



# The WA ACADEMY STUDENT HANDBOOK



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The WA Academy Student Handbook

Version 1



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This revised version of the WA Academy Student Handbook is effective from 1/1/2010 and replaces all prior versions that have been issued.

This Student Handbook is intended to be utilised by the students of the WA Academy as a guide only and may be subject to change by the Principal at anytime.

The contents of this handbook are also available through our website at [www.waacademy.com.au](http://www.waacademy.com.au)

## **Our Mission**

The WA Academy takes seriously the need to train students to the highest industry standard. To assist and encourage all students to achieve and excel and to become confident and talented in their chosen career with guidance and support from Lecturers that make a difference. The WA Academy seeks to accommodate student differences and promote social justice.

# Academy Information

## Welcome to the WA Academy

This Handbook outlines the WA Academy Policies and Procedures, which are your guidelines and a point of reference for you as a student whilst attending the WA Academy.

These Policies and Procedures are in place to assist you in identifying the pathway to competently completing your chosen qualification or course.

The Policies and Procedures contained within this Handbook have been developed for internal and external students of The WA Academy.

These Policies and Procedures reinforce the WA Academy's commitment to the highest quality of Vocational Education and Training. The WA Academy will continuously adopt and adapt Policies and Procedures where necessary to support and maintain a high quality of training outcomes.

## Facilities & Equipment

Students enrolled at the WA Academy will have available for their use;

All program support materials such as;

- DVD's, text, videos, photographs and other course related material.
- Practical salon environment
- Quiet areas for study or small group meetings
- Access to photocopiers and computers

## Student & Client Records

The WA Academy requests that all students notify the Academy of any change of address or other details within seven days.

As a requirement for funding and for the purposes of other government bodies the WA Academy will request personal information from students. This information collected will include;

- Name and address
- Date of birth
- Employment status
- Educational achievements
- Ethnicity, gender

This information is required as a condition of government funding. Occasionally your name and address may be used for our own customer service or to gain feedback about our business.

## **WA Academy Hours and attendance**

Your attendance hours will depend on the course you are undertaking and the delivery mode, full time or part time, day or evening (Please refer to your individual timetable or training plan). Administration will however be open each morning at 8:30am and close at 5.00pm for general enquiries.

Students must not leave the Academy unless on a scheduled break time without the permission of their Lecturer. Students must arrive 10-15 mins prior to the start of their allocated class. It is imperative that the Lecturer is aware of all students' whereabouts at all times. If leaving the Academy sick, you must advise your lecturer. If not attending class on a scheduled day, you must contact reception as early as possible.

## **Smoking**

The WA Academy and its perimeters is a non-smoking environment.

## **Alcohol & Drugs**

The WA Academy have a responsibility to ensure that all staff and students of the WA Academy present themselves for duty in a fit state and are not under the influence of alcohol or other drugs. Anyone who has a drinking or drug related problem is encouraged to seek professional care. (Any one found to be under the influence of either will be asked to leave the WA Academy immediately pending discussions with the Principal).

## **Behaviour**

The WA Academy will treat others with honesty, respect and courtesy. Behaviour that is argumentative, disruptive, violent, intimidating, discriminatory, sexist, belittling, or abusive is not appropriate and will not be tolerated. Any student behaving in an unacceptable manner will be asked to leave the WA Academy immediately, and could be withdrawn from the rest of their course pending discussions with the Principal.

# Bullying - The WA Academy Bullying Policy

## What is bullying?

**Bullying** is a form of harassment. **Bullying** behaviour is based on the misuse of power in human relationships. From an occupational health and safety perspective, **workplace bullying** is defined as: ***repeated, unreasonable behaviour directed towards a person or group of persons at a workplace, which creates a risk to health and safety.***

**“Unreasonable behaviour”** is behaviour that is offensive, humiliating, intimidating, degrading or threatening. It includes, but is not limited to:

- Verbal abuse
- Initiation pranks
- Excluding or isolating employees
- Giving a person the majority of an unpleasant or meaningless task
- Humiliation through sarcasm, or belittling someone’s opinions
- Constant criticism or insults
- Spreading misinformation or malicious rumours
- Setting impossible deadlines
- Deliberately changing work rosters to inconvenience certain employees
- Deliberately withholding information or resources, that are vital for effective work performance
- Manipulating the impression of others to split the work group into taking sides
- Displaying written or pictorial material which may degrade or offend certain employees

**“Repeated behaviour”** refers to the nature of the behaviour, not the specific form of the behaviour. Therefore, repeated unreasonable behaviour may be a pattern of diverse incidents, often escalating over time, eg. verbal abuse on one occasion, personal property intentionally damaged on another occasion, and subsequently being unreasonably threatened with the sack. **“Occupational violence”** is defined as any incident where a person is physically attacked or threatened in the **workplace**. If **bullying** involves assault or threat of assault, criminal laws may apply and it may therefore become a police matter.

