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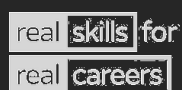


Welcome to

TAYLORWEIR INTERNATIONAL  
SCHOOL OF HAIRDRESSING

INTERNATIONAL STUDENT  
HANDBOOK

Incorporating  
Taylorweir Policies & Procedures



# taylorweir

INTERNATIONAL SCHOOL OF HAIRDRESSING

International Student Handbook Incorporating  
Taylorweir Policies and Procedures

Welcome!

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

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

Registered Training Organisation details:

Taylorweir International School of Hairdressing  
Level 1, Arcade 189  
189 William Street  
Northbridge 6003 Western Australia  
Tel: 08 6103 0488

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

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

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

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



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# 1. STUDYING WITH TAYLORWEIR INTERNATIONAL SCHOOL OF HAIRDRESSING

## 1.1 FACILITIES

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

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

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

Taylorweir International School of Hairdressing (Taylorweir) consists of:

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

## 1.2 TAYLORWEIR TEAM

<b>ADMINISTRATION AND SUPPORT STAFF:</b>	
Director:	Elizabeth Maher
Director:	Vanessa Poole
Director of Student Training:	Jenny Childs
Compliance, International & Cert II Coordinator:	Rosanna Ciccotosto
Enrolment Officer:	Kellie Martin
Bookkeeper	Leanne Kedgell
Administration Assistant	Reegan Burgess
Salon Coordinator:	Elisha Leist

<b>TRAINERS AND ASSESSORS</b>	
Maria Raiskums	Christina McLaughlin
Jade Byrne	Angelina Vasic
Kirsten Pielage	Karen Williams
Jemma Hulsdunk	Filomena Marcos
Jess Holben	Sean May

## 2. LIVING IN PERTH

Perth is the capital city of Western Australia and enjoys a multicultural population of 1.74 million people. Perth combines great beaches, surfing, and wildlife sanctuaries, with a diverse variety of restaurants, cafes and shopping.

At the end of this handbook is an addendum of "Useful Information for International Students". Please read this section and if needed, utilise the information and links provided.

### 2.1 BANKING

You will need to bring your passport to open a bank account at any of the banks. You can get an ATM card to allow you to get cash 24 hours a day.

### 2.2 TRANSPORT

We will help you find the public transport you need to get to school each day from where you are staying. Taylorweir is located very close to the city railway station, the bus station, and the free "CAT" bus routes.

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

Public transport is generally clean, cheap and safe. **As an international student, you are entitled to concession fares on all public transport.**

Please see the International Student Coordinator for a TransPerth Tertiary SmartRider application form.

### 2.3 DRIVING

The police enforce the law strictly here in Australia: if you drink, *don't* drive, and if you drive faster than the speed limit, you *will* be fined! The police use various kinds of radar, and unmarked police cars to catch drivers, so please be careful and obey Australia's driving laws.

You will receive a traffic infringement if you use your mobile phone while driving and if you, or your passengers do not wear a seat belt. Most non-Australian drivers' licenses can be used for up to six months in Australia. International drivers' licenses are also recognised in Australia.

### 2.4 PARKING

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

Wilsons on Roe Street and CPP offer Early Bird rates if parking is paid prior to 9am.

<https://www.cityofperthparking.com.au/roe-street>

[https://www.wilsonparking.com.au/park/6006\\_18-Roe-St-Car-Park\\_18-Roe-Street-%20Northbridge](https://www.wilsonparking.com.au/park/6006_18-Roe-St-Car-Park_18-Roe-Street-%20Northbridge)

## 2.5 MAIL

There is a post office located in Francis St Northbridge and Forrest Place Perth.

## 2.6 FOOD AND BEVERAGES

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

You will need to bring **your own water bottle** to access the free on-site water machine.

Should you wish to bring your own food, a fridge and microwave is provide in the Student Common Room.

Meal breaks are as follows:

- Student lunch break is from 12.00 – 1.00pm.
- Morning Break is from 10.00am – 10.15 am
- Afternoon Break is from 2.45pm – 3.00pm

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



***Break times are flexible and may change on client workshop days***

## 2.7 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
- ♦ If you are in the Perth City Centre or Northbridge late at night, be there with a friend
- ♦ Stay on main streets where there are lights, and you can be seen
- ♦ Make sure your phone is charged up
- ♦ Do not go with strangers who invite you to go with them.

