29.2 Assessment Appeals Procedure

Students have the right to challenge the assessment decisions made by the assessor on a Unit of Competence.

The following steps are to be followed, if a student wishes to exercise this right.

**Step 1:** The student should first discuss his /her opinions with the assessor. If still not satisfied with the decision the student may appeal to the internal verifier. She/he must notify the assessor in writing of the intention to appeal.

**Step 2:** The student can request a Student Grievance Form from the Assessor.

**Step 3:** An appeal must be made in writing on the Student Grievance Form and given to the Director of Student Training within five days of this notification.

**Step 4:** The Director of Student Training must notify the Director of Taylorweir that an appeal has been lodged.

**Step 5:** The Director of Taylorweir will collect information from the student and assessor within 15 days of the original appeal and give a decision.

**Step 6:** If an agreeable outcome is not achieved, the appeal will be taken to the external adjudicator for collection of information and analysis, a final decision from here will be made:

## External Adjudicators:

### Apprenticeship Office

Phone: 13 19 54

Email: [apprenticeshipoffice@dtwd.wa.gov.au](mailto:apprenticeshipoffice@dtwd.wa.gov.au)

<http://www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice/Pages/default.aspx>

### Fair Work Ombudsman (if employed under a Federal Award)

Phone: 13 13 94

<https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees>

### Department of Commerce – Labour Relations (if employed under a State Award)

#### Wageline

Phone: 1300 655 266

<https://www.commerce.wa.gov.au/labour-relations/contact-wageline>

*Comprehensive records will be kept of any appeal and subsequent actions and findings.*

## 30. Course Fee Refund Policy:

All students must provide written advice of withdrawal to ensure they are eligible for refunds.

Requests for refunds must be lodged within two weeks of the official withdrawal date.

No refund is applied to Learning Manuals.

### 30.1 Refund Eligibility:

Certificate III Apprentice, Salon Based Certificate II Traineeship and Pre-Apprentice:

#### Full Refund:

Students who withdraw are entitled to a full refund of fees and charges where:

- ♦ A course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student
- ♦ A place is not given due to maximum number of places being reached
- ♦ A student accepts an offer of a place in a university. In this situation, students must provide a copy of the Letter of Offer with their refund application

*No refund is applied to Learning Manuals*



**Part Refund:**

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to, or within four weeks of commencing their unit or the program of study will be eligible for a full refund of their course fee and 50% of the resource fee paid.

No refund is applicable to Learning Manuals

**Pro Rata Refunds:**

Students may apply for a pro rata refund of fees at any time during the delivery of a course if the reason/s is beyond their control.

For example:

- ♦ Serious illness resulting in extended absence from classes
- ♦ Injury or disability that prevents the student from completing their program of study
- ♦ Other exceptional reasons at the discretion of the Director of Taylorweir

In all cases, relevant documentary evidence (for example, medical certificate from a Doctor) is required.

No refund is applied to Learning Manuals

**30.2 Refund Eligibility:**

Fee for Service: Certificate II, Certificate IV, Diploma and Short Courses

**Full Refund:**

Students are entitled to a full refund of Tuition Fees and Charges where:

- ♦ A course is cancelled or re-scheduled to a time or location unsuitable to the student
- ♦ A student is not given a place due to the class being full
- ♦ A student provides written notice of their intent to withdraw, no less than 28 (twenty eight) days prior to course commencement
- ♦ A Student withdraws prior to course commencement due to serious illness, injury or disability that prevents the student from attending the course (medical certificate from a Doctor detailing the condition is required).

***There are no other grounds for refund prior to course commencement.***

**Special Conditions for the Hair Extension Short Course:**

In the circumstances that the student withdraws for any of the pre-defined reasons, all pre-ordered hair for the student's model is Not refundable.

## Pro Rata Refund

A student may apply for a pro rata refund of tuition fees, less administration fee of 10%, at any time during the delivery of a course if the reason/s is beyond their control.

For example:

- ♦ Serious illness resulting in extended absence from classes
- ♦ Injury or disability that prevents the student from completing their program of study
- ♦ Other exceptional reasons at the discretion of the Director of Taylorweir

Students must provide written advice of withdrawal to ensure they are eligible for refunds.

