

2024

WELCOME TO

TAYLORWEIR

HAIRDRESSER & BARBER TRAINING SINCE 1996

VETDSS STUDENT 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**

VET DELIVERED TO SECONDARY STUDENTS HANDBOOK INCORPORATING TAYLORWEIR POLICIES AND PROCEDURES

Welcome!

Welcome to Taylorweir Hairdresser & Barber Training (Taylorweir) and congratulations on choosing Taylorweir to be your training provider. We want you to enjoy yourself and achieve your learning goals while you are with us.

Taylorweir is registered through the Australian Skills Quality Authority (ASQA). Our college is a WA based training provider committed to delivering high quality education for domestic and international students that meets the needs of both students and industry.

Since its inception in 1996, Taylorweir has always striven for excellence. Taylorweir prides itself in being the leading hairdressing and barbering registered training provider in Western Australia

Hairdressing and barbering is a serious business, but it must be progressive, with fresh and creative teaching methods. This is what Taylorweir epitomises in its commitment to excellence in the field of hairdressing and barbering. 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 HAIRDRESSER & BARBER TRAINING

Level 1, Arcade 189

189 William Street

Northbridge 6003 Western Australia

Tel: 08 6103 0488

Email: rosanna@Taylorweir.com.au

Web: www.Taylorweir.com.au

Facebook: www.facebook.com/TaylorweirInternational

Instagram: #Taylorweirperth <https://www.instagram.com/Taylorweirperth/?hl=en>

YouTube: @TaylorweirPerth [Taylorweir Hairdresser & Barber Training - YouTube](#)

TikTok: @TaylorweirPerth [Taylorweir Perth \(@taylorweirperth\) | TikTok](#)



CONTENTS:		PAGE:
1	Studying with Taylorweir	4
1.1	The Vocational, Education and Training (VET) Environment	4
1.2	Student Supervision	4
1.3	Facilities	5
1.4	Taylorweir Team	5
2	Student information prior to enrolment	5
2.1	Unique Student Identifier (USI)	6
2.2	Allergies, Physical and Medical Conditions	6
2.3	Course Fee, Department of Training and Workforce Development Policy Statement	6
2.4	Equipment Requirements	6
2.5	Pre-Course Commencement Information Evening	7
2.6	Orientation	7
2.7	Transport	7
2.8	Food and Beverages	7
3	Student Wellness	7
4	Rules of Enrolment	8
4.1	Taylorweir Student Behaviour Standards	8
4.2	Work Placement Behaviour Standards	9
4.3	Dress Code	10
4.4	Punctuality and Attendance	10
4.5	Lunch and Breaks	10
4.6	Alcohol and Illegal Drugs	11
4.7	Smoking and Vaping Policy	11
4.8	Mobile Phones	11
4.9	Social Media	11
5.	Studying at Taylorweir	12
5.1	Study Materials	12
5.2	Schedules, Course Dates, Assessment Dates, Public Holidays	12
5.3	Student Absences	12
5.4	Clients	12

CONTENTS:		PAGE:
5.5	Student Hair	13
5.6	Cancellation of Enrolment	13
5.7	Student Consent	13
5.8	Insurance	13
5.9	Sustainability	13
6.	Equity and Access	14
6.1	Harassment	14
6.2	Support Available	14
6.3	Counselling and Student Support	15
6.4	Critical Incidents ON Campus	15
6.5	Incidents OFF Campus	15
7.	Workplace Health and Safety Policy	15
7.1	Fire Safety and Escape Procedure	16
7.2	Personal Safety	16
8	Confidentiality	17
8.1	Privacy of Information	17
9	Assessment Policy	18
9.1	Course Credit	19
9.2	Collusion and Plagiarism	19
9.3	Assessment Appeals Procedure	19
9.4	Criteria for Successful Completion of the Qualification	20
9.5	Completion Notification and Issue of the Qualification	20
10	Appeals, Complaints and Grievance Policy	20
10.1	Student Complaints and Grievances Procedure	20
11	Any Suggestions?	21
12	Useful Numbers	21

1. STUDYING WITH TAYLORWEIR

1.1 THE VOCATIONAL, EDUCATION AND TRAINING (VET) ENVIRONMENT

Taylorweir Hairdresser & Barber Training is a Private Registered Training Organisation (RTO) that delivers hairdressing and barbering vocational training to apprentices, trainees, fee for service, international and school-based VET Delivered to Secondary Students (VETDSS).

