

2026

WELCOME TO

TAYLORWEIR

HAIRDRESSER & BARBER TRAINING SINCE 1996

EMPLOYER HANDBOOK

INCORPORATING
TAYLORWEIR POLICIES & PROCEDURES

**HAIRDRESSER & BARBER
TRAINING SINCE 1996**

TAYLORWEIR

**ACCREDITED PROGRAMS FOR CUTTING-EDGE CAREERS
LEVEL 1, 189 WILLIAM ST, NORTHBRIDGE WA 6003
RTO CODE 1896 CRICOS CODE 03016A**

EMPLOYER HANDBOOK

incorporating

TAYLORWEIR POLICIES AND PROCEDURES

WELCOME!

Congratulations on choosing Taylorweir Hairdresser & Barber Training (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 and trainees 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.

INDUSTRY ACKNOWLEDGEMENTS:

Winner: Australian Small Training Provider 2025

Winner: WA Small Training Provider 2025, 2022 & 2013

Winner: Australian Hair Industry Awards Educator of the Year 2023, 2024 (Organisation)

Finalist: Australian Hair Industry Awards Educator of the Year 2025 (Organisation)

Bronze: Australian Small Training Provider 2022

Finalist: WA Small Training Provider 2024, 2019

Finalist: Australian Small Training Provider 2013

Registered Training Organisation details:

TAYLORWEIR HAIRDRESSER & BARBER TRAINING

RTO Code. 1896 CRICOS Provider Code. 03016A

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

Instagram: [#taylorweirperth](https://www.instagram.com/taylorweirperth/?hl=en) <https://www.instagram.com/taylorweirperth/?hl=en>

TikTok: [taylorweirperth](#) | [TikTok Search](#)

Facebook: www.facebook.com/TaylorweirInternational



CONTENTS		PAGE NO
1	TAYLORWEIR TEAM	4
1.1	Administration Team	4
1.1	Trainers and Assessors	4
2	TAYLORWEIR HOUSEKEEPING	4
2.1	Campus Location	4
2.2	Campus Facilities	5
2.3	Lunch and Breaks -Apprentices	5
2.4	Rules of Enrolment	5
2.5	Workplace Contact and Salon Equipment Checklist	6
2.6	Taylorweir Student Behaviour Standards	6
2.7	Payment of Fees Policy – Day Release & Flexible Delivery Students	7
2.8	Payment of Fees Policy – Block Release Students	7
2.9	Legal Obligation for Employers to pay Course Fees	7
2.9.1	Fair Work Hair & Beauty Industry Award 2020	7
2.9.2	WA Industrial Relations Commission Hair & Beauty Award	9
2.10	Enrolment Procedure	9
2.11	Orientation	10
2.12	Attendance and Punctuality	10
2.13	ManeFrame	10
2.14	Dress Code	11
3	TRAINING YOUR APPRENTICES	11
3.1	Taylorweir's Guiding Principles of Training	11
3.2	Training Delivery Options for Your Apprentice	12
3.3	Training Plans	12
3.4	Lesson Plans	12
3.5	Study Materials	13
3.6	Workplace Evidence Portfolios	13
3.7	What is the Workplace Evidence Portfolios Not Designed to Do?	13
3.8	Feedback on Your Apprentice's Progress	13
3.9	Course Progress Concerns	14
3.10	Student Conduct Concerns	14
3.11	Australian Apprenticeship Support Network (AASN)	17
4	ASSESSING YOUR APPRENTICES/TRAINEES	15
4.1	Assessment Policy	15
4.2	Assessment Procedure	16
4.3	Assessment Appeals Policy	16
4.4	Assessment Appeals Procedure	16

CONTENTS		PAGE No
4.5	Criteria for Successful Completion of the Qualification	16
4.6	Completion Notification and Issue of the Qualification Procedure	17
4.7	Extending Your Apprentice's Contract	17
4.8	Reducing Your Apprentice's Contract	17
4.9	Terminating Your Apprentice's Contract	17
4.10	Gala Night	18
5	OTHER USEFUL INFORMATION	18
5.1	Course Fee: Department of Education & Training Policy Statement	18
5.2	Resource Fee	18
5.3	Equity and Access	19
5.4	Workplace Health and Safety Policy	19
5.5	Taylorweir WH&S Obligations	19
5.6	Student WH&S Obligations	19
5.7	Confidentiality, Privacy of Information	20
5.8	Counselling and Student Support	20
5.9	Academic Counselling	20
5.10	Welfare Counselling	20
5.11	Critical Incidents on Campus	20
5.12	Employer Complaints and Grievance Policy	21
5.13	Employer Complaints and Grievance Procedure	21
5.14	Any Suggestions?	21
5.15	Cancellation of Enrolment	21
5.16	Thank you	22

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.

