

2021

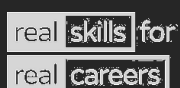


Welcome to

TAYLORWEIR INTERNATIONAL  
SCHOOL OF HAIRDRESSING

STUDENT HANDBOOK

Incorporating  
Taylorweir Policies & Procedures



# taylorweir

INTERNATIONAL SCHOOL OF HAIRDRESSING

Student Handbook Incorporating  
Taylorweir Policies and Procedures

Welcome!

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

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

Registered Training Organisation details:

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

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

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

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

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



<b>CONTENTS:</b>		<b>PAGE:</b>
1	Studying with Taylorweir International School of Hairdressing	4
1.1	Facilities	4
1.3	Taylorweir Team	4
2	Student information prior to enrolment	5
2.1	Course Fee, Department of Education & Training Policy Statement	5
2.2	Unique Student Identifier (USI)	5
2.3	Course Credit	6
2.4	Equipment Requirements	6
2.5	Orientation	6
2.6	Transport	7
2.7	Parking	7
2.8	Food and Beverages	7
2.9	Personal Safety	7
3	Rules of Enrolment	8
3.1	Taylorweir Student Behaviour Standards	8
3.2	Dress Code	9
3.3	Punctuality and Attendance	9
3.4	Alcohol and Illegal Drugs	9
3.5	Smoking	10
3.6	Mobile Phones	10
3.7	Social Media	10
3.8	Payment of Fees Policy	11
3.9	Cancellation of Enrolment	12
4	Study Materials	12
4.1	Resource Fee	12
4.2	Special Conditions for Students Participating in the VET in Schools Program	12
4.3	Financial Assistance from the Australian Government	12
5.	Studying at Taylorweir	13
5.1	Schedules, Course Dates, Assessment Dates, Public Holidays	13

CONTENTS:		PAGE:
5.2	Lunch and Breaks	13
5.3	Three Strike Rule with Models	14
5.4	Illness	14
5.5	Student Consent	14
5.6	Sustainability	14
6	Workplace Health and Safety Policy	14
6.1	Fire Safety and Escape Procedure	15
7	Equity and Access	16
7.1	Harassment	16
7.2	Support Available	16
7.3	Counselling and Student Support	17
7.4	Critical Incidents ON Campus	17
7.5	Critical Incidents OFF Campus	17
8	Confidentiality	17
8.1	Privacy of Information	18
9	Assessment Policy	19
9.1	Collusion and Plagiarism	20
9.2	Assessment Appeals Procedure	20
9.3	Criteria for Successful Completion of the Qualification	20
9.4	Completion Notification and Issue of the Qualification	21
9.5	Graduation and Awards	21
10	Appeals, Complaints and Grievance Policy	21
10.1	Student Complaints and Grievances Procedure	21
11	Course Fee Refund Policy	22
11.1	Apprentice Refund Eligibility	22
11.2	Fee for Service Course Refund Eligibility	23
12	Any Suggestions?	23
13	Transitioning Students to a New Training Package	24
14	Useful Numbers	25

# 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 Kidgell
Administration Assistant	Reegan Burgess
Salon Coordinator:	Elisha Leist
Certificate II Trainee Salon Trainer:	Karen Williams

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

## 2. STUDENT INFORMATION PRIOR TO ENROLMENT

- ♦ The course: SHB30416 Certificate III in Hairdressing and SHB30516 Certificate III in Barbering is selected from the SHB Training Package and is delivered across a two-year period
- ♦ Enrolled day release students must be indentured Apprentices allocated to Taylorweir International School of Hairdressing by an Australian Apprenticeships Centre
- ♦ Fees, charges, and the School refund policy are detailed in this Handbook
- ♦ Complaints and Appeals procedures are detailed in this Handbook
- ♦ Access and Equity is detailed in this Handbook
- ♦ Please notify the school if you have any difficulty with language, literacy, or numeracy as we have specialised teaching aids to address all of these situations for the delivery of training and assessment
- ♦ Apprentices may request Credit Transfer or RPL (Recognition of Prior Learning). The process is detailed in this Handbook
- ♦ The Director of Student Training is available at all times to mentor and guide students if they are in need of assistance.