The Vocational Education and Training (VET) environment is an adult learning environment that prepares students for employment in their career choice with a focus on developing skills to the standard required in the workplace. Students attending Taylorweir range in age from fifteen – mature age adults.

For some secondary students it will be their first experience in an adult employment focussed environment. It is important that secondary school students understand that while they attend Taylorweir they must conduct themselves in a mature, work-like manner. This means that students must understand that they are responsible for their own learning and are expected to manage their own workload seeking assistance from their trainers when needed.

Learning activities at Taylorweir are not limited to lessons in a classroom and will include:

- ◆ Lectures
- ◆ Research
- ◆ Group work
- ◆ Mannequin Workshops
- ◆ Client workshops
- ◆ Salon work placement

1.2 STUDENT SUPERVISION

Vocational education delivered to VETDSS students is supervised by their trainer while in class. Taylorweir does not provide supervision to students during break times or before and after class.

To ensure students safety, all VETDSS students are expected to remain on campus from 8.30am – 4.00pm unless they have a signed Consent Form from their parent/guardian that has given permission for the student to leave campus during class breaks.

If a VETDSS student wishes to leave before the end of the day, a written notification from their parent/guardian stating what time the student will be leaving campus must be handed in to their trainer at the beginning of the day.

If a VETDSS student leaves campus without providing adequate written notification, Taylorweir will inform their school, the school will then notify the student's parent/guardian. If the student has left without their parent/guardian's knowledge or consent, then the student will be given a written warning stating that they have breached Taylorweir's Rules of Enrolment. The student's school and parent/guardian will both receive a copy of the warning letter. A repeat incident will see the student removed from the course.

If classes are cancelled, Taylorweir will contact the student prior to attendance via SMS on the mobile number provided on enrolment and they will be directed to return to school. In the unlikely event that the class is cancelled during the day, the student will be directed to return to school. In both cases the student's school will be notified by email.

1.3 FACILITIES

Taylorweir'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 consists of:

- ◆ Fully Functioning Simulated Salon
- ◆ Four Fully Equipped Studios
- ◆ Barber studio
- ◆ Three Lecture Rooms
- ◆ Student Common Room
- ◆ Full Time Student Lockers
- ◆ Restroom Facilities
- ◆ Lift
- ◆ Administration Office

1.4 TAYLORWEIR ADMINISTRATION TEAM

ADMINISTRATION AND SUPPORT STAFF:	
Taylorweir Directors:	Elizabeth Maher Vanessa Poole
Director of Student Training:	Jenny Childs
Compliance, International & Cert II Coordinator:	Rosanna Ciccotosto
Salon Coordinator:	Elisha Leist
Cert III Enrolment Officers:	Kellie Martin Kym Jackson
Trainer and Assessor Team Leaders:	Maria Raiskums Karen Williams

2. STUDENT INFORMATION PRIOR TO ENROLMENT

- ◆ The course: SHB20216 Certificate II in Salon Assistant is selected from the SHB Training Package and is delivered across a one-year period.
- ◆ Enrolled Certificate II VETDSS students must be attending high school.
- ◆ All VETDSS students must be over the age of 15 years.
- ◆ Fees and charges are detailed in this Handbook.
- ◆ Complaints and Appeals procedures are detailed in this Handbook.
- ◆ Access and Equity is detailed in this Handbook.

- ◆ Please notify Taylorweir if you have any difficulty with literacy or numeracy as we have specialised teaching aids to address all these situations for the delivery of training and assessment.
- ◆ Students may request Credit Transfer or RPL (Recognition of Prior Learning). The process is detailed in this Handbook.
- ◆ The Certificate II Coordinator is always available to mentor and guide students if they need assistance.

2.1 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: <https://www.usi.gov.au/>

2.2 ALLERGIES, PHYSICAL AND MEDICAL CONDITIONS

Taylorweir will endeavour to make reasonable adjustments for all students. However, students who have allergies or a physical or medical condition that may prevent them from participating in any of the core units of this qualification may not be able to complete this qualification.

