



# Student Handbook

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## 1. Welcome to Sechi Hair Academy

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Sechi Hair Academy was established in 2011 in Newport VIC before quickly outgrowing its premises and moving to our current location in Werribee VIC in 2012.

Sechi Hair Academy is an exceptional training academy open to all ages delivering Nationally Accredited Qualifications in Hairdressing and Beauty Therapy. Our training programs enable students the opportunity to gain unique hands-on experience working in a salon environment while furthering their education.

Sechi Hair Academy currently offers the following Nationally Accredited Qualifications in our scope:

- SHB30416 Certificate III in Hairdressing
- SHB40115 Certificate IV in Beauty Therapy
- SHB20116 Certificate II in Retail Cosmetics
- SHB20216 Certificate II in Salon Assistant

Government-Subsidised Training Places are available for Nationally Accredited Qualifications through the Victorian Training Guarantee to all prospective students who meet the eligibility requirements.

This Student Handbook is provided to you to inform you of all information, policies and procedures that you need to know before studying at Sechi Hair Academy.

## 2. Studying Through Sechi Hair Academy

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As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide or compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO, we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Student Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further in this Student Handbook.

## 3. Training Facilities

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Sechi Hair Academy's training facilities are located at:

Level 1, 81 Watton Street, WERRIBEE VIC 3030

Sechi Hair Academy only delivers training at this location, and students will not be permitted to train anywhere else. All training is conducted with ample resources available to students and with supplementary research materials within easy access.

Sechi Hair Academy consists of:

- Fully functional Hairdressing and Beauty Therapy Simulated Salon, including wet areas
- Four (4) fully equipped theory and practical classrooms
- Kitchenette and laundry facilities
- Restroom facilities
- Administration offices and meeting room

## 4. Organisational Chart

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### Chief Executive Officer

Klara Sabotkoski

The Chief Executive Officer is ultimately responsible for all day-to-day management decisions and for implementing Sechi Hair Academy's long and short term plans.

### Operations Manager

Kalopa Pandolfo

The role of the Operations Manager involves overseeing the day-to-day operations of Sechi Hair Academy, ensuring that the organisation is running smoothly, with a service that meets the expectations and needs of all students and clients.

### Administration Manager

Daniel Thompson

The role of the Administration Manager runs the Administration Office located at the front of Sechi Hair Academy and supports the staff in all areas of administrative systems. If you need to discuss attendance or financial issues, or any further issues related to your enrolment, please make an appointment with the Administration Manager.

### Training and Compliance Officer

Denise Joyner

The role of the Training and Compliance Officer is to ensure that all contractual and compliance requirements for the delivery and assessment of training is being met in accordance with the Australian Qualification Training Framework (AQTF), the Australian Quality Skills Authority (ASQA) and Skills Victoria, as well as that all staff and students are complying with all internal policies and procedures as outlined in our Quality Management Systems (QMS).

### First Aid Officer

Denise Joyner

The First Aid Officer is responsible for monitoring and maintaining first aid facilities in their office, administering first aid and assisting the WHS Safety Officer (where the WHS Safety Officer is also not the First Aid Officer) in monitoring and reporting WHS risks and incidents.

### WHS Safety Officer

Denise Joyner  
Cherie Tuck

The WHS Safety Officer is responsible for facilitating compliance with all workplace health and safety (WHS) guidelines, provide advice on measures to minimise hazards or unhealthy situations and monitor and report all WHS risks and incidents.

## 5. Trainers and Assessors

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The following is a list of all staff that are currently responsible for the training and assessment at Sechi Hair Academy. The primary responsibility of the Trainer and Assessor is to develop, prepare, deliver, assess and evaluate qualifications on our scope of training whilst ensuring that all contractual and compliance requirements for the delivery of programs are met in accordance with the Australian Qualification Training Framework (AQTF), the Australian Skills Quality Authority (ASQA) and Skills Victoria.

### Hairdressing Trainer and Assessor

Cherie Tuck

### Beauty Therapy Trainer and Assessor

Denise Joyner

### Hairdressing and Beauty Therapy Trainer and Assessor

Kalopa Pandolfo

## 6. Selection and Enrolment

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All prospective students are required to attend a pre-enrolment interview with Sechi Hair Academy's Operations Manager, Kalopa Pandolfo. At this interview, our Operations Manager will discuss the course requirements and expectations, the prospective student's future career aspirations, and any previous training that has been conducted so that both the student and Sechi Hair Academy are able to make an informed decision about if this is the correct pathway for the prospective student. This interview is conducted on a one-on-one basis so that the applicant's specific questions and/or concerns can be addressed.

An information kit is then given to the prospective student, which contains:

- Course Outline – indicates the duration, times and days of attendance, core and elective units and qualification description
- Course Fee Outline – included in the course outline; outlines all fees, including enrolment fees, resource fees, tuition fees, amenities costs and payment schedules associated with enrolment into the recommended qualification
- Uniform and Tool Kit costs – included in the Course Outline; all prospective students are given the opportunity to either purchase their tool kit from Sechi Hair Academy or to supply their own kit providing all items are of the same professional quality as Sechi Hair Academy's kit
- Sechi Hair Academy Student Handbook – outlines all policies, procedures and rules of enrolment
- Enrolment Form and Unique Student Identifier (USI) information
- Pre-Training Review Form – to be used in conjunction with Language, Literacy and Numeracy Evaluation to assess the suitability of the course to the prospective student.

If the applicant wishes to proceed with enrolment, a second enrolment appointment is then made. The applicant is asked to return both the Pre-Training Review Form and Enrolment Form at this follow-up interview, completed to the best of their ability. We will then, in conjunction with the completion of the Pre-Training Review Form, conduct a Language, Literacy and Numeracy Evaluation of the applicant's skills during this second interview to assess whether the students require any specific training or support needs.