### 2.1 COURSE FEE, DEPARTMENT OF EDUCATION AND TRAINING POLICY STATEMENT

- ♦ A course fee is the sum of fees for all units that a student enrolls in
- ♦ Apprentices are required to pay course fees regardless of mode of delivery
- ♦ Concessions on the course fees are available for students aged between 15 to 17 years of age. (**For 2021**, year of birth must be on or after **1 July 2003, 2004, 2005 & 2006**)
- ♦ Students under the age of 15 or 18 years and older must provide a concession card on enrolment to receive reduction on course fees
- ♦ Students, under the age of 15 or 18 years and older are entitled to the concession rate on course fees if the person is holding:
  - 1) Pensioner Concession Card
  - 2) Health Care Card (NOT Medicare card)

<https://www.servicessaustralia.gov.au/individuals/services/centrelink/low-income-health-care-card>

### 2.2 UNIQUE STUDENT IDENTIFIER (USI)

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

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

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

If a student has not already been allocated a USI, one can be created through accessing the USI website: <https://www.usi.gov.au/>

## 2.3 COURSE CREDIT

Taylorweir recognises that candidates 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 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.

## 2.4 EQUIPMENT REQUIREMENTS

An equipment list is provided with your enrolment pack.

Students **cannot commence training** for Certificate III in Hairdressing and Certificate III in Barbering if they do not have the necessary equipment as stated, this includes providing your own tripod.

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

Should you need to purchase equipment, Taylorweir has quality professional hairdressing equipment available for purchase, inclusive of a twelve months professional warranty on tripods and all electrical equipment.

## 2.5 ORIENTATION

Orientation date and time are detailed on the student's Course Commencement Letter. During Orientation, students are given school-specific information relating to the

occupational health and safety rules relevant to Taylorweir, all relevant course information, rules of enrolment and an explanation of this handbook.

## 2.6 TRANSPORT

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

**Please note:** Unfortunately, Apprentices are **NOT entitled** to a Tertiary Concession SmartRider

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

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

## 2.7 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 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)

## 2.8 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.

## 2.9 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 maximize their study outcomes, Taylorweir Management, have established the “Rules of Enrolment at Taylorweir”.

The Rules of Enrolment at The Taylorweir International School of Hairdressing are adhering to the:

1. Taylorweir Student Behaviour Standards
2. Payment of Fees

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

## 3.2 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
- ♦ Some employers require their apprentices to wear their salon's uniform (This requirement needs to be checked with an individual salon's management) – **Please note: NO midriff tops or dropped armhole tank tops still apply in this circumstance.**

## 3.3 PUNCTUALITY AND ATTENDANCE

### Apprentices and Trainees:

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, it allows you no time for preparation.

**Class commences at 8.30am sharp**

**Class concludes at 4.00pm**

Please note that employers are notified of punctuality and attendance.

**Fee for Service:** Certificate II in Salon Assistant, Cert III in Hairdressing and Diploma of Salon Management

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

**Class commences at 8.30am sharp**

**Class concludes at 4.00pm**

## 3.4 ALCOHOL AND ILLEGAL DRUGS

Taylorweir maintains a "Zero Tolerance" on illegal drugs.

Students found to be under the influence of alcohol or drugs will be asked to leave Taylorweir. Any students found in the possession of illegal substances will be immediately dismissed from class. The student may be reported to the appropriate authority. Dismissal from the training program, should these circumstances persist, will be at the discretion of the Directors of Taylorweir.

### 3.5 SMOKING

Taylorweir maintains a “No Smoking” environment.

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

### 3.6 MOBILE PHONES

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

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

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

### 3.7 SOCIAL MEDIA

Taylorweir recognises that your personal social media accounts are your private property and does not require you to engage with Taylorweir online (for example by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) 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.*

- ♦ **Think before you post.** The internet has a history of thoughtless posts that user’s later regret
- ♦ **Be respectful.** Taylorweir is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation, or belief will be removed
- ♦ **Be accurate.** Please check your facts before you post and ensure you use the most up to date information available. Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected
- ♦ **Be honest.** Be honest about who you are. State your sources when quoting others
- ♦ **Be ethical.** Ensure your posts are fair to all concerned and do not exploit others in any way
- ♦ **Do not breach copyright.** Do not use Taylorweir logos or other official identifiers without prior permission from the Directors of Taylorweir International School of Hairdressing. Be particularly careful regarding other people’s videos, music and photographs
- ♦ **Add value and do not spam.** Supply and share information that is relevant and of interest to the Taylorweir community. Do not use Taylorweir sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed

- ♦ **Protect your privacy.** Your comments are visible to all. Never include yours or other phone number, email address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.