2.3 COURSE FEE, DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT (DTWD) POLICY STATEMENT

Secondary school students undertaking the VETDSS Program are fully funded by the Department of Training and Workforce Development (DTWD) and are exempt from course and consumable resource fees.

The equipment kit the student will need to participate in this course is NOT included in the DTWD funding.

2.4 EQUIPMENT REQUIREMENTS

Students **cannot commence training** for Certificate II in Salon Assistant without the required equipment.

All students accepted into the VETDSS training program at Taylorweir will be required to purchase a salon assistant equipment kit from Taylorweir. This is a professional kit consisting of the basic tools required to participate in this course.

The equipment kit is the property of the student, and any lost equipment will be at the student's expense to replace.

Payment of the equipment kit becomes the student's confirmation of enrolment in the Certificate II in Salon Assistant course.

Should students like to purchase extra equipment, Taylorweir has quality professional hairdressing equipment available for purchase, inclusive of a twelve-month professional warranty on tripods and all electrical equipment.

2.5 PRE-COURSE COMMENCEMENT INFORMATION EVENING

An information evening is conducted one week prior to course commencement. ***It is mandatory that every student attend the information evening.*** To ensure important information is not missed, parents and guardians are encouraged to attend. Students and parents/guardians will be emailed the date and time of the information evening.

During the information evening, students will meet their trainers, have a tour of our facilities and are given all relevant course information including work placement opportunities, rules of enrolment and an explanation of this handbook.

2.6 ORIENTATION

Orientation will be conducted on the first day of class. During orientation, students will be given school-specific information relating to the workplace health and safety rules relevant to Taylorweir, reminded of the Rules of Enrolment, and shown emergency procedures.

2.7 TRANSPORT

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

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

<https://www.transperth.wa.gov.au/SmartRider/Types-of-SmartRider>

2.8 FOOD AND BEVERAGES

Northbridge is the cultural dining hub of Perth; there are a variety of dining options all within minutes of Taylorweir.

All VETDSS students require a signed Consent Form from their parent/guardian to leave Taylorweir premises during college hours.

For students wishing to bring their own lunch, the Student Common Room is equipped with microwaves, fridge, tea, coffee, sugar, Milo, and milk. Students are to provide their own cups, plates, and cutlery.

Taylorweir also has an on-site hot and cold-water dispenser. To encourage sustainability and reduce waste, students are required to bring their own water bottles.

3. STUDENT WELLNESS

Taylorweir takes the wellness of our students seriously and provides a Student Common Room where students can relax and socialise during break times or when they may need alone time to decompress during class.

Taylorweir Management and staff are committed to the provision of support services for enrolled student with staff in place who are appointed for 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.

For students in need of personal sanitary products, they are to see the Salon Coordinator who will be able to provide emergency supplies.

4. RULES OF ENROLMENT

To ensure that all 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 adhering to the following policies:

- 4.1** Taylorweir Student Behaviour Standards.
- 4.2** Work Placement Behaviour Standards
- 4.3** Dress Code.
- 4.4** Punctuality and Attendance.
- 4.5** Lunch and Breaks.
- 4.6** Alcohol and Illegal Drugs.
- 4.7** Smoking and Vaping.
- 4.8** Mobile Phones.
- 4.9** Social Media.

4.1 TAYLORWEIR STUDENT BEHAVIOUR STANDARDS

- ♦ Taylorweir provides a non-discriminating, equal opportunity environment for staff and students.
- ♦ Students are always expected to behave with courtesy and respect towards each other as well as toward Taylorweir staff.
- ♦ Students are always expected to uphold proper moral conduct within all contact with fellow students and staff.
- ♦ Taylorweir maintains a zero tolerance on bullying (social or otherwise), harassment and discrimination.
- ♦ Taylorweir maintains a zero tolerance on theft, be it stealing property from a student or from Taylorweir.
- ♦ Being punctual for the commencement of class is very important. When late students enter class, they must exercise consideration so as not to disturb their fellow students already involved in class work.
- ♦ Chewing gum is NOT allowed on Taylorweir premises.
- ♦ There is a NO-Smoking and NO Vaping Policy on Taylorweir's property including within the arcade.
- ♦ Students discovered to be under the influence of alcohol or illegal Drugs will be sent to the Cert II Coordinator and may face enrolment cancellation. The parent/guardian and VET coordinator will be notified and asked to collect the student.
- ♦ Students are not permitted to be disruptive in class, not only is this unproductive, but it also 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".
- ♦ All VETDSS students are required to wear the Taylorweir T-Shirt that has been provided to them when attending Taylorweir and when on "Work Placement".
- ♦ Personal Hygiene must be of a high standard. Hairdressing and barbering are personal services industries, and students will be working within close proximity to other students and clients.
- ♦ 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.