TAYLORWEIR ADMINISTRATION TEAM:	
Director: E: liz@taylorweir.com.au	Elizabeth Maher Ph. 08 6103 0480
Director: E: vanessa@taylorweir.com.au	Vanessa Poole Ph: 08 6103 0481
Compliance, International & Cert II Coordinator: E: rosanna@taylorweir.com.au	Rosanna Ciccotosto Ph. 08 6103 0488
Cert III Enrolment and Fees: E: kym@taylorweir.com.au	Kym Jackson Ph. 08 6103 0483
Salon Coordinators: E: salon@taylorweir.com.au	Ruby and Krista Ph. 08 6103 0472
Team Leader: E: maria@taylorweir.com.au	Maria Raiskums Ph. 08 6182 2722
Completion Student Coordinator: E: dani@taylorweir.com.au	Dani O'Brien Ph. 08 6103 0484
Block Training Coordinator: E: karen@taylorweir.com.au	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.

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.

Taylorweir consists of:

- ♦ Client and Student Reception
- ♦ Fully Functioning Simulated Salon
- ♦ Fully Functioning Simulated Barber shop
- ♦ Three Fully Equipped Studios
- ♦ Three Lecture Rooms
- ♦ Student Common Room
- ♦ Full Time Student Lockers
- ♦ Restroom Facilities
- ♦ Lift
- ♦ Administration Office

2.3 LUNCH AND BREAKS – APPRENTICES

All classes commence at:	8.30am sharp
All classes conclude at:	4.00pm
Morning Break is from:	10.00am – 10.15 am
Student lunch break is from:	12.00pm – 12.30pm.
Afternoon Break is from:	2.45pm – 3.00pm



Break times are flexible and may change or not be able to be taken on client 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 can 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 Taylorweir are:

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

2.5 WORKPLACE CONTACT AND SALON EQUIPMENT CHECKLIST

All new salons/barbershops in the metro area engaging Taylorweir as their RTO will receive an introductory phone call within 6 months of their first apprentice/trainee commencement. New salons/barbershops in the metro area engaging Taylorweir as their RTO can request a workplace visit.

Existing workplaces will receive ongoing communication regarding their apprentices/trainees via phone calls, emails and progress reports.

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

Salon Equipment Checklist

- ✓ Shampoo basins and hair cleansing and treatment products.
- ✓ Thermal styling tools and hair styling products.
- ✓ Mannequin head/s for activities such as blow drying, long hair up styling and foiling practice.
- ✓ Colour products to include non-lift, permanent, high-lift and bleaching powders.
- ✓ Colour chart/s and relevant manufacturer instructions.
- ✓ Chemical Hair Straightening and Protein Hair Relaxing products (*Not needed for Certificate III in Barbering*).
- ✓ Safety Data Sheets (SDS) for products used in the salon and 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/barbershop's policies and procedures for Workplace Health and Safety, i.e. Evacuation procedures, Incident reports etc.

By signing the Training Plan you are confirming that all the above equipment and products are available for your apprentice's training.

2.6 TAYLORWEIR STUDENT BEHAVIOUR STANDARDS

- Students **must provide their own equipment and tripod** 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 all studios, lecture rooms and salon/barber room.
- There is a **No Smoking and No Vaping Policy** on Taylorweir's property and in the arcade.
- 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 **clothing is to be workplace ready - Clean, Neat and Tidy**, as per the Taylorweir "Dress Code" Please note that due to WH&S requirements, **midriff tops are not permitted** at Taylorweir.
- As per WH&S requirements, **closed in shoes must be worn** at all times.
- **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 on commencement** unless a payment plan has been established.

Please note that on commencement of the first day of each semester, all students MUST pay for their Learning Manual. Currently the cost of the Learning Manual is \$300.00 (except Barber 1B \$200.00 & 2 \$185.00 learning manuals).

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 on commencement.

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

2.9 LEGAL OBLIGATION FOR EMPLOYERS TO PAY COURSE FEES

An employer's obligation to pay or reimburse an apprentice's course fees depends on the applicable industrial Award, which is determined by the nature of the business and its structure.