### **Disclaimers:**

**You are legally responsible for the comments you post.** The inclusion of any non-Taylorweir link does not imply endorsement by Taylorweir of that website. Posts by Taylorweir site administrators will appear next to the official page icon. Any other posts or comments on the site do not necessarily reflect the opinions and positions of Taylorweir International School of Hairdressing.

**Your commitment.** By posting any comments, links or other material on Taylorweir-administered websites, you give Taylorweir International School of Hairdressing your permission to reproduce, distribute, publish, display, edit, modify, create derivative works from, and otherwise use your submission for any purpose in any form and on any media.

## **3.8. PAYMENT OF FEES POLICY**

Students cannot commence until the statutory, R.T.O based fees, and charges are paid on enrolment, or alternatively have entered a course fee payment plan arrangement with Taylorweir.

Students must notify the Student Administrator on commencement of their course if they wish to enter a Course Fee Payment Plan arrangement with Taylorweir. Students are responsible to organise their own direct debit arrangements with their bank to ensure that course fee payments are made as per their payment plan.

**Please note:** The “Course Fee Payment Plan Option” is unavailable to Block Release Students.

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

<https://www.servicessaustralia.gov.au/individuals/services/centrelink/low-income-health-care-card>

The course fee payment arrangements established during enrolment, are to be maintained at all times.

Failure to adhere to the payment plan will result in the student not being enrolled in additional units unless the student has made appropriate arrangements agreed by Taylorweir. The student may be at risk of having their enrolment cancelled if the student fails to meet their Course Fee Payment obligations.

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

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

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

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

### 3.9 CANCELLATION OF ENROLMENT

Taylorweir may cancel the enrolment of a student if:

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

## 4. STUDY MATERIALS

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

### 4.1 RESOURCE FEE

The “Resource Fee” includes:

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

**Please note that on commencement of the first day of each semester, all students MUST pay for their Learning Manual. Currently the cost of the Learning Manual is \$300.00**

### 4.2 SPECIAL CONDITIONS FOR STUDENTS PARTICIPATING IN THE VET IN SCHOOLS PROGRAM

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

### 4.3 FINANCIAL ASSISTANCE FROM THE AUSTRALIAN GOVERNMENT

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

For further information, click on the link provided:

<https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives>

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

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

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

**Further information about these payments is available from Centrelink on 13 3 633 or**

**<https://www.servicesaustralia.gov.au/individuals/contact-us>**

**<https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives>**

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

**<https://www.servicesaustralia.gov.au/individuals/services/centrelink/low-income-health-care-card>**

**<https://www.servicesaustralia.gov.au/individuals/services/centrelink/youth-allowance-students-and-australian-apprentices>**

**<https://www.servicesaustralia.gov.au/individuals/subjects/payments-students-and-trainees>**

**<https://www.servicesaustralia.gov.au/individuals/services/centrelink/income-bank>**

## 5. STUDYING AT TAYLORWEIR

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

Students receive a lesson plan for the semester on orientation day. All classes commence at 8.30am sharp and concludes at 4.00pm.

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

### 5.1 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 water station area to fill up your bottles.

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

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

## 5.2 THREE STRIKE RULE WITH CLIENTS

Taylorweir endeavours to provide suitable clients for all our country 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 clients, if on the third chance throughout their course, the student does not show up to class without adequate notification or is late for their client, no further clients will be provided to the student and the student will have to source their own clients from that moment on. Please note that all assessments require clients to be assessed.

***It is in the student's best interest that they provide their own clients.***

## 5.3 ILLNESS

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

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

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

## 5.4 STUDENT CONSENT

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

## 5.5 SUSTAINABILITY

Taylorweir has implemented sustainability procedures in using and disposing of chemical products.