## 3. RULES OF ENROLMENT

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

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

- ♦ Taylorweir Student Behaviour Standards
- ♦ Payment of Fees

- ♦ Course Progress
- ♦ Minimum 80% Attendance
- ♦ **ENGLISH ONLY, PLEASE!** When you are at Taylorweir, please speak only English

### 3.1 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/>

### 3.2 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 sit in the back of the class and exercise consideration so as not to disturb their fellow students already involved in class work
- ♦ Chewing gum will not be allowed on Taylorweir premises
- ♦ There is a Non-Smoking Policy on Taylorweir’s property and within 25 metres of the school
- ♦ Students discovered to be under the influence of Alcohol or Illegal Drugs will be asked to leave Taylorweir property immediately and may face enrolment cancellation
- ♦ Students are not permitted to be disruptive in class, not only is this unproductive, it distracts fellow students and shows disrespect to training staff
- ♦ Student dress is to be clean, neat, tidy, and modest, as per the Taylorweir “Dress Code”
- ♦ Personal Hygiene must be of a high standard. Hairdressing is a personal services industry, and students will be working within proximity to other students and models



- ♦ Use of electronic equipment, such as cameras video cameras, tape recorders and mobile telephones is not permitted during classes unless previous authorisation has been acquired. Students must ensure that watches, mobile phones, or any other kind of equipment do not make noises, such as the sounding of alarms during classes.

### 3.3 DRESS CODE

Taylorweir has the following dress code:

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

- ♦ **Closed** toe shoes
- ♦ Smart casual attire
- ♦ Neat appearance
- ♦ **No Midriff Tops or dropped armhole tank tops are permitted**
- ♦ Very short Miniskirts, mini dresses and very short shorts are to be worn with tights or leggings
- ♦ No caps or hats

### 3.4 COURSE 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 model workshop days is not only extremely rude to your model/client but allows you no time for preparation.

### 3.5 MINIMUM 80% ATTENDANCE – ALL STUDENTS

A student may be at risk of failing within their course progress if they are falling behind in consistent attendance in training courses. Students who are at risk of falling below 80% are in contravention of Taylorweir's Rules of Enrolment and will be at risk of having their enrolment suspended or cancelled.

- ♦ A student who misses 2 consecutive days will be reported to the International Student Coordinator as soon as practicable
- ♦ The International Student Coordinator will enquire concerning the student's welfare and whereabouts and report any concerns to Taylorweir management.
- ♦ The International Student Coordinator shall request a medical certificate where a student is reporting health issues and course attendance difficulties.
- ♦ Staff will monitor all student non-attendance and the International Student Coordinator will review the student attendance roll weekly.
- ♦ Student non-attendance will be reported in writing to Taylorweir Management.
- ♦ Students demonstrating consistent non-attendance and at risk of falling below 80% attendance will be warned in writing and advised by Taylorweir Management of its policies and procedures for course enrolment suspension and or cancellation.

***In the case of absences, students must inform Taylorweir ahead of time or telephone 61030488 between 8:00 and 8.30 am on the day in question or as soon as practicable thereafter.***

Whilst Taylorweir is committed to monitoring a student's course progress, the International Student Coordinator will contact students who fail to attend class on two consecutive days and request a reason for their non-attendance.

### **3.6 ABSENCE AS RESULT OF ILLNESS**

If you are absent from your classes due to illness, you ***must call and notify*** the International Student Coordinator on **6103 0488** no later than 8.30am on the day of your absence.

The International Student Coordinator shall request a medical certificate for absences of THREE days or longer.

Please note that medical certificates obtained from a pharmacy are NOT accepted and forged medical certificates may result in DOHA being notified.

### **3.7 THREE STRIKE RULE WITH CLIENTS**

Taylorweir endeavours to provide suitable clients for all our international students. It is difficult to source suitable clients for our students, therefore it is important for Taylorweir to notify clients in due time if their appointment is to be cancelled.

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

### **3.8 ALCOHOL AND ILLEGAL DRUGS:**

Taylorweir maintains a "Zero Tolerance" on illegal drugs.

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

The student will be reported to the appropriate authority. Dismissal from the training program, should these circumstances persist will be at the discretion of the Director of Taylorweir.

### **3.9 SMOKING**

Taylorweir maintains a "No Smoking" environment.