4.2 WORK PLACEMENT BEHAVIOUR STANDARDS

Work Placement is a very important component of the SHB20216 Certificate II in Salon Assistant VETDSS program and is taken into consideration in assessment outcomes.

All students attending work placement are representing Taylorweir and their school. Therefore all students attending work placement are expected to adhere to ALL the Taylorweir Rules of Enrolment. Failure to do so may result in the work placement rejecting the student.

Work Placement Student Behaviour Standards:

- ♦ Be freshly showered, clean and blow-dried hair.
- ♦ Wear clean, tidy workplace appropriate clothes – Taylorweir T-Shirt with pants or skirt and closed in shoes.
- ♦ DO NOT wear jeans unless you get permission from the employer.
- ♦ Arrive on time!
- ♦ Be Courteous, Polite and remember to Smile. 
- ♦ Take your Workplace Journal with you.
- ♦ Follow instructions.
- ♦ Ask questions if you don't understand an instruction.
- ♦ Keep your phone in your bag on silent.
- ♦ DO NOT smoke or vape.
- ♦ DO NOT chew gum.
- ♦ Return from breaks on time.
- ♦ Keep yourself busy and show initiative.
- ♦ Once your skills improve, take your Cert II equipment kit with you.
- ♦ If you are going to be absent, you MUST CALL the employer and Taylorweir.
- ♦ If you need to leave your work placement early, you MUST CALL Taylorweir.
- ♦ Have fun ♥

If a student is dismissed from work placement through failure to adhere to the above Work Placement Student Behaviour Standards or the Taylorweir Rules of Enrolment, the student will need to source their own replacement work placement to complete the course.

4.3 DRESS CODE

Taylorweir has the following dress code:

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

All VETDSS students **MUST wear their Taylorweir T-shirt** that was provided on enrolment to class and to work-placement.

In the interests of health and safety and a responsible learning environment, it is **mandatory** to comply with the dress requirements listed below:

- ♦ **Closed in shoes** must be worn at all times.
 - ♦ NO Slippers.
 - ♦ NO Slides.
 - ♦ NO Ugg boots.
- ♦ 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 Taylorweir practical workshops or work placement.
- ♦ NO pyjamas or track pants.

4.4 PUNCTUALITY AND ATTENDANCE

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 client workshop days is not only extremely rude to your client but it allows you no time for preparation.

Class commences at 8.30am sharp.

Class concludes at 4.00pm.

Please note that your school VET Coordinator and parent/guardian are notified of punctuality and attendance.

Students wishing to leave before the end of the day, **MUST on arrival**, give their trainer a written notification from their parent/guardian stating what time they will be leaving campus.

Students **MUST** have a signed Consent Form from their parent/guardian to be able to leave Taylorweir's campus to purchase food and beverages during break times.

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.

4.5 LUNCH AND BREAKS

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. Taylorweir provides a free filtered water station area to fill up your bottles. **Students must bring their own water bottles.**

Taylorweir provides a Student Common Room complete with fridge and microwaves for the use of all students.

- ♦ Student lunch break is from 12.00 – 12.30pm.

- ♦ Morning Break is from 10.00am – 10.15am.
- ♦ Afternoon Break is from 2.45pm – 3.00pm

The common room must be clean and tidy before leaving, with all rubbish placed correctly in bins provided and spills cleaned up prior to leaving.

Students MUST have a signed Consent Form from their parent/guardian to be able to leave Taylorweir's campus to purchase food and beverages.

4.6 ALCOHOL AND ILLEGAL DRUGS

Taylorweir maintains a "Zero Tolerance" on illegal drugs.

Should a student be found to be **under the influence** of alcohol or drugs the student will be asked to leave their class and go to the Cert II Coordinator's office. The student's school and parent/guardian will be immediately notified and must come and collect the student.