Taylorweir has teamed up with Sustainable Salons Australia that re-purposes 95% of salon resources from landfill. This includes but is not limited to 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. WORKPLACE HEALTH AND SAFETY POLICY (WH&S)

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



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

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

**It is expected that students will:**

- ♦ Take reasonable care to protect their own safety and health as well as the safety and health of others
- ♦ Only use hairdressing equipment that is tagged by a qualified electrician, complies with Australian regulations and is in good repair
- ♦ Provide their own gloves and aprons and use them for all chemical applications and removals
- ♦ Use safety glasses provided by Taylorweir when mixing and applying chemical products
- ♦ Cooperate with their trainers in all matters relating to WH&S
- ♦ Comply with the WH&S Regulations for Western Australia and the Code of Practice for Skin Penetration. This information is made available to all students on the commencement of their course.
- ♦ Report any potential hazards, i.e. faulty or damaged electrical equipment or spills which may result in injury.
- ♦ Always comply with the Taylorweir Dress Code including but not limited to wearing closed in shoes whilst on campus and NO mid riff tops. (See point 3.2 on page 10)

**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. 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.

### 7.1 HARASSMENT

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

### 7.2 SUPPORT AVAILABLE

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

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

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

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

**Apprentices:** The Director of Student Training: Jenny Childs

**All Other Students:** Cert II, International and Compliance Administrator: Rosanna Ciccotosto

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

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

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

**Please note:** Students who continually miss classes, or leave early and abuse their learning options, with no formal evidence or documentation, will not be offered additional learning

opportunities. In this instance, extra tuition fees and a re-assessment fee will apply. This will be at the discretion of the Director of Taylorweir.

## **7.3 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 Director of Student Training, 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 Director of Student Training.

## **7.4 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.

## **7.5 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.

## **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. Forms can be requested from the Cert II, International and Compliance Administrator.

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.

## 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](http://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 NCVET 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 International School of Hairdressing

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

Phone. 08 6103 0488

At any time, you may contact Taylorweir International School of Hairdressing 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 students receive on the first day of their course highlights the assessment dates throughout the semester.

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

This will include:

- ♦ Demonstrating the necessary practical skills and theoretical knowledge for assessment

- ♦ Knowledge of workplace policies and procedures
- ♦ Adherence to Relevant legislation required to perform the task
- ♦ Students will receive feedback to help them know how they have progressed.

## 9.1 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.

## 9.2 ASSESSMENT APPEALS PROCEDURE

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

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

- Step 1:** The student should first discuss his /her opinions with the assessor. If still not satisfied with the decision the student may appeal to the internal verifier. She/he must notify the assessor in writing of the intention to appeal.
- Step 2:** The student can request a Student Grievance Form from the Assessor.
- Step 3:** An appeal must be made in writing on the Student Grievance Form and given to the Director of Student Training within five days of this notification.
- Step 4:** The Director of Student Training must notify the Director of Taylorweir that an appeal has been lodged.
- Step 5:** The Director of Taylorweir will collect information from the student and assessor within 15 days of the original appeal and give a decision.
- Step 6:** If an agreeable outcome is not achieved, the appeal will be taken to the external adjudicator for collection of information and analysis, a final decision from here will be made:

### External Adjudicators:

**Apprenticeship Office** Phone: 13 19 54

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

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

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

Phone: 13 13 94

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

## 9.3 CRITERIA FOR SUCCESSFUL COMPLETION OF THE QUALIFICATION

The apprentice must be deemed competent in all Units of Competence for SHB30416 Certificate III in Hairdressing or SHB30516 Certificate III in Barbering and Trainee for SHB20216 Certificate II in Salon Assistant

Training and Assessment documents are used to record all Units of Competence delivered and assessed by Taylorweir International School of Hairdressing. The employer will validate the apprentice or trainee's ability to perform the skill in the workplace.

## 9.4 COMPLETION NOTIFICATION AND ISSUE OF THE QUALIFICATION

Taylorweir will be responsible for ensuring that all Units of Competence attached to the qualification have been completed and assessed.

Certificate III in Hairdressing, Certificate III in Barbering apprentices and Certificate II in Salon Assistant Trainees require validation and final sign off from their employer

Prior to the end of the apprenticeship or traineeship agreement, Taylorweir International School of Hairdressing will notify the employer and send the employer the Training Completion Agreement to be completed and signed

***The Nominated Completion Date MUST be within 21 days of signing and returning the Training Completion Agreement to Taylorweir***

***Failure to do so will result in the apprenticeship or traineeship expiring***

Once validation and sign off have been received from the employer, Taylorweir will issue the Certificate of Qualification.