Employers should refer to the relevant Award to understand their responsibilities regarding the payment or reimbursement of training-related expenses.

2.9.1 FAIR WORK: HAIR AND BEAUTY INDUSTRY AWARD 2020

This summary applies to businesses in the national industrial relations system which operate as:

- ♦ *Pty Ltd businesses*
- ♦ *Incorporated partnerships or incorporated trusts*
- ♦ *Incorporated associations and other non-profit bodies that are trading or financial corporations*

12. Apprentices

12.1 An employer may engage apprentices.

12.2 Except as provided in clause 12 or whether otherwise stated, all conditions of employment specified in this award apply to apprentices.

12.3 An employer must pay an apprentice in accordance with clause 18 — Apprentice, trainee and graduate rates .

12.4 Except in an emergency, an apprentice must not work, or be required to work, overtime or shiftwork at any time that would prevent their attendance at training in accordance with their training agreement.

12.5 Training

(a) **An employer must release an apprentice from work to attend training or any assessment in accordance with their training agreement without loss of pay or continuity of employment.**

(b) **Subject to Schedule E - School-based Apprentices, time spent by an apprentice in attending training or any assessment in accordance with their training agreement is to be regarded as time worked for the employer for the purpose of calculating the apprentice's wages and determining the apprentice's employment conditions.**

(c) **An employer must either:**

(i) **reimburse an apprentice for all fees paid by the apprentice themselves to a registered training organisation (RTO) for courses that the apprentice is required to attend, and all costs incurred by the apprentice in purchasing textbooks (not provided or otherwise made available by the employer) that the apprentice is required to study, for the purposes of the apprenticeship; or**

(ii) **pay any training course fees and/or textbook costs directly to the RTO.**

(d) The employer must make any reimbursement required under clause 12.5(c)(i) by whichever of the following is the later:

(i) within 6 months after starting the apprenticeship; or

(ii) within 6 months after the relevant stage of the apprenticeship; or

(iii) within 3 months after starting the training provided by the RTO.

(e) Reimbursement under clause 12.5(c)(i) is subject to the employer being satisfied that the apprentice is making satisfactory progress in the apprenticeship.

12.6 Block release training

(a) Clause 12.6 applies to an apprentice who is required to attend block release training in accordance with their training agreement.

(b) If the training requires an overnight stay, the employer must pay for the reasonable travel costs incurred by the apprentice in travelling to and from the training.

(c) The employer is not obliged to pay costs under clause 12.6(b) if the apprentice could have attended training at a closer venue and attending the more distant training had not been agreed between the employer and the apprentice .

(d) Reasonable travel costs in clause 12.6(b) include:

(i) The total cost of reasonable transportation (including transportation of tools, where required) to and from the training; and

(ii) Accommodation costs (where necessary); and

(iii) Reasonable expenses incurred while travelling, including for meals, which exceed those incurred in the normal course of travelling to and from the workplace.

(e) Reasonable costs in clause 12.6(b) do not include payment for travelling time or expenses incurred while not travelling to and from the block release training.

- (f) The amount an employer must pay under clause 12.6(b) may be reduced by any amount that the apprentice has received, or was eligible to receive, for travel costs to attend block release training under a Government apprentice assistance scheme.
- (g) The employer may only make a reduction under clause 12.6(f) for an amount that an apprentice was eligible to receive, but did not receive, if the employer advised the apprentice in writing of the availability of the assistance and the apprentice choose not to seek it.

[Hair and Beauty Industry Award 2020 \[MA000005\] | Fair Work Commission](#)

2.9.2 WA INDUSTRIAL RELATIONS COMMISSION HAIR AND BEAUTY INDUSTRY AWARD

This WA award summary applies to businesses in the state industrial relations system. The state system covers businesses (and their employees) that operate as:

- ♦ Sole traders
- ♦ Unincorporated partnerships
- ♦ Unincorporated trust arrangements
- ♦ Incorporated associations and other non-profit bodies that are not trading or financial corporation

Apprentice rates of pay

- Employees undertaking a registered apprenticeship in the hair and beauty industry are covered by the Hair and Beauty Industry (WA) Award.
- The pay rates for junior and adult apprentices are outlined below, and the working hours, leave entitlements and other award provisions detailed in this WA award summary apply to apprentices.
- **An employer is required to pay an apprentice for the time spent at TAFE (or other off the job training) as normal working hours. An employer is not required to pay TAFE fees on behalf of the apprentice.**
- If the apprentice is a high school student undertaking a school-based apprenticeship they must be paid the relevant hourly rate for the year of their apprenticeship for:
 - All hours spent working on the job; plus
 - Hours spent in off the job training (deemed to be 25% of actual hours worked each week).