Any special needs and adjustments will be then reflected on an individual support plan and all relevant trainers and assessors will be advised of this plan before the commencement of training. Each student's progress will be monitored throughout the course, including regular meetings with the Training Officer, and individual support will be offered as needed. Enrolment will be accepted once all eligibility requirements for the course have been successfully met and upon the payment of the enrolment fees and set up of the Ezy pay monthly payment plan.

Sechi Hair Academy will then hold a group induction session prior to the commencement of your training. Students will be advised to bring their Sechi Hair Academy Student Handbook to this session. The induction session will ensure that a clear understanding of the training program is provided for all students, and will cover but is not limited to the following information:

- How the training will be presented, including theory, practical, independent learning activities and assessment requirements in the classroom and simulated salon environments;
- Timetable and attendance requirements and who to contact in the case of absences or lateness;
- Sechi Hair Academy facilities and requirements for working in the Hairdressing and Beauty Therapy simulated salons;
- Policies and procedures including Staff Organisational Chart, student support details, complaints and grievances, discrimination and bullying and the student code of conduct;
- Grooming and uniform standards including WHS requirements for the Hairdressing and Beauty Therapy industries.

## 7. Credits

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A Credit is formal recognition of the previous studies you have completed for the purpose of reducing the units of competency that you are required to complete in the course you are enrolling in.

Sechi Hair Academy can grant you credit toward your course for units of competency that you have already completed with another RTO or authorised issuing organisation. We can also grant you a Credit for subjects or units you have completed where equivalence can be established between the unit of competency in your course, and the subject or unit of competency you have completed.

There is no charge to apply for Credit.

To apply, you must fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure when submitting the Credit Application Form to attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit of competency you have previously studied so we can determine equivalence. Your Credit application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit application.

## 8. Recognition of Prior Learning

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Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other recognised training can be formally recognised.

Sechi Hair Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to two (2) weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our administration office and have a conversation about whether or not RPL is the most suitable option for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit of competency to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer and assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in the part of the kit and return it with your completed Enrolment Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involved the gathering of evidence to demonstrate skills, knowledge and experience, responding to questions, completing task and, depending on the area, observation of your work skills in your workplace. Fees are applicable to RPL and are listed on individual course outlines as well as on our website and any written agreement you make with us. For more information about submitting an application for RPL, please contact our administration office.

## 9. Course Timetable

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All students will be provided with a course timetable for the current year of training during their induction meeting. The course timetable details the unit/s of competency being delivered in each session, assessment dates, school and public holidays and other relevant dates.

## 10. School and Public Holidays

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Sechi Hair Academy provides all students six (6) weeks of school holidays each year. All students are given one (1) week off during each Victorian school holiday period, as well as three (3) weeks at the end of each year.

All public holidays are observed by Sechi Hair Academy. For any students who observe religious holidays, please fill out a Special Consideration Form for any dates you need time off for and return it to the Administration Office.

## 11. Equipment Requirements

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A list of the required equipment is provided in the Course Outline for each qualification at Sechi Hair Academy.

Students will be unable to commence training in the SHB30416 Certificate III in Hairdressing if they do not have the necessary equipment as listed. Not having the money to purchase your equipment is **not** an acceptable excuse for not having equipment with you on the commencement of training. You will be asked to leave the premises until you return to classes with the required equipment.

Sechi Hair Academy has quality professional kits available to purchase. Please contact the administration office if you require more information regarding the kits.

If you wish to supply your own equipment, you will need to advise Sechi Hair Academy. All items listed on your provided equipment list are required. Please note that the equipment must be of a quality, professional standard that has been approved by Sechi Hair Academy.

Kit items are available to be purchased separately from Sechi Hair Academy if required.

## 12. Student Induction

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Your student induction date and time are detailed on the student's Course Acceptance Letter, provided upon enrolment into your course.

During student induction, students will be given an outline of the relevant policies and procedures that are observed at Sechi Hair Academy, an explanation of the policies outlined in your Student Handbook and any relevant course information including your Course Timetable.

Please make sure you bring your Student Handbook, as well as paper, a pen and a highlighter to your scheduled student induction.



## 13. Student Code of Conduct

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### 13.1. Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff of Sechi Hair Academy.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Sechi Hair Academy holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support their need to effectively participate in their training program.
- Provide feedback to Sechi Hair Academy on the client services, training, assessment and support services they receive.

### 13.2. Student Responsibilities

All students throughout their training and involvement with Sechi Hair Academy are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Sechi Hair Academy in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks and learning activities honestly and without plagiarism or infringing on copyright.
- Attend all scheduled classes as per your provided course timetable.
- Notify Sechi Hair Academy if at any time you are unable to attend classes for any reason.
- Provide medical certificates or other documentation for any scheduled sessions you are unable to attend.
- Hand in all assessment tasks and other evidence of your work with a completed and signed cover sheet.
- Keep a copy of written work in case it is lost during the assessment process. Note that all assessment work is kept by Sechi Hair Academy for up to three (3) years as a requirement of the regulators ASQA and Skills Victoria. **DO NOT** keep copies of consultation forms.
- Notify Sechi Hair Academy if any difficulties arise as part of your involvement in your training plan.
- Make all payments for your training within the agreed timeframes, where relevant.

Failure to meet the requirements of this code of conduct may result in disciplinary action. Sechi Hair Academy will take all steps necessary to support a student through course counselling at individual meetings and the development of support plans, however if a student continues to not meet the requirements as set out above then an official warning will be issued.