## 9.5 GRADUATION AND AWARDS

Professionalism and our high standards are the major contributors to the high profile and reputation that Taylorweir has achieved. Taylorweir Graduates feature amongst Australia's most respected hairdressers and barbers. Taylorweir provides the opportunity of a Graduation evening on completion of the apprentice's "off the job training" at Taylorweir, ***this is not to be confused*** with the apprentice completing their apprenticeship.

These Graduations are a chance for the Graduates to celebrate their achievements as a group with their family, friends, and work colleagues.

Apprentice Hairdresser of the Year, Apprentice Barber of the Year and Trainer's Choice Awards are presented for those students demonstrating outstanding excellence, for example theory, practical, professional excellence or organisation and management skills.

Sponsors within the hairdressing and barbering industry donate the awards and prizes.

## 10. 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.

### 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 Director of Student Training.

The following steps are to be followed:

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

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

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

## 11. COURSE FEE REFUND POLICY

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

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

**No refund is applied to Learning Manuals.**

### 11.1 APPRENTICE REFUND ELIGIBILITY

Certificate III Apprentice and Salon Based Certificate II Traineeship:

#### Full Refund:

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

- ♦ A course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student
- ♦ A place is not given due to maximum number of places being reached
- ♦ A class is cancelled due to declining student numbers, no available lecturer, or due to other circumstances caused by Taylorweir

#### Part Refund:

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to the census date for each withdrawn unit will be eligible for a full refund of their course fee and 50% of the resource fee paid. **No refund is applicable to Learning Manuals**

#### Pro Rata Refunds:

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

For example:

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

In all cases, relevant documentary evidence (for example, medical certificate from a Doctor) is required. **No refund is applied to Learning Manuals**



## 11.2 FEE FOR SERVICE REFUND ELIGIBILITY

Certificate II, Certificate IV, Diploma and Short Courses

### **Full Refund:**

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

- ♦ A course is cancelled or re-scheduled to a time or location unsuitable to the student
- ♦ A student is not given a place due to the class being full
- ♦ A student provides written notice of their intent to withdraw, no less than 28 (twenty-eight) days prior to course commencement

A Student withdraws prior to course commencement due to serious illness, injury or disability that prevents the student from attending the course (medical certificate from a Doctor detailing the condition is required).

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

### **Pro Rata Refund**

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

For example:

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

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

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

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

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

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

## 12. 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.



### **13. TRANSITIONING STUDENTS TO A NEW TRAINING PACKAGE**

Should a new version of the SHB National Qualification be endorsed and released by the relevant authorities, Taylorweir will manage the transition of its students to the new version in accordance with the Australian Skills Quality Authority's directions and that this circumstance does not constitute Provider Default.

Taylorweir will inform all students affected by a change to the SHB Training Package of any additional training requirements and costs associated with transitioning to the new training package.

Students may elect not to transition; however, they may be unable to complete their qualification. Should a student elect not to transition, a meeting with the Director of Training is required to assess if completion of the qualification can be achieved within the transition period.

## 14. USEFUL NUMBERS

SERVICE	CONTACT
Apprenticeship Office	13 19 54
Fair Work Ombudsman (If employed under a Federal Award) Web:	13 13 94 <a href="https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees">https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees</a>
Department of Commerce Labour Relations (If employed under a State Award) Web:	Wageline 1300 655 266 <a href="https://www.commerce.wa.gov.au/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 Address: Web:	9225 1188 Shop 14, City Station Concourse. 378 Wellington St Perth <a href="https://www.ccmc.net.au/">https://www.ccmc.net.au/</a>
<b>INCIDENTS:</b>	
Police ( <u>non-emergency</u> )	131 444
Fire and Emergency Services Authority	1300 130 039
Police /Ambulance /Fire Brigade ( <u>Emergency Only</u> ):	000
<b>TAYLORWEIR CRITICAL INCIDENT SUPPORT SERVICE PROVIDER:</b>	
Metro Counselling Service	9448 3210

## 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>