[Hair and Beauty Industry \(WA\) Award summary](#)

2.10 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 enrolment officer as early as possible to nominate your preferred day and mode of delivery.

Once we have received notification from the Apprenticeship Office and have an agreed attendance day, we will initiate the enrolment process with your apprentice.

This is generally done one month prior to the commencement day.

Approximately one month prior to course commencement, **your apprentice will receive an email with information and links that must be used to enrol online. This email is best viewed on a PC as it doesn't transfer well on tablet or mobile phone.**

For new Year 1 apprentices, the body of the email will contain information regarding:

- ♦ **Commencement day, date, and time.**
- ♦ Link to create a USI Number.
- ♦ Enrolment link and instructions.
- ♦ **Notification that the apprentice will need to pay for their learning manual on the first day.**
- ♦ Information regarding entering a payment plan.
- ♦ Requirements of a Health Care/Pension Card if apprentice is over automatic concession age.
- ♦ Link to Student Handbook.
- ♦ **Important Information Prior to Starting Class.**
- ♦ Attached PDF of Equipment requirements.

Course invoices and payment options will be given on the first day of college.

New Year One apprentices are required to enrol online using the link provided by email from Taylorweir prior to commencement.

Current students can re-enrol on their first day during class and breaks.

2.11 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 client requirements. It is very important that every apprentice attends orientation for each semester.

2.12 ATTENDANCE AND PUNCTUALITY

Taylorweir understands that there are times when you must call your apprentice back to the salon/barbershop or keep your apprentice in the salon/barbershop during their allocated college day (**please refer to 12.9.1 and 12.9.2**). If this happens, please call Kym on 6103 0483.

To ensure that your apprentice is not disadvantaged, please arrange with Kym 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.

You will be notified by phone call, text, or email (depending on your noted preference) if your apprentice does not attend on their prescribed day. You will also be notified of your apprentice's consistent lack of punctuality.

2.13 MANEFAME

ManeFrame is Taylorweir's booking and assessment management system. ManeFrame Student Portal will help students stay organised by allowing them to:

- ♦ **Access their lesson plan for the semester**
- ♦ **Book clients for workshops (and clients can book online too)**
- ♦ **Track their assessment progress**
- ♦ **Check in daily using a QR code on campus (after 8am only)**
- ♦ **Keep accurate attendance records**

Students will receive their own Maneframe user guide at Orientation. Getting familiar with Maneframe will make their time at Taylorweir smoother and more efficient.

2.14 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.

WORKPLACE READY - Clean, Neat and Tidy - To reflect a professional salon/barbershop culture:

- NO very short skirts and shorts.
- To minimise infection and burn risk - NO Midriff tops.
- NO bulky jumpers, jackets, or hoodies to be worn in workshops.
- NO Pyjamas.

CLOSED IN SHOES MUST BE WORN

- NO Slippers.
- NO Slides.
- NO Uggboots.

** 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 Directors by either phone call or email that this is your preference. **Please note: NO midriff tops rule and mandatory closed in shoes still apply in this circumstance.***

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 the in-salon training you provide the apprentice maps the training the apprentice receives at Taylorweir. Every employer is emailed their apprentice's lesson plan with the student's progress report at the end of each semester. If you have not received the lesson plan, please contact Maria at: maria@taylorweir.com.au 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 with your apprentice. Direct contact with the

Team Leader, Maria is recommended in this instance to discuss the delivery strategy for your apprentice.

Maria is available to answer any questions you may have regarding your apprentice's training. **Contact may be made Tuesday and Wednesday** 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 **hairdressing apprentice** comes to college one day a week for two years.
- Your **barber apprentice** comes to college one day a week for eighteen months.
- Taylorweir operates on two semesters per year commencing January and July

2. Block Release over a two-year period

- Block release is delivered in two or four-week theory and practical blocks plus a two-week assessment block (total of six weeks) per year 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 or by emailing Karen at: karen@taylorweir.com.au**)

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 and trainee 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 all sign this plan within six (6) weeks from the date the training contract is commenced.

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 can access their lesson plan for the semester on ManeFrame.

The lesson plan details:

- What unit is being delivered on that day.
- Whether it is theory or practical.

- Public Holidays.
- Dates when clients are needed.