## **Single incidents**

Although a single incident of workplace harassment is not considered to be bullying behaviour, it can be distressing for the individual and can still cause injury. Employers should treat single incidents of harassment as warning signs and take preventative action.

Depending on the circumstances, a single incident of harassment may be an offence under the *Discrimination Act 1991*.

## **Where to get advice and assistance**

The WA Academy Policy and Procedures, The Training Development Manager is the appointed adviser. When consulted, The Training Development Manager can help a person clarify whether behaviors perceived as offensive in fact constitutes bullying; explore possible strategies to resolve the difficulty using informal procedures; advise the person of their rights under relevant legislation; provide supportive counseling.

The Training Development Manager if necessary can provide confidential support and assistance to both the person raising concerns and the person who is the subject of those concerns.

## **The WA Academy Sexual Harassment Policy**

All Staff and students have a basic right to in an environment free from sexual harassment. The WA Academy is committed to the provision of such an environment.

### **What is Sexual Harassment?**

#### **Sexual Harassment Defined**

Sexual Harassment is a general term covering unwelcome sexual behaviour. This could be a demand for sexual activity. It could be unwelcome sexual jokes, or even comments about a person's sexual behaviour. It could also be the display of offensive pictures or the use of offensive language in the workplace. Behaviour that is not freely consented to because of fear, intimidation or coercion constitutes sexual harassment because it is unwelcome.

## **Where to get advice and assistance**

The WA Academy's policy and procedures, the Training and Development Manager (Training Development Manager) is the appointed adviser;

When consulted, the Training Development Manager can:

- Help a person clarify whether behaviour perceived as offensive in fact constitutes sexual harassment;
- Explore possible strategies to resolve the difficulty using informal procedures;
- Advise the person of their rights under relevant legislation;
- Provide supportive counselling.

Separate Advisers if necessary can provide confidential support and assistance to both the person raising concerns and the person who is the subject of those concerns.

## **Access & Equity Access and Equity**

The WA Academy will ensure access to all programs is available to all persons regardless of age, colour, gender, race, religious or ethnic background.

The WA Academy is committed to the principals of equal opportunity in training for all persons and therefore will not tolerate any forms of discrimination or harassment on the grounds of sex, race, marital status, pregnancy, age, impairment, religious or political conviction.

## **Appeals, Complaints and Grievances**

The WA Academy Student Complaints and Appeals Process (see the attached flow chart) is the Academy's correct process of appeals, grievances or complaints. The Training and Development Manager (Training Development Manager) is the appointed adviser. When consulted, The Training Development Manager can help a person clarify whether their problem is a complaint and will assist with them to resolve the complaint through the Academy's process.

The Training Development Manager will endeavor to resolve to all verbal and written complaints initially through discussion and conciliation.

The Training Development Manager if necessary can provide additional confidential support and assistance to the person raising the appeal, complaint or grievance.

If the complaint cannot be resolved through discussion and conciliation, the Training Development Manager will elevate the complaint through the WA Academy's Complaints and Appeals Process (See attached flow chart)

## **Disciplinary Procedure**

If students are guilty of any of the following;

- Cheating in test/exams
- Not wearing clothing as specified in OH & S
- Intimidation of staff or students
- Disruptive behavior
- Offensive Language

In incidences of misconduct, **one verbal warning** will be given, with **two written warnings** to follow, then finally **one formal termination**.

Malicious acts of damage to facilities and equipment or theft will result in immediate termination. The Principal is the final decision maker in the Disciplinary Process.

## **Occupational Health & Safety**

The WA Academy is committed to ensuring that all operational and business activities involving employees, students and the public in general are carried out in a safe and hazard free environment in accordance with relevant OH & S guidelines.

Safety is an attitude and part of our culture. The WA Academy believes that the right way is the safe way.

To ensure we continue to have a safe place to work, please observe the following basics:

- Follow all safety instructions, notices and restrictions
- Wear appropriate safety protection i.e. gloves, shoes, aprons
- Report any work hazard, unsafe condition or unsafe act immediately to management.
- Report any injury immediately to the Training Development Manager, Principal or your lecturer and ensure that proper first aid or medical treatment is applied as far as you are able

If you are unsure of the requirements of OHS please ask and you will be given

the appropriate documents to read.

## **First Aid**

Basic First Aid kits are housed in the kitchen and contain items to enable basic First Aid.

Medications for headaches (including Panadol type tablets) will not be given to students. Band-aids are available from reception.