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

### **3.10 EQUITY AND ACCESS:**

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

### 3.11 HARASSMENT

Harassment or discrimination of any kind will not be tolerated. If you experience difficulties or are aware of incidents, including any gesture, written, verbal or physical act whether it be a single incident or series of incidents, that occurs at Taylorweir, please inform the Director of Training or the International Student Coordinator immediately.

### 3.12 ENROLMENT POLICY FOR INTERNATIONAL STUDENTS UNDER THE AGE OF 18

Taylorweir does not accept international students under the age of 18 unless the student is in the care of a parent or legal guardian approved by the Director.

## 4. COURSE INFORMATION – INTERNATIONAL STUDENTS

Taylorweir provides CRICOS registered, Nationally Recognised Training that is recognised within the Australian Qualifications Framework.

This training is provided over a period of 2 years (20 hours per week), with a hands-on classroom and workshop training approach.

Assessments include written tests, assignments, and observation of practical tasks in a simulated workplace.

Diploma of Hairdressing Salon Management, Incorporating:

SHB20216	Certificate II in Salon Assistant (24 weeks)	} 94 Weeks
SHB30416	Certificate III in Hairdressing (46 weeks)	
SHB50216	Diploma in Salon Management (24 weeks)	

Students study with competency-based training, assessment methods and are assessed according to established industry standards.

The Employability Skills embedded in each unit ensures that students are equipped with the essential skills and knowledge to gain a firm footing in their chosen industry area.

Course hours are as follows:

- ♦ Class commences at 8.30am sharp
- ♦ Class concludes at 4.00pm
  - ♦ Lunch break: 12.00 – 1.00pm
  - ♦ Morning Break: 10.00am – 10.15am
  - ♦ Afternoon Break: 2.45pm – 3.00pm

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

### 4.1 ORIENTATION

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

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

## 4.2. STUDY MATERIALS

Study resources and training manuals for each Unit of Competence will be included in the course fee and will be issued to each student at the commencement of the Unit of Competence being undertaken.

An equipment list will be provided with your enrolment pack. Students cannot commence training for Certificate III or Certificate IV in Hairdressing if they do not have the necessary equipment as stated.

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

Schedules of training (lesson plan) for each stage of training will be issued on orientation day.

## 4.3 SCHEDULES, COURSE DATES, ASSESSMENT DATES, PUBLIC HOLIDAYS

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

The lesson plan details:

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

## 4.4 EQUIPMENT REQUIREMENTS

An equipment list is provided with your enrolment pack.

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

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

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

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

***Please note that electrical equipment must comply with Australian Standards***

## 4.5 SUSTAINABILITY

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

## 4.6 RECOGNITION OF CURRENT COMPETENCIES (RCC) POLICY

Taylorweir recognises that you may have a qualification, previous education, or experience, which you may wish to have recognised.

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

## 4.7 COURSE PROGRESS

Taylorweir is committed to monitoring the course progress of overseas students. Where a student may fall behind and record assessments that are below the competency score. Taylorweir training staff will provide the required support to assist the student through to the required competency.

In the case where a student may fall below 50% of the required competency score (assessment results) in a study period (no shorter than 10 weeks), training staff will contact the International Student Coordinator who will initiate the Course Progress Intervention Strategy.

This will include but not be limited to providing the student with:

- ♦ Counseling concerning the appropriateness and suitability of courses undertaken by the student.
- ♦ Guidance and reference to the units of competency where NYC's have been recorded.
- ♦ Reduction in course load (refer to Course Load Monitoring Policy)
- ♦ Additional English language support.
- ♦ Knowledge and practical skills support from units of competency (UOC) trainer/assessor
- ♦ Invitation for inclusion in supporting study groups or tutoring
- ♦ Assigning a trainer mentor for ongoing monitoring
- ♦ Information concerning the rescheduling of re assessment events.
- ♦ Information concerning the potential need to report the student to DOHA and DEEWR via PRISMS if they maintain unsatisfactory course progress for Taylorweir consecutive study periods.
- ♦ Written DOHA and DEEWR via PRISMS notice advice.
- ♦ Complaints and appeals procedures.

Students requiring the Course Progress Intervention Strategy may wish to appeal their assessment result.

All due care is taken by Taylorweir Training staff to support the student to the place of competent completion of units. However, where a student records competency scores below 50% in two consecutive study periods, Taylorweir management may commence enrolment cancellation procedures.