Any students **found in the possession of illegal substances** will be immediately dismissed from class. The student's school and parent/guardian will be immediately notified and must come and collect the student. The student may be reported to the appropriate authority. Dismissal from the training program, should these circumstances arise, will be at the discretion of the Directors of Taylorweir.

4.7 SMOKING AND VAPING POLICY

There is a **NO-Smoking** and **NO Vaping** policy on Taylorweir's property including within the arcade.

4.8 MOBILE PHONES

Mobile phones must be kept on silent in the student's bag. 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.

4.9 SOCIAL MEDIA

Taylorweir recognises that your personal social media accounts are your private property and does not require you to engage with Taylorweir online using your personal accounts.

However, should you choose to use your personal accounts to engage with Taylorweir online, be clear that you offer your individual opinion, not the official opinion of Taylorweir.

Prior to posting:

- ♦ Think before you post.
- ♦ Be respectful.
- ♦ Be accurate.
- ♦ Be honest.
- ♦ Be ethical.
- ♦ Do not breach copyright.
- ♦ Add value and do not spam.
- ♦ Protect your privacy.

5. STUDYING AT TAYLORWEIR

5.1 STUDY MATERIALS

Study resources for each Unit of Competence is included in the course fees funded by the DTWD.

The "Study Resources" includes:

- ♦ Mannequins for styling and braiding.
- ♦ All consumable products and sundries used in the course.
- ♦ Training Manual.

Please note that equipment kit required by students to participate in this course is not part of the study resources funded by the DTWD.

5.2 SCHEDULES, COURSE DATES, ASSESSMENT DATES, PUBLIC HOLIDAYS

All students receive a lesson plan for the semester on their first day of class.

All classes commence at 8.30am sharp and concludes at 4.00pm.

The lesson plan details:

- ♦ What unit is being delivered on that day.
- ♦ Whether it is theory or practical.
- ♦ When clients are required.
- ♦ Assessment dates.
- ♦ Public Holidays.
- ♦ Other relevant dates.
- ♦ Personal reflection and self-assessment.

5.3 STUDENT ABSENCES

If you are absent from your classes due to illness or other reason, you **must call 6103 0488** and notify Taylorweir of your absence by no later than 8.30am. Your school will be notified of your non-attendance.

If you have arranged a client to come in, please ensure that you give your client the courtesy of notifying them in advance to cancel their appointment with you.

5.4 CLIENTS

An important part of your course is ongoing practical demonstration on clients. You will need to provide your own clients to practice on and for assessments.

Students will need to refer to their lesson plan for when clients are needed for workshops.

You will need to provide clients on who you can practice:

- ♦ Shampooing.
- ♦ Massage techniques.

- ♦ Blow drying techniques.
- ♦ Braiding techniques.
- ♦ Colour application and shampooing off colour.

Clients will be charged a nominal fee for all colour applications as per the Taylorweir Training Salon Price List.

5.5 STUDENT HAIR

There will be occasions when students will be doing each other's hair, however, students will NOT be permitted to colour each other's hair.

Shampooing, massaging, blow-drying, and braiding will be permitted to assist students in gaining the practical experience needed to gain confidence in performing these tasks.

5.6 CANCELLATION OF ENROLMENT

Taylorweir may cancel the enrolment of a student if:

- ♦ The student refuses to comply with the "Taylorweir Rules of Enrolment".
- ♦ The student fails to purchase the Certificate II Equipment kit.

5.7 STUDENT CONSENT

Taylorweir regularly photographs students working on clients and mannequins to post on Taylorweir's Website and Social Media platforms.

Consent is requested on the student's course enrolment form.

Students may at any time opt out of having their photo taken or shared on Taylorweir web/social media platforms by completing a "Withdrawal of Consent" form.

5.8 INSURANCE

All Students attending Taylorweir are covered under Taylorweir's Public Liability Insurance. Students attending work placement will be covered under the workplace's Public Liability Insurance. A copy of the Certificate of Currency of the insurance for each workplace that accepts VETDSS students is held by Taylorweir and can be forwarded to the student's school on request.

No other insurance is provided to the student.

5.9 SUSTAINABILITY

Taylorweir has implemented sustainability procedures in using and disposing consumable resources.