# **Student Information**

## **Student Appearance**

The WA Academy operates a fully functioning salon. It is imperative that all students dress appropriately and in-line with Occupational Health and Safety requirements. This is an Academy requirement of attendance and not negotiable.

The following dress code is to be adhered to:

- Enclosed shoes
- no runners or sling backs
- no mid-drifts/shorts
- Appropriate uniforms for;  
(Full time Beauty – Navy Blue)  
(Full time Hairdressing students – Black)
- Observing Occupational Health & Safety (OH & S) and utilising protective clothing requirements at all times.

## **Fees and Charges**

At the WA Academy most 'fees for service' are set at the beginning of the year. Some fees and charges may change throughout the year; however the WA Academy will endeavour to keep the student well informed on any pending changes to their fees.

Each year the Department of Education and Training issues a Fees and Charges Policy Schedule to all Registered Training Organisations (RTO), which is collected on behalf of the Department. The WA Academy adheres to that Policy. Feel free to ask for a copy of the Fees and Charges Schedule.

## **Pay Smart**

At the WA Academy, students can utilise the Pay Smart System of payments for equipment and fees. Please ask to see the Pay Smart Product Disclosure Statement (PDS) relating to fees and charges when utilising the Pay Smart service.

## **Refund Policy**

Please see the back of your WA Academy Enrolment Form for full details relating to;

- Beauty Refund Policy
- Hairdressing refund Policy

## **Orientation & Commencement**

On your first attendance day at the WA Academy the attending staff member will go through the Student Handbook to familiarise you with the Academy's Policies and Procedures and Student Information. Most classes commence at 9.00 am and students are always expected to arrive for class 10-15 mins early.

## **Models**

All students are required to provide models as required for the practical components contained throughout all qualifications and courses. Please check with your Lecturer if you are permitted to use the same model for all Trials and Assessments

Please understand due to Health and Safety regulations and the restricted space available in the training rooms, only actual models, students and staff will be allowed into the training rooms.

## **Student Equipment**

As part of your course of studies at the WA Academy, you will require specific textbooks and equipment. The student can purchase this equipment from the Academy.

## **Student Lockers**

Whilst at the WA Academy students will have access to Lockers. Please see reception to discuss availability. Lockers are available on a first-in-basis.

## **Mobile phones**

Mobile phones must not be used at anytime whilst in class or in the hairdressing salon. They are to be turned off during WA Academy attendance. Public phones are available in the shopping precinct near by. Should you need to accept urgent calls/SMS, please discuss this with your lecturer?

## **Lunch breaks and the Lunchroom**

Lunch breaks will vary depending on the course you are undertaking. If you are working in the salon, you may have to take your break at a time suitable to your bookings.

Students may supply their own lunch having access to the fridge and microwave in the WA Academy student kitchen. We also have numerous local shops and lunch bars nearby. Food and drinks are not permitted in the classrooms or salons at the Academy. The lunchroom must be kept clean at all times. Students are responsible for ensuring all scraps and rubbish are placed in the bins provided.

## **Student Support Service**

Lecturers and staff at the WA Academy have many years experience in the education field and can assist students with matters relating to their course. Students should approach their Lecturer if they are experiencing difficulties in their course and then they may be referred onto a staff member for appropriate support.

## **Welfare and Guidance**

The aim of the WA Academy is to ensure every student has a positive experience and to monitor the care and welfare of students. Through confidential counselling with staff, students may be advised to access any of the following services and Helplines anytime.

There is a range of services available to provide support and immediate response to people in crisis or in need of urgent medical care.

[http://www.health.wa.gov.au/services/category.cfm?Topic\\_ID=1](http://www.health.wa.gov.au/services/category.cfm?Topic_ID=1)

## TELEPHONE HELP LINES

- D healthdirect Australia** 1800 022 222
- D Alcohol and Drug Information Service (ADIS)**  
(formerly Next Step Alcohol and Drug Information Services)  
Perth WA 6000 Tel: 9442 5000 (all hours)
- D Child Protection Unit**  
(formerly Child Sexual Abuse Unit)  
Perth WA 6000 Tel: 9340 8222
- G Family Help Line**  
Tel: (08) 9223 1111
- N Kids Help Line**  
Tel: 1800 55 1800 (Counselling Line)
- D Mental Health Emergency Response Line**  
(formerly Psychiatric Emergency Team)  
Perth WA 6000 Tel: +61 8 9224 8888
- N Ngala Family Resource Centre**  
9 George Street, Kensington WA 6151 Tel: +61 8 9368 9368
- G Parenting Line**  
Tel: (08) 6279 1200
- C Poisons Information Centre**  
Perth WA 6000 Tel: 13 11 26 (all areas, all hours)
- N Royal Flying Doctor Service (WA)**  
Jandakot Airport, 3 Eagle Drive, Jandakot WA 6164 Tel: 1800 625 800  
(medical & emergency calls only)
- N Salvo Care Line**  
333 William Street, Northbridge WA 6003 Tel: (08) 9442 5777
- N Samaritans Crisis Line**  
(formerly Suicide Emergency Line - Country)  
Samaritan House, 60 Bagot Road, Subiaco WA 6008  
Tel: (08) 9381 5555