A second official warning will be accompanied with a request for a disciplinary meeting and a possible suspension of the course within seven (7) days should the matter not be resolved. Behaviours that are unsafe or threatening may lead to immediate cessation of the training.

## 14. Course Expectations and Requirements

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The training and assessment offered by Sechi Hair Academy focuses on providing you with the knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is called a 'unit of competency'. You may either be studying one (1) or a few units of competency, or a complete set of units of competency that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. assessment methods vary from course to course but usually include written questioning, trainer observations and portfolio research activities.

## 15. Attendance Requirements

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Our courses are a mixture of face-to-face delivery and simulated salon delivery and all required sessions of attendance are outlined in your provided course timetable. Students are expected to be in attendance for every class so they do not fall behind.

The doors of Sechi Hair Academy open each day at 8:30 AM, and students are expected to be in class ready for commencement at 9:15 AM. Any students who are late to class will need to contact Sechi Hair Academy to inform us. Daily class hours are as follows:

<b>Morning Session</b>	9:15 AM – 12:15 PM
<b>Lunch Break</b>	12:15 PM – 12:45 PM
<b>Afternoon Session</b>	12:45 PM – 3:45 PM

If you are unable to attend your classes for the day, you are required to email Daniel Thompson at [attendance@sechihairacademy.com](mailto:attendance@sechihairacademy.com) by 8:30 AM outlining the reason for your absence that day. This allows the administration staff enough time to be able to inform trainers of any absences that day and give them time to adjust classes and models if required. Students under the age of eighteen (18) are required to have a parent or guardian email on their behalf.

Absences related to illness are to be followed up with either a medical certificate or a carer's medical certificate (not a copy of a prescription or x-ray, etc.). The medical certificate must outline the name and address of the doctor issuing the certificate, the name of the patient (either your name or the name of the person under your care), the date on which the examination took place, the date on which the certificate was issued and the date(s) on which the patient (you or the person under your care) is or was unfit for attendance.

If the absence is not related to illness, you must present a form of official documentation outlining the reason for your absence (e.g. a counsellor, psychologist or psychiatrist's report, court documents, a letter or another form of documentation filled out on a Commonwealth of Australia Statutory Declaration Form that has been certified by a relevant party).

If you need to inform Sechi Hair Academy of any future absences, students are required to complete a Special Consideration Form outlining the reasoning and any evidence that will be provided to support the future absence.

Students who fail to attend classes will not be provided with the opportunity to catch up on the missed sessions. Failure to attend classes and complete assessment tasks may result in units of competency being marked as Withdrawn or Not Yet Competent. (Please refer *Assessment Arrangements* on page 12 for further information regarding Assessment Outcomes.)

## 16. Deferral of Training

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Sechi Hair Academy does not allow students to defer their training. If you need to take an extended period of time off from your course, Sechi Hair Academy requires students to withdraw from their qualification and re-apply when you wish to return to your training.

It is recommended that you have an in-depth discussion with Sechi Hair Academy staff before you discontinue your qualification.

## 17. Uniform and Grooming Requirements

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All students at Sechi Hair Academy are required to purchase the Sechi Hair Academy Uniform, consisting of a black tunic. The costs of your uniform are included in your enrolment fees.

Students are required to be in the correct uniform at all times when on the Sechi Hair Academy premises. Below is a list of what is permitted and not permitted to wear as your Sechi Hair Academy uniform.

Permitted	Not Permitted
<ul style="list-style-type: none"> <li>• Plain black top (to be worn under tunic)</li> <li>• Black pants</li> <li>• Black skirt of acceptable length (stocking or leggings can be worn underneath during colder days)</li> <li>• Flat closed-toed shoes</li> <li>• Hair and make-up should be presentable and applied before attending classes</li> <li>• All beauty students must wear their hair up</li> <li>• Short manicured nails</li> </ul>	<ul style="list-style-type: none"> <li>• Shoestring or crop tops</li> <li>• Printed tops covered in logos and other branding</li> <li>• Jeans</li> <li>• Shorts</li> <li>• Skirts of inappropriate length</li> <li>• Jackets to be removed while in class</li> <li>• Heeled or platform shoes</li> <li>• Open-toed shoes, e.g. sandals or thongs</li> </ul>

Students who attend classes with the incorrect uniform and grooming requirements will be asked to leave the premises and will be unable to return until the correct uniform and grooming requirements are being observed.

## 18. Assessment Arrangements

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At the beginning of each unit of competency your trainer and assessor will go through the arrangements for assessments with you and you will be provided with all the details about the assessment requirements for that particular unit of competency.

At this time, you will:

- Be provided with detailed Student Assessment Instructions for each assessment task which includes the criteria you will be assessed against.
- Be informed of all relevant scheduled dates or timing of assessments to be conducted.
- Be required to complete a Unit Assessment Plan and Agreement, stating that you understand all requirements of assessment for the particular unit of competency.

Your trainer and assessor will go through all of the arrangements with you and you can ask them any questions you may have. Students are advised to note down all assessment dates on your provided course timetable and Student Assessment Instructions handout.

### 18.1. Submitting Your Assessments

You must submit all written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written assessments will not be accepted without a signed cover sheet.

All assessment tasks are conducted on Sechi Hair Academy premises, and students will not be permitted to complete any assessment tasks at home. All completed assessments are to be submitted directly to the trainer and assessor.

Written work will be marked by the assessor within thirty (30) days of receipt. Your trainer and assessor will provide you with feedback and confirm the outcome of the task on the Assessment Task Cover Sheet, as well as in your Assessment Record Tool for that unit of competency.

### 18.2. Assessment Outcomes

Each assessment task will be given either an outcome of Satisfactory (S) or Not Satisfactory (NS). You must complete all assessment tasks satisfactorily to achieve an overall outcome of Competent (C) for a unit of competency. If one (1) or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of competency of Not Yet Competent (NYC).