3.5 STUDY MATERIALS

All students MUST pay for their Learning Manual Learning on their first day of class.

The Taylorweir Learning Manual is also a workbook with activities and cannot be shared amongst students.

Mannequins and all other resources will be issued as required in the lesson plan and is included in the resource fee.

3.6 WORKPLACE EVIDENCE PORTFOLIO

The Workplace Evidence Portfolio is emailed to the employer and student free of charge.

The Workplace Evidence Portfolio 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 Workplace Evidence Portfolio for the "Supporting Evidence" to be valid.

Employers should read the Employer/Supervisor Instructions on the "How to Complete the Workplace Evidence Portfolio" to familiarise themselves on what Taylorweir requires for successful submission.

The Workplace Evidence Portfolio will be assessed by a Taylorweir Trainer and Assessor. If the portfolio evidence produced is assessed as authentic and competent, it will go towards the volume of assessment clients performed by the apprenticed student at Taylorweir.

In a dispute, if the evidence is deemed not authentic or if the signature cannot be verified, the workplace evidence will not be accepted.

3.7 WHAT IS THE WORKPLACE EVIDENCE PORTFOLIO NOT DESIGNED TO DO?

The Workplace Evidence Portfolio 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

During mid-semester breaks (April and October), Taylorweir Trainers endeavour to call all their student's employers to discuss their apprentice's progress. This is in place of the Student Progress Report which is sent out at the end of each semester.

The Director of Student Training will contact the employer directly should there be any immediate 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.

3.9 COURSE PROGRESS CONCERNS

Students are expected to progress through the course at a steady pace. This can only be achieved by consistently attending the scheduled classes and bringing training and assessment clients to workshops as required.

If a student falls behind in their course progress, an intervention procedure will be initiated based on the specific areas of concern.

Should the student's progress not improve after the intervention strategy, The employer will receive a "**Course Progress Concerns**" report.

This Course Progress Concerns report will outline:

- ♦ The areas of concern
- ♦ The trainer's comments
- ♦ The strategies already implemented to help the student
- ♦ The trainer's recommendations.

If there is still no sign of improvement, an intervention meeting will be scheduled with the student, their guardian, and their employer.

3.10 STUDENT CONDUCT CONCERNS

To foster an inclusive learning environment where all students can thrive, it's essential to address conduct issues promptly. This ensures that students understand Taylorweir's expectations regarding adherence to the Rules of Enrolment and Student Behaviour Standards (3. – 3.1.7 found in the Student Handbook), and the implications of their actions.

If a student repeatedly tests these boundaries, the following procedure will be followed:

- 1. Initial Warning:** A verbal warning will be issued to the student.
If the student continues the behaviour:
- 2. Employer Notification:** A memo detailing the student's conduct concerns will be sent to the employer.
If the student continues the behaviour:
- 3. Return to Workplace:** The student will be directed to return to their workplace.
If the student continues the behaviour:
- 4. Intervention Meeting:** An intervention meeting will be arranged, involving the student, their guardian, and the employer.
If the student continues the behaviour:
- 5. Suspension:** If necessary, the student may face suspension as a consequence of continued non-compliance.

3.11 AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK (AASN)

The Australian Apprenticeship Support Network (Apprenticeship Network) is your first point of contact for all queries about apprenticeships.

Perth has 3 Apprenticeship Support Network providers that are contracted by the Department of Education, Skill and Employment.

Apprenticeship Support Australia

1300 363 831

E. info@apprenticeshipsupport.com.au

W. www.apprenticeshipsupport.com.au

MEGT

P. 136 348

E. anpinfo@megt.com.au

W. www.megt.com.au

The Busy Group

P. 13 28 79

E. busy@busyatwork.com.au

W. www.busyatwork.com.au

Apprenticeship Support Network providers give personalised advice and support services from pre-commencement to completion.

Apprenticeship Support Network providers offer the following support services:

Universal services:

- Essential administrative support
- Apprentice mentoring support
- Payment processing
- Regular contact

Targeted services for individuals who need extra support to complete their apprenticeship.

4. ASSESSING YOUR APPRENTICES/TRAINEES

Employers can be assured that your apprentice/trainee 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.

Please remind your apprentice/trainee that if they show up for assessment without the required equipment and PPE or in incorrect dress code, the assessment will be deemed "Further Training Required".

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 student's Learning Manual on the first page of each Unit of Competence:

- Application of the unit to be assessed.
- Overview of assessment.

- Employability skills attached to the unit.