## **N Sexual Assault Resource Centre (SARC)**

Perth WA 6000 Tel: 9340 1828 (crisis line 24 hours)

## **N St John Ambulance Australia (WA)**

209 Great Eastern Highway, Belmont WA 6104

Tel: 000 (Emergency calls)

## **Personal Belongings and Excess Cash**

The WA Academy will take no responsibility for the loss of any personal valuables and strongly recommend that students do not bring any valuables or excess cash onto the Academy premises.

## **Privacy and Confidentiality**

The WA Academy at all times will treat student's personal information, enrolment details, payment details and Academy results with the utmost confidentiality and privacy.

## **Students Right to Access Records**

Students may have access to their personal records by request of their Lecturer or Admin Manager.

## **Cleaning**

All attendees of the Academy are to follow the clean as you go principle, ensuring a Clean and Safe environment for all.

## **Sick Days**

Please contact reception as early as possible to inform your non-attendance that day.

## **Arrival and Departure Times**

If you are going to be late for a scheduled training session please phone ahead to inform the Academy of your expected arrival time. Alternatively, should you need to leave early please inform your lecturer on arrival.

## **Government Assistance**

You may be eligible for Government Assistance such as the Living Away from

Home Allowance, or Health Care Card holders may be eligible for a reduction in fees. Interested parties should consult Centrelink for further information.

## **Recognition of Prior Learning (Please ask for the Candidates Kit)**

As a Recognised Training Organisation (RTO) the WA Academy applies with the Australian Qualifications Training Framework (AQTF) and recognises qualifications and statements of attainment issued by other RTO'S. The WA Academy has a process for applicants wishing to apply for Recognition of Prior Learning (Skills Recognition) and credit transfer. R.P.L acknowledges, on an individual basis, competencies by an applicant through: Formal training; Work experience, or Life experience. The main focus of the R.P.L concept is on the outcome of the experiences and not the how, when and where, or for how long the learning has occurred.

## **Language, Literacy and Numeracy Assistance (LAN)**

The National Reporting System informs the identification and description of underpinning English language, literacy and numeracy features and requirements within competency standards. The students LAN levels are expected to be equivalent to Level 2/3 of the National Reporting System. If you require any special assistance in reading, writing or spellings, please inform your lecturer.

## **Competency Based Training (CBT)**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency-based training programs are often comprised of modules broken into segments called learning outcomes, which are based on standards that are set down by industry. The assessment is designed to ensure that each student has achieved all the outcomes (skills and knowledge) required by each module.

Progress within a competency-based training program is not based on time. As soon as students have achieved or demonstrated the outcomes required in a module, they can move to the next module. In this way, students may be able to complete a program of study much faster.

Some competency-based training programs are only be available within fixed

timeframes, such as Hairdressing.

Most competency-based training modules have two assessment components:

On-the-job in a workplace and Off-the-job in an Institution.

At the WA Academy, students assessing will be working towards achieving all these outcomes with-in the “real” salon environment.

## **Assessment**

The WA Academy adheres to the Assessment Guidelines included in the applicable Nationally endorsed Training Packages or the Assessment requirements specified in accredited courses. All practical and theory Assessments are recorded in the Student Log Book. This document must remain in the possession of the Academy. All assessments will be marked, C = Competent, NYC = Not yet competent and RPL = Recognition for Prior Learning.

On the competent completion of your course or qualification The WA Academy will issue a Statement of Attainment or Qualification in its entirety.

## **Student Managed Learning (Self - Paced)**

At the WA Academy we utilise self-paced learning programs such as the innovative Pivot Point approach to Hairdressing and many others. This type of learning is self-directed by the student. This means the student can determine their progress according to their learning needs, style and abilities. This means that some students learn quicker than others and can stream ahead. It also means if some students need longer to prepare, that's fine too. The WA Academy lecturers are always there to assist all the learners' and their individual needs.

## **Ethical Marketing and Advertising**

The WA Academy undertakes that it will adhere to the AQTF standards for Ethical Marketing and Advertising and the correct use of National and State Territory logos.

# The WA Academy Client Complaints & Appeals Process