Taylorweir has teamed up with Sustainable Salons Australia that re-purposes 95% of salon waste from landfill. This includes but is not limited to chemicals, hair, colour tubes, used foils, plastic containers, and packaging.

It is expected that all students follow the guidelines and procedures explained and demonstrated by their trainer.

6. EQUITY AND ACCESS

Taylorweir is completely committed to the principles of equity and access in the running of its school. Taylorweir does not permit 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.

6.1 HARASSMENT

Every student deserves a safe and caring learning environment.

Harassment, antisocial behaviour, or discrimination of any kind will not be tolerated. If as a student, 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 Certificate II Student Coordinator immediately.

If any student feels that a client or fellow student is violating their learning opportunity, they should immediately STOP what they are doing and go to their trainer.

Any Harassment, antisocial behaviour, or discrimination directed to our students or staff will result in the perpetrator being instructed to leave the premises.

6.2 SUPPORT AVAILABLE

We want your experience at Taylorweir 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.

Enrolling students are provided with an information evening and an orientation, 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 Certificate II Coordinator: **Rosanna Ciccotosto**

Taylorweir aims to ensure that every student gains the maximum benefit from participating in their course. Management practices are implemented that safeguard the interest and the welfare of learners in all training and assessment situations.

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.

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 continually miss classes, or leave early and abuse their learning options, with no formal evidence or documentation, will not be offered additional learning opportunities.

6.3 COUNSELLING AND STUDENT SUPPORT

Academic Counselling

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

Welfare Counselling

For any other difficulties, such as personal problems of any kind, please talk to the Certificate II Coordinator.

6.4 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 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 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.

6.5 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 counselling Sessions with Taylorweir's external provider is not supplied for "Critical Incidents" that occur off campus.

7. WORKPLACE HEALTH AND SAFETY POLICY (WH&S)

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

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 on WH&S matters.
- ♦ 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 professional hairdressing 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 their own safety glasses when mixing and applying all 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 and NO midriff tops. (See clause 4.3 on page 10).

7.1 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 an evacuation, follow the procedure explained on orientation day. Please assemble at 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.

7.2 PERSONAL SAFETY

Perth is a safe city but please take these precautions in the Perth 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.
- ♦ Make sure your phone is charged up.
- ♦ Do not go with strangers who invite you to go with them.
- ♦ POLICE Non-Emergency phone number: 131 444.
- ♦ For ALL life-threatening EMERGENCIES call: 000.

8. CONFIDENTIALITY

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, parent/guardian, or the school's VET Coordinator. Forms can be requested from the Certificate II coordinator.

Students will have access to their personal records by arrangement.

Information and student records after completing the course will not be given to students without ID received: This may include date of birth, full name, Student ID number, course of study or student address, before being released in writing with the student's signature.

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

8.1 PRIVACY OF INFORMATION

Why we collect your personal information.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information.

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- ♦ Administration of VET, including program administration, regulation, monitoring and evaluation
- ♦ Facilitation of statistics and research relating to education, including surveys and data linkage
- ♦ Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information:

TAYLORWEIR HAIRDRESSER & BARBER TRAINING

Email: train@Taylorweir.com.au

Phone. 08 6103 0488

At any time, you may contact TAYLORWEIR to:

- ♦ Request access to your personal information.
- ♦ Correct your personal information.
- ♦ Make a complaint about how your personal information has been handled.
- ♦ Ask a question about this Privacy Notice.

9. 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 a student receives 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.

9.1 COURSE CREDIT

Taylorweir recognises that students may have a qualification, previous education, or experience, which they may wish to have recognised. In accordance with the Australian Quality Training Framework, Taylorweir's recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs).

All students are made aware of the ability to apply for course credit via a RPL or Credit Transfer application throughout the enrolment and induction process of the course.

Students who have completed a Nationally Recognised Qualification or unit that has the exact same code as a unit currently enrolled, will be eligible for credit transfer for the unit(s).