If you fail to attend your scheduled assessment date/s, the assessment will be marked as Not Satisfactory (NS). You can have one (1) further attempt to complete the assessment task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission by your trainer and advised what you must include in your resubmission. Any resubmissions must be submitted within fourteen (14) days of the original assessment due date. If you fail to attend this second scheduled assessment date/s, you will again be marked as Not Satisfactory (NS).

If after the second attempt you are still assessed as Not Satisfactory, you will be made Not Yet Competent (NYC) in that unit of competency. You will then continue with your training plan until your scheduled completion date, after which you will receive a Statement of Attainment for the units of competency that you have successfully completed. After the completion of your original training plan, you will then have the opportunity (either with Sechi Hair Academy or with another RTO) to re-enrol in any units of competency that you did not successfully complete, subject to class availability. This will incur additional enrolment, tuition and amenities fees, as outlined in the Fees and Charges policy.

### 18.3. Reasonable Adjustment in Assessment

Some students may need modifications to assessment tasks due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment may involve:

- Making training and assessment resources and methods more accessible, e.g. providing learner workbooks on different coloured paper.
- Adapting physical facilities, environment and/or equipment, e.g. setting up hearing loops.
- Making changes to the assessment arrangements, e.g. more time allowed for assessment tasks.
- Making changes to the way evidence for assessment is gathered, e.g. written questions asked orally.

Please speak to your trainer and assessor if you think that you may need an adjustment made. Please note that these adjustments will be made at the discretion of your trainer and assessor based on your identified needs, and any needs should ideally be disclosed during your original enrolment appointment.

### 18.4. Appealing Assessment Decisions

If you do not agree with any assessment decision made, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section of this Student Handbook for further information about how to lodge an appeal.

## 19. Models for Assessment

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Sechi Hair Academy endeavours to supply suitable models for all students for practical assessments. However, depending on the service being assessed, it can sometimes be difficult on our part to source a suitable number of models.

This is why it is in the best interest of the student that they provide their own models for assessment. Your trainer will advise you well in advance of how many models you will be asked to provide for a particular unit of competency.

Please note that if you have been allocated an assessment model by Sechi Hair Academy and are unable to attend class for that particular assessment then you will need to provide enough notice to Sechi Hair Academy to be able to either reschedule or reallocate that model to a new student. If a student does not allow adequate notification when unable to attend an assessment with a provided model, Sechi Hair Academy will no longer be able to provide any further models to that student and they will be required to source all of their own models from that moment on.

Students who are unable to attend and are providing their own models are expected to contact their model and advise of their absence.

Please note that **all** practical assessments in both Hairdressing and Beauty Therapy require live models to be assessed. Any assessments attempted on a mannequin head will be marked as Not Satisfactory (NS), requiring you to attempt the assessment again.

## 20. Student Plagiarism, Cheating and Collusion

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Sechi Hair Academy has a **no tolerance** policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If found guilty of plagiarism, cheating or collusion, Sechi Hair Academy will be required to undertake disciplinary action and the assessment will be marked as Not Satisfactory (NS), requiring you to attempt the assessment again.

## 21. Social Media Etiquette

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Sechi Hair Academy encourages the use of social media platforms to showcase student work and as an opportunity to obtain clients for assessment purposes. Sechi Hair Academy encourages all students to 'check-in' at <http://www.facebook.com/sechihairacademy/> when arriving to class.

Sechi Hair Academy expresses caution when using social media platforms. When using social media, students at Sechi Hair Academy are expected to ensure that they:

- Are aware of what they are posting online and that social media sites and applications are public forums.
- Are not permitted to 'friend' a member of Sechi Hair Academy staff on any social networking site. If students attempt to do this, the member of staff will refuse the student access and will inform the Operations Manager.
- Will not access social networking sites during school hours without express permission from a member of staff.
- Do not post content that is hateful, threatening, pornographic, or incites violence against others.
- Respect the rights and confidentiality of others.
- Do not impersonate or falsely represent another person.
- Do not bully, intimidate, abuse, harass or threaten others.
- Do not make defamatory comments towards Sechi Hair Academy, its staff, students or any other person.
- Do not use offensive or threatening language or resort to personal abuse towards each other or members of the school community.
- Do not in any way harm the reputation of Sechi Hair Academy or those within its community.

If you experience any difficulties or are aware of any incidents of bullying or harassment through any method of electronic communication (which includes e-mails, text messages and internet postings on websites or any other social media platform), whether it be a single isolated incident or a series of incidents, please inform the Training Officer immediately.

## 22. Support Services

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Sechi Hair Academy are committed to ensuring that you get all the support you need to make your time with us both positive and successful. You may not have studied for a while or you may need help with study skills. You may also need assistance with skills such as reading, writing and numeracy.

The pre-training review and Language, Literacy and Numeracy Evaluation conducted prior to your enrolment will help Sechi Hair Academy to identify any support you may need. Based on this information, we will contact you to discuss your support needs if required.

Your support needs can also be discussed during the pre-enrolment appointment with the Operations Manager and during your induction.

Services that we can offer to you include:

- One-to-one support from our trainers and assessors.
- Classes to assist you with study skills.
- Referral to relevant external support services.
- Specialist support services for students with a disability.
- Personal counselling.

Students are advised to contact Sechi Hair Academy’s administration office on (03) 8754 0000 if you wish to discuss your support needs further.

## 23. External Support Services

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For students requiring any additional support with their studies, work or home life, Sechi Hair Academy has provided the following details for any community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by the student.