Requests for refunds must be lodged within 10 (ten) working days of the official withdrawal date.

*There will be no refund applied to Learning Manuals, Resource Fee or the purchase price of Hair Extensions for the model.*

In all cases, relevant documentary evidence (for example, medical certificate from a Doctor) is required.

No other refund will be available to students once the course has commenced.

## 31. Public Phones

Public phones can be found in multiple locations near Taylorweir.

## 32. Mail

The closest post office is located in Francis Street between William Street and Lake Street Northbridge. There is another post office located in Forrest Place Perth.

## 33. Useful Numbers

SERVICE	CONTACT
Apprenticeship Office	13 19 54
School Fees Solutions	9486 7422
Fair Work Ombudsman (If employed under a Federal Award) Web:	13 13 94 <a href="https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees">https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees</a>

Department of Commerce Labour Relations (If employed under a State Award) Web:	Wageline 1300 655 266 <a href="https://www.commerce.wa.gov.au/labour-relations/contact-wageline">https://www.commerce.wa.gov.au/labour-relations/contact-wageline</a>
<b>LEGAL SERVICES:</b>	
Youth Legal Services Address: Web:	9202 1688 138 Murray Street Perth WA 6000 <a href="http://www.youthlegalserviceinc.com.au">www.youthlegalserviceinc.com.au</a>
Legal Aid: Web:	1300 650 579 <a href="http://www.legalaid.wa.gov.au/Pages/Default.aspx">http://www.legalaid.wa.gov.au/Pages/Default.aspx</a>
<b>MEDICAL:</b>	
Health Direct Australia	1800 022 222
Perth Medical Centre Address:	9481 4342 713 Hay St, Perth
Central City Medical Centre Address: Web:	9225 1188 Shop 14, City Station Concourse. 378 Wellington St Perth <a href="http://www.ccmc.net.au">www.ccmc.net.au</a>
<b>INCIDENTS:</b>	
Police ( <u>non-emergency</u> )	131 444
Fire and Emergency Services Authority	1300 130 039
Police /Ambulance /Fire Brigade ( <u>Emergency Only</u> ):	000
<b>Taylorweir Critical Incident Support Service Provider:</b>	
Metro Counseling Service	9448 3210
<b>DENTAL:</b>	
Lifecare Dental: Address: Web:	9221 2777 419 Wellington St Perth Open every day, 8am-8pm <a href="http://www.dentistsinperth.com.au">www.dentistsinperth.com.au</a>
Dental O So Gentle Address Web	9321 1791 168 St Georges Terrace Perth WA 6000 <a href="http://dentalosogentle.com.au/">http://dentalosogentle.com.au/</a>

## HOSPITALS:

Royal Perth Hospital: Address	9224 2244 197 Wellington St, Perth WA 6000
Fremantle Hospital & Health Service Address	9431 3333 Alma St Fremantle WA 6160
Fiona Stanley Hospital Address	6152 2222 11 Robin Warren rive Murdoch WA 6150
Sir Charles Gardiner Hospital: Address	6457 3333 Hospital Ave, Nedlands WA 6009

## TELEPHONE HELP LINES:

Crisis Care: (24 hour support):	9223 1111
Lifeline WA: (24 hour support) :	13 11 14
Salvo Care: (Support &Referral Service, Family refuge Assistance in Emergencies): Address:	9260 9599 333 William St Northbridge
Mental Health Emergency Response Line: (24 hour):	1300 555 788
Samaritans Crisis Line (Suicide Emergency Line): Address:	9381 5555 60 Bagot Road Subiaco
Alcohol and Drug Information Services (24 hours): Email	9442 5000 alcoholdrugsupport@mhc.wa.gov.au
Family Help Line:	9223 1100
Teen Help Line: (13 – 25 years old) Web: Email:	1800 55 1800 <a href="http://www.kidshelp.com.au/teens/">http://www.kidshelp.com.au/teens/</a> counsellor@kidshelp.com.au
Ngala Family Resource Centre: Address:	9368 9368 9 George St Kensington
Beyond Blue Web:	1300 22 4636 <a href="http://www.youthbeyondblue.com/get-help/">http://www.youthbeyondblue.com/get-help/</a>