Taylorweir is not obliged to issue an AQF Qualification or Statement of Attainment that is achieved wholly through recognition of units and /or modules completed at another RTO, for example:

- ♦ The candidate cannot complete all their learning and assessment with another RTO and request Taylorweir to issue the qualification through Credit Transfer or under Recognition of Prior Learning
- ♦ The amount of recognition contributing to the issuance of certification documentation from Taylorweir (i.e., using units/modules completed at other RTOs) is at the discretion of the Director of Taylorweir.
- ♦ In all instances, the onus is upon the candidate to demonstrate competence to the satisfaction of the Taylorweir assessors, including the provision of certification documentation.

9.2 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.

9.3 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 Certificate II Coordinator 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

<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>

9.4 CRITERIA FOR SUCCESSFUL COMPLETION OF THE QUALIFICATION

The student must be deemed competent in all Units of Competence for SHB20216 Certificate II in Salon Assistant.

Training and Assessment documents are used to record all Units of Competence delivered and assessed by Taylorweir. The work placement employer will validate the student's ability to perform the skill in the workplace.

9.5 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 II in Salon Assistant Trainees and VETDSS students require validation from their employer/work placement.

Once validation has been received from the employer/work placement, Taylorweir will issue the Certificate of Qualification.

10. APPEALS, COMPLAINTS AND GRIEVANCE POLICY

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

10.1 STUDENT COMPLAINTS AND GRIEVANCE PROCEDURE

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 Certificate II Coordinator.

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 Certificate II Coordinator

Step 3: The Certificate II Coordinator will notify you of the outcome.

11. 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.

12. USEFUL NUMBERS

SERVICE	CONTACT
Apprenticeship Office	13 19 54
Fair Work Ombudsman (If employed under a Federal Award) Web:	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) Web:	Wageline 1300 655 266 https://www.commerce.wa.gov.au/publications/wa-award-summary-hairdressers-award
LEGAL SERVICES:	
Youth Legal Services Address: Web:	9202 1688 Suite 3, 12 St Georges Terrace. Perth WA 6000 https://youthlegalserviceinc.com.au/about-us/
Legal Aid: Web:	1300 650 579 https://www.legalaid.wa.gov.au/get-legal-help
MEDICAL:	
Health Direct Australia	1800 022 222
Perth Medical Centre Address:	9481 4342 713 Hay St, Perth https://www.perthmedicalcentre.com.au/
Central City Medical Centre Address: Web:	9225 1188 Shop 14, City Station Concourse. 378 Wellington St Perth https://www.ccmc.net.au/
INCIDENTS:	
Police (non-emergency)	131 444
Fire and Emergency Services Authority	1300 130 039
Police /Ambulance /Fire Brigade (Emergency Only):	000

TAYLORWEIR CRITICAL INCIDENT SUPPORT SERVICE PROVIDER:

Metro Counselling Service 9448 3210

DENTAL:

Lifecare Dental: Address: 9221 2777
 Web: 419 Wellington St Perth Open every day, 8am-8pm
<https://lifecaredental.com.au/treatments/>

Dental O So Gentle Address 9321 1791
 Web: 168 St Georges Terrace Perth WA
<https://dentalosogentle.com.au/>

HOSPITALS:

Royal Perth Hospital: Address 9224 2244
 197 Wellington St, Perth WA 6000

Fremantle Hospital & Health Service 9431 3333
 Address Alma St Fremantle WA 6160

Fiona Stanley Hospital Address 6152 2222
 11 Robin Warren Drive Murdoch WA 6150

Sir Charles Gardiner Hospital: 6457 3333
 Address 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): 1300 363 622

Mental Health Emergency Response Line: (24 hour): 1300 555 788

Samaritans Crisis Line (Suicide Emergency Line): 135 247

Alcohol and Drug Information Services (24 hours): 9442 5000
 Email: alcoholdrugsupport@mhc.wa.gov.au
 Web: <https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/>

WA Government Help Line Directory: <https://www.mhc.wa.gov.au/getting-help/helplines/>

**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**

Email: rosanna@Taylorweir.com.au

Web: www.Taylorweir.com.au

Facebook: www.facebook.com/TaylorweirInternational

Instagram: #Taylorweirperth <https://www.instagram.com/Taylorweirperth/?hl=en>

YouTube: @TaylorweirPerth [Taylorweir Hairdresser & Barber Training - YouTube](#)

TikTok: @TaylorweirPerth [Taylorweir Perth \(@taylorweirperth\) | TikTok](#)