<p><b>Reach Out</b> <a href="http://www.reachout.com.au/">http://www.reachout.com.au/</a></p>	<p>Web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing.</p>
<p><b>headspace</b> (03) 8001 2366 (Werribee location) <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a></p>	<p>Help and support for young people aged 12-25 at centres, online or over the phone for mental health, general health, alcohol and drug and work and study.</p>
<p><b>Lifeline</b> 13 11 14 <a href="http://www.lifeline.org.au/">http://www.lifeline.org.au/</a></p>	<p>Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.</p>
<p><b>Kids Helpline</b> 1800 551 800 <a href="http://www.kidshelpline.com.au/">http://www.kidshelpline.com.au/</a></p>	<p>Kids Helpline is Australia’s only free, private and confidential phone counselling service specifically for young people aged between 5 and 25.</p>

<p><b>beyondblue</b> 1300 224 636 <a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a></p>	<p>beyondblue promotes good mental health, tackles stigma and discrimination, and provides support and information on anxiety, depression and suicide to all in need.</p>
<p><b>Domestic Violence Resource Centre Victoria</b> (03) 9486 9866 <a href="http://www.dvrcv.org.au/">http://www.dvrcv.org.au/</a></p>	<p>The Domestic Violence Resource Centre Victoria (DVRCV) is a state-wide resource centre working to prevent and respond to family violence, with a particular focus on men’s violence against women in intimate relationships.</p>
<p><b>Family Drug Helpline</b> 1300 660 068 <a href="http://www.familydrughelp.com.au/">http://www.familydrughelp.com.au/</a></p>	<p>Family Drug Help (FDH) provides a specialist service to support family members and friends who are concerned about a loved one’s alcohol and other drug use. Family Drug Help aims to strengthen clients’ physical and mental health and their ability to cope with a very difficult situation.</p>
<p><b>National Association of Loss &amp; Grief Australia</b> (03) 9351 9358 <a href="http://www.nalag.org.au/">http://www.nalag.org.au/</a></p>	<p>A statewide community and practitioner association, NALAG (VIC) established in the late 1970’s, is committed to the development of loss and grief issues affecting the diverse fields of practice – care, support, education, counselling and research.</p>
<p><b>Suicide Call Back Service</b> 1300 659 467 <a href="http://www.suicidcallbackservice.org.au/">http://www.suicidcallbackservice.org.au/</a></p>	<p>Suicide Call Back Service provides free phone, video and online counselling for anyone affected by suicide.</p>
<p><b>Victorian Equal Opportunity &amp; Human Rights Commission</b> 1300 891 848 <a href="http://www.humanrightscommission.vic.gov.au/">http://www.humanrightscommission.vic.gov.au/</a></p>	<p>The Commission helps people resolve complaints of discrimination, sexual harassment and religious vilification by offering a confidential, free and impartial complaint resolution service with the aim of achieving a mutual agreement.</p>
<p><b>MensLine Australia</b> 1300 789 978 <a href="http://www.mensline.org.au/">http://www.mensline.org.au/</a></p>	<p>National 24/7 telephone, online chat and video counselling service, supporting men with family and relationship issues.</p>
<p><b>Gay &amp; Lesbian Switchboard</b> (03) 9663 2939 <a href="http://www.switchboard.org.au/">http://www.switchboard.org.au/</a></p>	<p>Switchboard Victoria is a community based not for profit organisation that provides a peer based, volunteer run support service for the LGBTQI+ community.</p>
<p><b>Centrelink</b> 13 10 21 <a href="http://www.centrelink.gov.au/">http://www.centrelink.gov.au/</a></p>	<p>If you are completing a full-time course, you may be eligible for benefits through Centrelink.</p>
<p><b>Legal Aid Victoria</b> 1800 462 480 <a href="http://www.legalaid.vic.gov.au/">http://www.legalaid.vic.gov.au/</a></p>	<p>Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians, provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases.</p>



## 24. Support Agencies in the Wyndham Area

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The following is a list of support agencies located within the Wyndham locality.

### 24.1. Youth Support Services

<b>headspace Werribee</b>	Shop 13, 5 Duncans Road, WERRIBEE VIC 3030 (03) 8001 2366
<b>Anglicare Victoria</b>	2 Market Road, WERRIBEE VIC 3030 (03) 9731 2500
<b>Catholic Care</b>	510 Ballan Road, WYNDHAM VALE VIC 3024 (03) 9216 7777
<b>Uniting Care</b>	19 Duncans Road, WERRIBEE VIC 3030 (03) 9742 6452
<b>Wyndham Youth Resource Centre</b>	86 Derrimut Road, HOPPERS CROSSING VIC 3029 (03) 8734 1355

### 24.2. Disability & Health Support Services

<b>Karingal Create Wyndham</b>	Werribee Business Centre Suite 6, 2-14 Station Place, WERRIBEE VIC 3030 (03) 9974 9600
<b>Mercy Mental Health</b>	117-129 Warringa Crescent, HOPPERS CROSSING VIC 3029 (03) 8734 1550
<b>Werribee Mercy Hospital</b>	300 Princes Highway, WERRIBEE VIC 3030 (03) 9216 8888
<b>Women’s Health West</b>	317-319 Barkly Street, FOOTSCRAY VIC 3011 (03) 9689 9588
<b>ISIS Primary Care Drug and Alcohol Support Service</b>	117-129 Warringa Crescent, HOPPERS CROSSING VIC 3029 (03) 8734 1400