Where a student records competency scores below 50% in two consecutive study periods Taylorweir Management will notify the student in writing of their intention to report their unsatisfactory course progress to DOHA and DEEWR via PRISMS. Students may appeal the decision; please refer to Taylorweir complaints and Appeals Procedure

## 4.8 ASSESSMENT POLICY

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

All Assessment Tools have been developed by Taylorweir and incorporates:

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

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

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

This will include:

- ♦ Demonstrating the necessary practical skills and theoretical knowledge for assessment
- ♦ Knowledge of workplace policies and procedures
- ♦ Relevant legislation required to perform the task
- ♦ Students will receive feedback to help them know how they have progressed.

## 4.9 COLLUSION AND PLAGIARISM

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

## 4.10 COURSE DEFERMENT

Taylorweir management and staff are committed to assessing all applications for course deferrals of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

Deferment of course study may be granted to a student where compassionate and compelling circumstances are experienced by the enrolled student and adequate evidence exists to support these circumstances. In the case of a need to defer a course of study, the student should approach the International Student Coordinator and submit a written explanation of their deferment request with any supporting evidence concerning their prevailing circumstances.

If deferment is granted, the student will be offered the next available course applicable to the level of training that they are exiting from the course. Taylorweir will make every endeavour to accommodate the student when they notify Taylorweir of their return so that they may continue their studies.

## 4.11 SUSPENSIONS OR CANCELLATIONS

Where a student's conduct is found to violate Taylorweir's rules of enrolment and where warning has been provided, the International Student Coordinator will inform the student that their misconduct has resulted in a report being made to Taylorweir management.

Students receiving a misconduct report and a resultant suspension or cancellation of enrolment by Taylorweir management, may access the internal /external appeals process and the independent adjudicator. They have 20 working days to do so following the decision.

***Deferments, suspensions, or cancellations of enrolments will affect a student's visa conditions in which case a student should approach DIAC for further advice***

## 5. FEE PAYMENT POLICY

All tuition and resource fees are to be paid as per the "Terms of Payment" outlined in the Letter of Offer. The "Terms of Payment" arrangements established during enrolment are always to be maintained.

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

When fees are paid by bank transfer, a tax invoice can be requested from Taylorweir with receipt of proof of payment.

Students requiring advice concerning their current financial circumstances should in the first instance, seek an interview with the International Student Coordinator.

### ***Please note:***

- ♦ A Statement of Attainment or an Academic record will not be issued until all outstanding fees are finalised.
- ♦ Any remaining units of competence will not be assessed until all outstanding fees are finalised.

## 5.1 RESOURCE FEE

The "Resource Fee" includes:

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

## 5.2 CANCELLATION OF ENROLMENT FOR NON-PAYMENT OF FEES

Taylorweir International School of Hairdressing may cancel the enrolment of a student if:

- ♦ The student fails to make a payment in accordance with the Terms of Payment when it becomes due
- ♦ Taylorweir International School of Hairdressing has given the student 21 days written notice of its intention to report the student as a Student Default to DOHA and DEEWR via PRISMS for non-payment of fees.
- ♦ The payment remains unpaid at the expiry of the 21 days



Further to the cancellation of enrolment, if the student fails to make payment at the expiry of the 21 days written notice:

- ♦ Taylorweir International School of Hairdressing will report the student as a Student Default to DEEWR via PRISMS for non-payment of fees. This action automatically notifies DOHA (immigration) and your visa may be cancelled.
- ♦ The Secretary and the TPS Director will be notified of the default within five business days of the default occurring.
- ♦ Taylorweir International School of Hairdressing may recover the amount in a court of competent jurisdiction as a debt due to Taylorweir International School of Hairdressing.

## 6. WORKPLACE HEALTH AND SAFETY POLICY

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

### As a part of the regulations, Taylorweir will:

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

### It is expected that students will:

- ♦ Take reasonable care to protect their own safety and health as well as the safety and health of others
- ♦ Only use equipment that complies with Australian regulations and is in good repair
- ♦ Provide their own gloves and use them for all chemical applications and removals
- ♦ Use safety glasses and aprons provided by Taylorweir when mixing and applying chemical products
- ♦ Cooperate with their trainers in matters relating to WH&S

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



## 7. MOBILE PHONES

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

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.**

### 7.1 SOCIAL MEDIA

**Think before you post.** The internet has a history of thoughtless posts that user's later regret. If you experience difficulties or are aware of incidents of social bullying on any electronic communication (which includes e-mails, text messages, and Internet postings on web-sites or other social media), whether it be a single incident or series of incidents that occurs at Taylorweir, please inform the Director of Training or the International Student Coordinator immediately.