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 or Barbering Training Package.***

This does not necessarily mean they will be found to be competent by your salon/barbershop'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/trainee must be deemed competent in all Units of Competence for the qualification they are undertaking.

All Units of Competence delivered and assessed by Taylorweir will be recorded in the Training and Assessment documents across the training period.

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

What this means for you the employer, is that even though your apprentice/trainee may have completed all the units of competence attached to the qualification within a “**Competent Benchmark Standard**”, you ultimately have the final say as to when your apprentice/trainee is “**Industry Ready**” and receives their qualification.

4.6 COMPLETION NOTIFICATION AND ISSUE OF THE QUALIFICATION PROCEDURE

The Eight Steps to Your Apprentice/Trainee'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/trainee is due for completion.
3. If your apprentice/trainee is due to complete, Taylorweir will notify you by email or phone. **At this time, Taylorweir requires your validation and your final sign off.**
4. Taylorweir will email a “**Training Completion Agreement**” to your salon/barbershop.
5. The employer **must** confirm that the apprentice/trainee 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/trainee is under 18, the guardian must also sign.
6. Both apprentice/trainee 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/traineeship expiring. **You have a twenty-one (21) day window** before you will then have to re-sign your apprentice/trainee to complete this process.
7. Once Taylorweir receives the completed and signed Completion Agreement form, and the signed off Assessment Summary, Taylorweir will lodge the completion on WAAMS and issue the Qualification.
8. DTWD will subsequently post the Trade Certificate to your apprentice.

4.7 EXTENDING YOUR APPRENTICE/TRAINEE'S CONTRACT:

If you believe that your apprentice/trainee 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/traineeship and you will have to re-sign your apprentice/trainee.

Please contact your AASN provider or Taylorweir for further advice.

4.8 REDUCING YOUR APPRENTICE/TRAINEE'S CONTRACT:

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

4.9 TERMINATING YOUR APPRENTICE/TRAINEE'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 WA Apprenticeship Management System (WAAMS) online Client Portal.

If your apprentice or trainee consents to terminating 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 WAAMS.

If your apprentice/trainee does not agree to having their Training Contract terminated, you must contact your AASN who did the sign up for your apprentice/trainee. Fact sheet:

Factsheet and form: Application to terminate a training contract without consent (dtwd.wa.gov.au)

Please ensure that you contact Taylorweir Director: Vanessa Poole to advise that you have terminated your apprentice's contract. Please note that your apprentice (terminated) will continue to be able to attend college for six months while they seek a new apprenticeship.

4.10 GALA NIGHT

Taylorweir provides an annual Gala Night for students who have completed their training at Taylorweir.

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

Students must have completed all the off the job training component at Taylorweir to be eligible to receive their Taylorweir medallions.

Please note that it is not unusual that apprentices invited to the Gala still have outstanding assessments to complete.

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: www.taylorweir.com.au

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:

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

Learning Manuals are charged separately and must be paid for on the first day of semester.

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 Directors 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 will ensure that the learning environment within Taylorweir complies with the Western Australian Hairdressing Establishment Regulations.

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.
- 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 complies with Australian regulations and is in good repair.
- Provide their own gloves and aprons and use them for all chemical applications and removals.
- Provide and use their own safety glasses when mixing and applying chemical products. *If students wear prescription glasses, they are to source their own safety glasses that will **fit over** their prescription glasses.*
- 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.
- Always comply with the Taylorweir Dress Code including but not limited to wearing closed in shoes whilst on campus (See point 2.12 on page 11).

5.7 CONFIDENTIALITY, PRIVACY OF INFORMATION

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

All staff are qualified Youth Mental Health First Aiders who can provide support to students and direct the student to the appropriate counselling service whenever needed.

The Taylorweir Directors are always available 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 Directors.

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 doctor's 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 Taylorweir Directors: Elizabeth Maher and Vanessa Poole.

5.11 CRITICAL INCIDENTS ON CAMPUS

The definition of "Campus" is:

TAYLORWEIR HAIRDRESSER & BARBER TRAINING

Level 1, Arcade 189

189 William Street

Northbridge WA 6003

Campus access is via stairs and lift.

In the event of a Critical Incident occurring on campus, Taylorweir has entered 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 Directors of the school and encourages employers to direct all appeals or grievances to the 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 Taylorweir Directors: Elizabeth Maher and Vanessa Poole.

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.

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 Directors.

Step 3: The Directors 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 CANCELOATION 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.