**24.3. Recruitment & Employment Services**

<b>Job Prospects Werribee</b>	Shop 3, 56-58 Watton Street, WERRIBEE VIC 3030 (03) 9036 5350
<b>MAX Employment Werribee</b>	Units 3 & 4, 9 Bridge Street, WERRIBEE VIC 3030 (03) 9731 3000
<b>The Salvation Army Employment Plus Werribee</b>	Wandene House, Level 1, Cnr Bridge & Synnot Streets, WERRIBEE VIC 3030 13 61 23
<b>Sarina Russo Job Access Werribee</b>	Wandene House, Level 1, 4C Bridge Street, WERRIBEE VIC 3030 13 15 59
<b>AMES Employment Werribee</b>	Suites 14 & 15, Level 2, 75-79 Watton Street, WERRIBEE VIC 3030 (03) 9731 1599
<b>WCIG Werribee</b>	Suite 10, Level 1, 75 Watton Street, WERRIBEE VIC 3030 (03) 9741 0477
<b>Wesley Employment Services Werribee</b>	3 Duncans Road, WERRIBEE VIC 3030 (03) 9049 5900

**25. Your Feedback**

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Your feedback is important to Sechi Hair Academy and assists us in ensuring that all of our services meet your needs. We use feedback from both students and employers to contribute to our continuous improvement processes, so we are always striving to deliver the best quality training program to students. If you have any suggestions for improvement, please complete the Suggestion for Improvement Form, available at the Administration Office.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer and assessor. Some may also be mailed or emailed to you from our office.

We always welcome feedback, whether positive or negative, from students at any time.

## 26. Availability of Student Forms, Handbook and Policies and Procedures

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All forms, handbooks and policies and procedures required to be accessed by students are readily available from two (2) locations:

- The Sechi Hair Academy Administration Office
- Under the 'Student Info' section of the Sechi Hair Academy website (<http://www.sechihairacademy.com/>)

You can also request any documents by emailing [enquiries@sechihairacademy.com](mailto:enquiries@sechihairacademy.com) or calling the administration office on (03) 8754 0000.

If you believe that there is a form, handbook or policy and procedure that is currently missing from the above locations, please don't hesitate to inform the administration office.

## 27. Access to Your Records

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You may access or obtain a copy of the records that Sechi Hair Academy holds about you at any time. This includes your provided personal information and records of your participation and academic progress.

If you want to access or obtain a copy of your records, you must make a request by filling out the Request to Access Records Form available from the administration office, outlining which record/s you wish to access. There is no charge to access your records.

Access to records may be provided by:

- Making copies of the records held on file
- Providing a time for you to review your file
- Providing access to the online portal where some records about the course can be viewed.

### 27.1. Amendment to Records

If a student considers the information that Sechi Hair Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended using the Amendment to Records Request Form.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## 28. Notifying You If Things Change

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As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email or call.

Students are required to notify us of any changes to your details by using the Student Change of Details Form, available from the administration office.

## 29. Legislation and You

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As a student, you have both rights and responsibilities under applicable legislation.

### 29.1. Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Sechi Hair Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer and assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Sechi Hair Academy's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

### 29.2. Harassment, Victimisation or Bullying

Sechi Hair Academy is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Sechi Hair Academy will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment include making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is a verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a student or staff member, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the Sechi Hair Academy Complaints and Appeals procedure detail in your Student Handbook.

### 29.3. Equal Opportunity

The principles and practices adopted by Sechi Hair Academy aim to ensure that all current and prospective students, clients and other stakeholders are treated fairly and equally in their dealings with Sechi Hair Academy.

All people will be treated courteously and expeditiously through the process of enquiry, selection and enrolment and all throughout their participation in a course at Sechi Hair Academy.

Sechi Hair Academy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### 29.4. National VET Regulator Act 2011

As a student in Australia's Vocational Education and Training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or to provide you with a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### 29.5. Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must provide us with your USI during the enrolment process. Sechi Hair Academy will be able to assist you in creating your USI during your enrolment appointment if you do not already have one, or in locating your previously created USI if you are unable to locate it. Alternatively, you can visit <http://www.usi.gov.au/> and create or manage your own USI at any time.

Sechi Hair Academy is unable to issue a qualification or statement of attainment unless we have a valid USI.

Sechi Hair Academy will not accept any enrolment without a valid USI provided.

## 30. Privacy Policy

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In collecting your personal information Sechi Hair Academy will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information, e.g. the Australian Government of National Centre for Vocational Education Research (NCVER), as well as the purpose of disclosing this information, e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation;
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available through our administration office.

## 31. Fees, Charges and Refunds

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### 31.1. Policy

#### 31.1.1. Protection of fees paid in advance

Sechi Hair Academy protects the fees that are paid in advance by students.

Sechi Hair Academy does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off monthly in advance during the course in instalments according to a set direct debit payment plan.

#### 31.1.2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement signed upon enrolment. In compliance with Clause 5.3 of the Standards for RTOs, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- All relevant fee information including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- The learner's rights as a consumer including any cooling off period

Refund information is outlined on the Student Agreement and in this Student Handbook (see below).

#### 31.1.3. Inclusions in course fees

Unless otherwise specified, courses fees include the training and assessment required for students to achieve the qualification or course in which they are enrolling.

No GST applies to Nationally Recognised Training.

Course fees include two (2) attempts to achieve a satisfactory outcome for each assessment task. Where a student exhausts these attempts, the student will need to re-enrol after the completion of their training plan, with additional enrolment, tuition and amenities fees to be paid for the relevant unit/s of competency.

Sechi Hair Academy cannot guarantee that students will successfully complete the course in which they enrol regardless of where all due fees have been paid. Course fees include all compulsory categories listed below:

- Enrolment fee, consisting of your establishment fee, uniform fee and one (1) month upfront course payment, all of which is non-refundable.
- Resource fee payable each month for the duration of the course. This covers the supply of learner guides and any additional required handouts.
- Tuition fee payable each month for the duration of the course. This covers the tuition and assessment materials and services required for the delivery of the qualification, other than the learner guides and additional required handouts.
- Amenities fee payable each month for the duration of the course. This covers the supply of student facilities such as salon product, tea, coffee, internet access, classroom equipment and library resources.
- Course fees include the issuance of a testamur and record of results and/or a statement of attainment at completion or withdrawal.