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

## 8. WELFARE, SUPPORT AND GUIDANCE

Adjusting to college life can be difficult. It involves meeting new people, adopting new routines, skills and coping with extra expenses. This coupled with the demands of study and life outside of college may take a while.

The friendly and dedicated International Student Coordinator at Taylorweir is committed to supporting you from your initial enquiries, through to when you become a student of Taylorweir.

We want your experience at Taylorweir to be a positive one. We understand the challenges that international students face when trying to adjust to a new culture and 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.

### 8.1 SUPPORT AVAILABLE

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

All enrolling international students are provided with an orientation event, which includes guidance concerning student support services. The International Student Coordinator will be available for all enquiries from students regarding personal or welfare matters during their time of study with Taylorweir.

We offer you:

- ♦ Course information and subject selection

- ♦ An orientation and enrolment program to assist with your transition to living in Perth and studying at Taylorweir
- ♦ Assistance and support on cultural issues, transition to life in Perth and study concerns or any other general questions you may have
- ♦ Support and encouragement
- ♦ Assistance with introducing you to relevant services or identifying whom you should speak to in answering your question
- ♦ Career and vocational advice
- ♦ Assistance in your transition to returning home or applying for another course with an opportunity to celebrate your accomplishments

All staff are highly qualified and experienced personnel who give students support and advice 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 by arrangement with the Senior Lecturer.

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

**Medical certificates obtained from a pharmacy are NOT accepted and forged medical certificates may result in DOHA being notified.**

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

## 8.2 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 International Student 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 International Student Coordinator.

## 8.3 CRITICAL INCIDENTS ON CAMPUS

Definition of "Campus": Taylorweir International School of Hairdressing. Level 1, Arcade 189, 189 William St Northbridge W.A 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

## 8.4 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.***

## 9. CONFIDENTIALITY, PRIVACY OF INFORMATION

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

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

Students will have access to their personal records by arrangement.

Information and student records after Graduation will not be given to students without ID received: This may include date of birth, full name, Student ID number, course of study 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 Graduates concerned.

## 10. CRITERION FOR SUCCESSFUL COMPLETION OF THE QUALIFICATION

- ♦ The student must be deemed competent in all Units of Competence for the qualification being undertaken.
- ♦ All Units of Competence delivered and assessed by the Registered Training Organisation will be recorded in the student's file across the length of the course period.

### 10.1 COMPLETION NOTIFICATION AND ISSUE OF THE QUALIFICATION

- ♦ Taylorweir will be responsible for ensuring that all Units of Competence have been completed and assessed, and will at this time, gain validation and final sign off from the trainer.
- ♦ On validation from the trainer/assessors, Taylorweir will issue the Certificate of Qualification.

## 11. APPEALS, COMPLAINTS AND GRIEVANCE POLICY

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

## 11.1 GROUNDS OF APPEAL FOR UNSATISFACTORY PROGRESS

The grounds on which a student may appeal an assessment decision include:

- ♦ Taylorweir's failure to record or calculate a student's marks accurately.
- ♦ Compassionate or compelling circumstances
- ♦ The provider's failure to implement its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

On receiving a student's appeal against a report of unsatisfactory progress in two consecutive study periods, the International Student Coordinator shall:

- ♦ Ensure that the appeal is recorded in writing by the student and that the written appeal is provided to Taylorweir management for immediate consideration and referral to the External Independent Adjudicator (refer to Complaints and Appeals).
- ♦ Ensure that if the appeal is successful and the student is found to have a course progress that is above 50%, the student will not be reported to DOHA and DEEWR via PRISMS and there will be no further requirement for intervention strategies.
- ♦ Ensure that if the appeal does show that the student has demonstrated unsatisfactory progress, and there are compassionate or compelling reasons for their lack of progress, ongoing support must be provided through Taylorweir's intervention strategy and the student is not reported to DOHA and DEEWR via PRISMS.

The International Student Coordinator shall report to the Principal Executive Officer (PEO) all unsuccessful appeals and where:

- ♦ The student has not chosen to access the complaints and appeals process within the 20-working day period or if the student withdrew from the appeals process
- Or,
- ♦ The process is completed and is adjudicated in the favor of Taylorweir (i.e. the student's appeal was unsuccessful)

The PEO must notify the secretary of DEEWR through PRISMS as soon as practicable after receiving a final report of unsatisfactory course progress from the International Student Coordinator.

## 11.2 ASSESSMENT APPEALS PROCEDURE

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

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

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 Director of Training. She/he must notify the assessor in writing of the intention to appeal.
2. The student can request a Student Grievance Form from the International Student Coordinator.
3. An appeal must be made in writing on the "Student Grievance Form" and given to the International Student Coordinator within five days of this notification.

4. The International Student Coordinator must notify the Director of Taylorweir that an appeal has been lodged.
5. The Director of Taylorweir will collect information from the student and assessor within 15 days of the original appeal and give a decision.
6. If an agreeable outcome is not achieved, the appeal will be taken to the external adjudicator: The Overseas Student Ombudsman (OSO), for collection of information and analysis, a final decision from here will be made

### 11.3 INTERNAL PROCESS PROCEDURE FOR COMPLAINTS AND GRIEVANCES

If you have any concerns at Taylorweir, we encourage you to proceed with the "Corrective Action Procedure" as outlined below.

An international student that has a complaint should adhere to the following procedure:

1. In the first instance, the student is to approach the International Student Coordinator and request a meeting to explain their complaint.
2. If the student's complaint is not satisfactorily resolved within 5 working days, the student can then put the unresolved complaint in writing by requesting a Student Grievance Form from the International Student Coordinator.
3. Once the completed Student Grievance Form is completed and returned to the International Student Coordinator, it will be presented and reported at the next Taylorweir management meeting.
4. The matter will be addressed within 10 days of lodgment
5. The decision of Taylorweir management concerning the complaint and subsequent appeal outcomes will be advised to the student in writing.
6. Comprehensive records will be made of any appeal and subsequent actions and findings.
7. Accessing the Complaints and Appeals process does not put a student's enrolment at risk

Should the matter remain unresolved through the Taylorweir Internal Process, students may access the Overseas Student Ombudsman.

### 11.4 EXTERNAL PROCESS PROCEDURE FOR GRIEVANCES – OVERSEAS STUDENT OMBUDSMAN

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 gives overseas students a right to make a complaint to an external, independent body, such as the Ombudsman, if their internal appeals are unsuccessful at school, college or university level. The Ombudsman handles appeals relating to public educational facilities, including universities.

This is a free service that is provided to students **after** they have exhausted the provider's internal appeals process.

The Overseas Student Ombudsman will deal with issues relating to:

- ♦ Refusing admission to a course
- ♦ Fees and Refunds

- ♦ Course and Provider transfers
- ♦ Course progress or attendance
- ♦ Cancellation of enrolment
- ♦ Accommodation or work arranged by a provider
- ♦ A provider not doing something or taking too long to do something
- ♦ Incorrect advice given by an education agent who has an agreement with a private provider

In Australia, call: **1300 362 072** (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111 - 9am to 5pm Monday to Friday

**Web:** <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

## 12. COURSE FEE REFUND POLICY

Students seeking a Course Refund should direct their initial inquiry to the International Student Coordinator. The International Student Coordinator shall provide the enrolled or enrolling student with information relating to and access to the course fee refunds procedures.

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

Taylorweir will provide a total refund of courses fee paid in advance where:

- a) The course ceases to be provided prior to commencement
- b) The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

Should Taylorweir International School of Hairdressing's management withdraw its offer or fails to provide the program offered or terminates its course delivery after the course commences, Taylorweir will apply the following refund calculation:

- ♦ The number of weeks between the date of default and the end of the period to which the payment relates is to be calculated by rounding up the number obtained by dividing the number of days between the date of default and the end date of the period to which the payment relates (inclusive) by 7.

### 12.1 COURSE FEE REFUND PROCEDURE

Where a student believes that they have grounds for a tuition fee refund, students should:

- ♦ Submit a written request for tuition fee refund to the International Student Coordinator
- ♦ State valid reasons for their tuition fee refund application
- ♦ Allow 7 days for the application to be processed by Taylorweir International School of Hairdressing Management.

When receiving a written tuition fee refund application, the International Student Coordinator shall:

- ♦ Present the application to Taylorweir International School of Hairdressing management
- ♦ Provide to the student in writing the resulting decision of Taylorweir International School of Hairdressing management and how any refund of tuition fee has been calculated



- ♦ Advise the student of their right to appeal the decision of Taylorweir International School of Hairdressing management.