### 31.1.4. Payment plans

All tuition, amenities and resource fees will be collected by Ezy pay (ABN 42 003 340 734) through a direct debit payment plan set up during the enrolment process. Please note that all direct debit payment plans will incur additional transaction fees that will be charged by Ezy pay. These include a customer load fee of \$2.31 (only applicable to your first monthly payment) for all new customers, and transaction fees of \$0.33 + 1.5400\$ for each payment. Failed payments will incur a customer failed payment of \$10.29. Please note that these transaction fees may increase at any time over the duration of your payment plan at the discretion of Ezy pay.

### 31.1.5. Other fees

Sechi Hair Academy requires the purchase of equipment kits for some of our qualifications. All kit information is outlined in each qualification's course outline.

Reissuance of a testamur and record of results or a statement of attainment will cost \$30.00 per request.

### 31.1.6. Late payments

Students who are experiencing difficulty in paying their fees on time are invited to call our administration office to make alternative arrangements for payment during their period of difficulty.

Failed Ezy pay payments will incur a customer failed payment fee of \$10.29 per transaction. Ezy pay will attempt to rebill your account a second time before placing your account on hold. Once an Ezy pay account is placed on hold, all training will cease until any outstanding debits have been resolved. If a student fails to make a payment in accordance with their direct debit payment plan, Sechi Hair Academy will give the student twenty-one (21) days written notice of its intention to cancel their enrolment for failure to make a payment. If the payment remains unpaid at the expiry of the twenty-one (21) days, Sechi Hair Academy will proceed with the cancellation of the enrolment. Debts will be referred to a debt collection agency where fees are more than forty (40) days past due.

Sechi Hair Academy reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

### 31.1.7. Refunds

All course fees include a non-refundable enrolment fee to be paid upfront, consisting of the establishment fee, uniform fee and one (1) month upfront course payment. In the unlikely situation where Sechi Hair Academy is required to cancel a course due to insufficient numbers or for other unforeseen circumstances beyond our control, students will receive a full refund of these payments.

Tuition, amenities and resource fees are collected monthly.

Students who withdraw from a course must do so in writing providing one (1) months' notice using the Cessation of Training Form available from the Sechi Hair Academy administration office. Fees will continue to apply during this notice period. No refunds apply to the tuition, amenities and resource fees paid during this period.

At the time of withdrawal, students who believe they are entitled to a refund should lodge an application using the Refund Application Form. Students who have not completed a Cessation of Training Form are not eligible for consideration of a refund.

Whilst every effort will be made under Sechi Hair Academy's financial governance responsibilities, in the event that Sechi Hair Academy ceases to operate, a partial refund of fees paid may also apply. The refund will be for any fees paid for training and assessment that is not able to be delivered.

In this event Sechi Hair Academy will automatically conduct a refund assessment of all affected students and issue the refund due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within twenty-eight (28) days of Sechi Hair Academy ceasing operation.

## 32. Government-Subsidised Training Places<sup>1</sup>

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The Victorian Training Guarantee makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

### 32.1. Am I eligible for a Government-Subsidised Training Place?

Generally, you are eligible for a Government-Subsidised Training Place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are **any** of the following:

- under twenty (20) years of age (as of January 1 in the year of enrolment)
- seeking to enrol in a Foundation Skills List course (and do not hold a Diploma of above qualification or are receiving core skills training in other sectors)
- seeking to enrol in VCE or VCAL
- seeking to enrol in an apprenticeship
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification.

If you are enrolled at a school, you will not be able to receive a Government-Subsidised Training Place for a course through the Victorian Training Guarantee, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.

### 32.2. How many courses am I eligible for?

You are eligible to commence in a maximum of two (2) subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two (2) courses at the Certificate III level, you may only commence courses at the Certificate IV level (or above).

This restriction does not apply to courses on the Foundation Skills List or to students recommencing training in the same qualification (at the same or a different provider).

Under exceptional circumstances students may apply for an exemption to the rule allowing only two (2) commencements at the same level, enabling them to enrol in a further qualification at the same level. No exemptions are available for any other eligibility criteria.

In addition, eligible students can begin up to two (2) subsidised courses in a year as long as you are not doing any more than two (2) courses at a time.

### 32.3. What if I want to study and I don't meet the eligibility criteria?

You can still study at your choice of training provided if places are available, but you may not be able to access a government-subsidised place.

Some training providers do not provide government-subsidised training places and charge full fee for service rates. Some courses are only offered as full fee for service.

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<sup>1</sup> <http://www.education.vic.gov.au/training/learners/vet/Pages/funding.aspx>



### 33. Complaints and Appeals

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The purpose of this policy and procedure is to outline Sechi Hair Academy's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential matter.

This policy and procedure ensure compliance with Standard 6 of the Standards for RTOs 2015.

#### 33.1. Definitions

**Appeal** means a request for a decision made by Sechi Hair Academy to be reviewed.

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Sechi Hair Academy.

**Services** means training, assessment, related education and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework.