Taylorweir will provide a total refund of course resource or tuition fees paid in advance where:

- ♦ The course does not start on the agreed starting day.
- ♦ The course ceases to be provided at any time after it starts but before it is completed.

Or

- ♦ The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

**Taylorweir will apply the following refunds where applicable:**

Where a **written application** is received for a Tuition Fee Refund, Taylorweir International School of Hairdressing will:

- ♦ Provide a full refund of course fees paid in advance less the maximum of 5% of the withdrawn course fee or \$500.00, whichever is the lesser, for administrative expenses where a Visa has been denied **prior** to commencement of the course
- ♦ Provide a total refund of tuition fees paid in advance less the maximum of 5% of the withdrawn course fee or \$500.00, whichever is the lesser, for administrative expenses calculated from the day after the default day (*course fee is payable up to and including the default day*), where a Visa has been denied **after** commencing the course
- ♦ Provide a full refund of course fee paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 5% of the withdrawn course fee or \$500, whichever is the lesser, for administrative expenses
- ♦ Provide a partial refund of course fee paid in advance, where enrolling students provide more than 4 weeks and up to 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 5% of the withdrawn course fee or \$500, whichever is the lesser, for administrative expenses
- ♦ Provide a partial refund of course fee paid in advance, where enrolling students provide less than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement.
- ♦ The refund will be 40% of term's fees, less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses
- ♦ Provide a partial refund to students who withdraw after the commencement of the course up until the first 4 weeks. The refund shall be 30% of term's Tuition fees, less the maximum of 5% of the withdrawn course fee or \$500, whichever is the lesser, for administrative expenses (no refund will be applied to non-tuition fees)
- ♦ Apply no refund where a student has withdrawn from the course after the 4<sup>th</sup> week of the course
- ♦ A student, who has paid for more than Taylorweir terms in advance and withdraws during term and more than four weeks before the commencement of the following term, will receive no refund of course fees for the current term and at least 70% of the following term's fees and a full refund of fees paid for any subsequent term
- ♦ Should Taylorweir International School of Hairdressing Management withdraw a student from a course because the student has seriously breached international student visa conditions or a provider's rules, no refund of the current term's fees and

40% of fees applicable to a subsequent term and a full refund of fees paid for any subsequent term.

*In all cases, where the student has entered into a payment plan, payment plan fees are not refundable.*

## 13. TRANSFER OF STUDENT ENROLMENT POLICY

Taylorweir will consider all reasonable requests for enrolment transfer and apply special consideration for a transfer to another course offered by a registered provider where:

- ♦ Reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from Taylorweir's location of training
  - ♦ Taylorweir has ceased to be registered as a Provider on CRICOS or the course has ceased to be registered.
  - ♦ Taylorweir has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- or
- ♦ Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.
  - ♦ The student has no outstanding course resource or tuition fees as per the Terms of Payment in their Letter of Offer

### 13.1 TRANSFERS FROM ANOTHER PROVIDER

To qualify for course transfer, the student must have completed at least six months of his or her principal course of study unless:

- ♦ The original registered provider has ceased to be registered of the course has ceased to be registered.
- ♦ The original registered provider has provided a written letter of release
- ♦ The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- ♦ Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

### 13.2 TRANSFERS TO ANOTHER PROVIDER

When a student requests a transfer of their enrolment to another registered provider, the International Student Coordinator shall provide the student with advice on Taylorweir's procedures for applying for Course transfer, including the need to formalise the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.

A request may take as long as but will not extend past a seven-day assessment period.



### 13.3 COURSE TRANSFER APPROVAL

Course Transfer Approval will only be considered if course resource and tuition fee payments are current as per the Terms of Payment in the student's Letter of Offer.

- ♦ Should an application for Course Enrolment Transfer be successful the student will be supplied with a Taylorweir Letter of Release.
- ♦ If the student has paid fees in advance, the Taylorweir Refund Policy and Procedures will be implemented.

In the case that the student has unpaid course resource or tuition fees as per the Terms of Payment in their Letter of Offer, for the study period in which the student applies for a letter of release.

- ♦ The student is legally responsible to pay Taylorweir 60% of the first term's course resource and tuition fees plus the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- ♦ Any outstanding course resource or tuition fees from the previous course/s undertaken must also be settled before a letter of release will be considered.

Taylorweir will only provide a Letter of Release after the student has provided a letter indicating a valid enrolment offer from another registered provider.

### 13.4 COURSE TRANSFER REFUSAL

Taylorweir may refuse an application for transfer where:

- ♦ A transfer is considered detrimental to the student's study progress
- ♦ The enrolling student fails to provide more than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement.
- ♦ The student has unpaid course resource or tuition fees as per the Terms of Payment in their Letter of Offer for the study period in which the student applies for a letter of release
- ♦ The student has outstanding course resource or tuition fees from the current or previous course/s undertaken with Taylorweir as per the Terms of Payment in their Letter of Offer.

Taylorweir's complaints and appeals process is available should a release refusal letter be issued.

### 13.5 UNDER 18 YEARS OF AGE COURSE TRANSFER POLICY

Where a student is **under the age of 18 years of age**, a letter of release will only be granted where the student's parent or legal guardians have confirmed in writing their support for the transfer.

Valid enrolment from the new course provider will also confirm their acceptance of the welfare responsibilities of the student.

Taylorweir's complaints and appeals process are available, should a Release Refusal Letter be issued.

## 14. ANY SUGGESTIONS?

If you have any ideas about how to make Taylorweir better, please let us know - all your suggestions will be taken seriously.

All students are given Student Feedback Forms once a year.

## 15. USEFUL NUMBERS AND WEBSITES

SERVICE	CONTACT
Council of International Students	<a href="https://cisa.edu.au/">https://cisa.edu.au/</a>
Department of Home Affairs	<a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a> <a href="https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study">https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study</a>
Study Perth	<a href="https://www.studyperth.com.au/">https://www.studyperth.com.au/</a>
Overseas Student Ombudsman	<b>1300 362 072</b> <a href="https://www.ombudsman.gov.au/How-we-can-help/overseas-students">https://www.ombudsman.gov.au/How-we-can-help/overseas-students</a>
Fair Work Ombudsman (If employed under a Federal Award) Web:	13 13 94 <a href="https://www.fairwork.gov.au/awards-and-agreements/awards">https://www.fairwork.gov.au/awards-and-agreements/awards</a>
Department of Commerce Labour Relations (If employed under a State Award) Web:	Wageline 1300 655 266 <a href="https://www.commerce.wa.gov.au/publications/wa-award-summary-hairdressers-award">https://www.commerce.wa.gov.au/publications/wa-award-summary-hairdressers-award</a>
<b>LEGAL SERVICES:</b>	
Youth Legal Services Address: Web:	9202 1688 Suite 3, 12 St Georges Terrace. Perth WA 6000 <a href="https://youthlegalserviceinc.com.au/services/">https://youthlegalserviceinc.com.au/services/</a>
Legal Aid: Web:	1300 650 579 <a href="https://www.legalaid.wa.gov.au/get-legal-help">https://www.legalaid.wa.gov.au/get-legal-help</a>
<b>MEDICAL:</b>	
Health Direct Australia	1800 022 222
Perth Medical Centre Address:	9481 4342 713 Hay St, Perth <a href="https://www.perthmedicalcentre.com.au/">https://www.perthmedicalcentre.com.au/</a>

Central City Medical Centre	9225 1188
Address:	Shop 14, City Station Concourse. 378 Wellington St Perth
Web:	<a href="https://www.ccmc.net.au/">https://www.ccmc.net.au/</a>

## INCIDENTS:

Police ( <u>non-emergency</u> )	131 444
Fire and Emergency Services Authority	1300 130 039
Police /Ambulance /Fire Brigade <b>(Emergency Only):</b>	000

## TAYLORWEIR CRITICAL INCIDENT SUPPORT SERVICE PROVIDER:

Metro Counselling Service	9448 3210
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## DENTAL:

Lifecare Dental:	9221 2777
Address:	419 Wellington St Perth Open every day, 8am-8pm
Web:	<a href="https://lifecaredental.com.au/treatments/">https://lifecaredental.com.au/treatments/</a>
Dental O So Gentle	9321 1791
Address	168 St Georges Terrace Perth WA
Web	<a href="https://dentalosogentle.com.au/">https://dentalosogentle.com.au/</a>

## HOSPITALS:

Royal Perth Hospital:	9224 2244
Address	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:	<a href="https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/">https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/</a>
WA Government Help Line Directory:	<a href="https://www.mhc.wa.gov.au/getting-help/helplines/">https://www.mhc.wa.gov.au/getting-help/helplines/</a>