#### 33.2. Policy

- 33.2.1. Sechi Hair Academy responds to all allegations involving the conduct of:
- The RTO, its trainers and assessors and other staff.
  - Any third-party providing services on behalf of Sechi Hair Academy.
  - Any student or client of Sechi Hair Academy.
- 33.2.2. Complaints may be made in relation to any of the Sechi Hair Academy services and activities such as:
- The application and enrolment process.
  - Marketing information.
  - The quality of training and assessment provided.
  - Training and assessment matters, including student progress, student support and assessment requirements.
  - The way someone has been treated.
  - The actions of another student.
- 33.2.3. Appeals have been made to request that a decision made by Sechi Hair Academy is reviewed. Decisions may have been about:
- Course admissions.
  - Refund assessments.
  - Response to a complaint.
  - Assessment outcomes and results.
  - Other general decisions made by Sechi Hair Academy.
- 33.2.4. Sechi Hair Academy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Sechi Hair Academy ensures that complaints and appeals:
- Are responded to in a consistent and transparent matter.
  - Are responded to promptly, objectively, with sensitivity and confidentially.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying areas for improvement.
- 33.2.5. Sechi Hair Academy will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

33.2.6. Sechi Hair Academy will maintain a record of all complaints and appeals and their outcomes on the Complaints Register and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

33.2.7. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection Laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### **Making a complaint or appeal**

33.2.8. Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

33.2.9. Complaints and Appeals can be made in writing using the Complaints and Appeals Form, available from Sechi Hair Academy's administration office at Level 1, 81 Watton Street, WERRIBEE VIC 3030.

33.2.10. When making a complaint or appeal, provide as much information as possible to enable Sechi Hair Academy to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

33.2.11. Your complaint or appeal will be acknowledged by Sechi Hair Academy in writing.

33.2.12. Relevant members of the management team of Sechi Hair Academy will be involved in resolving complaints and appeals as outlined in the procedures.

33.2.13. Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such time as the matter is resolved.

33.2.14. Where a student chooses to access this policy and procedure, Sechi Hair Academy will maintain the student's enrolment while the complaints and appeals handling process is ongoing. The student may be asked to refrain from attending classes during the complaints and appeals handling process depending on the nature of the complaint or appeal and as determined by Sechi Hair Academy.

33.2.15. The complaints and appeals process are to be conducted with the strictest of confidentiality. The complainant or appellant is not permitted to discuss the nature of any complaint or appeal with any other persons either during the process or after the resolution of a complaint or appeal.

### **Independent parties**

33.2.16. Sechi Hair Academy acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with the independent parties to review a matter must be covered by the complainant or appellant unless the decision to include an independent party was made by Sechi Hair Academy.

The independent party recommended by Sechi Hair Academy is the **Melbourne Commercial Arbitration and Mediation Centre** who have a cost of \$950.00 per matter; however, complainants and appellants are able to use their own external party at their own cost.

Sechi Hair Academy will provide complete cooperation with the external mediator investigating the complaint or appeal and will be bound by the recommendations arising out of this process.

The Operations Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

### External complaint avenues

33.2.17. Complaints can also be made via the following avenues:

#### **National Training Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday – Friday 8:00 AM to 6:00 PM nationally.

Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Training Complaints Hotline, refer to the following webpage:

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx>

#### **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to Sechi Hair Academy's RTO registering body, the Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html/>

## 34. Public Transport

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Sechi Hair Academy is located within easy walking distance from the Werribee train station and bus hub. For more information regarding public transport in Werribee, please visit <http://www.ptv.vic.gov.au/>.

## 35. Car Parking

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Sechi Hair Academy is unable to provide any car parking facilities for students or clients. Please be aware that if you choose to park in a timed parking zone, you will not be permitted to leave class to move your car until the provided lunch break at 12:15 PM. Sechi Hair Academy will not be held responsible for any parking fines accumulated while on our premises.

## 36. Food and Beverages

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Food and beverages are not permitted in any defined training areas during class. The only exception is drinking water contained in sealable bottles. At the discretion of Sechi Hair Academy, the training areas may be used for lunch breaks on days where the weather permits students from going outside. Training areas must be cleaned thoroughly prior to the recommencement of classes, with all rubbish placed in the correct bins provided (no food scraps are to be placed in the bins in the training area).

## 37. Mobile Phones

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Students are currently not permitted to use their mobile phones during class times, unless given specific instructions by the trainer to do so. All mobile phones are to be placed on silent or turned off and put away in your bag. If any student is caught using their mobile phone during class time without permission from the trainer, the phone will be confiscated and returned to you at the conclusion of the training session.

Please make sure that anyone who may need to contact you in case of an emergency is provided with the contact details for Sechi Hair Academy, so that they are able to contact us directly.

If you require to have your phone on during class time, you will need to request an exemption in writing to Sechi Hair Academy explaining the reasons why.

## 38. Issuing of Certification Documents

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On completion of your course and payment of all relevant fees, we will issue you with a testimonial and record of results within thirty (30) days. The record of results will outline all the units of competency achieved in the course.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal provided all outstanding fees have been paid.

Sechi Hair Academy reserves the right to withhold the issuance of a qualification or statement of attainment until all fees related to the course or qualification have been paid, except where Sechi Hair Academy is not permitted to do so by law.

Sechi Hair Academy must have a valid USI on file for the student for a qualification or statement of attainment to be issued.

### 38.1. Re-issuing Statements and Qualifications

Records of qualifications and unit of competency achievement are kept on record for a period of at least thirty (30) years. Students can request additional copies of any of these statements or qualifications at any time for an additional charge. Please refer to our fees and charges section for the costs involved.

## 39. Cancellation of Enrolment

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Sechi Hair Academy reserves the right to cancel the enrolment of a student if:

- The student refuses to comply with the Rules and Regulations of Sechi Hair Academy as outlined in the Student Handbook
- The student fails to make their direct debit payments in accordance with their payment plan due dates
- Sechi Hair Academy 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 direct debit payment plan
- The payment remains unpaid at the expiry of the twenty-one (21) days.