



WA ACADEMY STUDENT HANDBOOK



WA ACADEMY

Hair, Beauty, Makeup, Nails & Business

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WA Academy Student Handbook

Version 9

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This revised version of WA Academy student handbook is effective from 01/01/2019 and replaces all prior versions that have been issued. This student handbook is intended to be utilised by the students of WA Academy as a guide only and may be subject to change by the Principal at anytime.

Our mission

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

WA Academy information

Welcome to WA Academy

This handbook outlines WA Academy policies and procedures, which are your guidelines and a point of reference for attending students.

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

WA Academy adheres to *'The Standards for Registered Training Organisations 2015'* ensuring that its obligations are met to the learner, including that WA Academy is responsible for the quality of training and assessment in compliance with these *Standards* and for the issuing of the AQF qualifications, records of achievement and statements of attainment.

Facilities and equipment

Students enrolled at 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

Student records

All students are required to notify WA 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 WA Academy will request personal information from students. This information collected will include;

- Personal details
- Language and cultural diversity
- Disability
- Schooling
- Previous qualifications achieved
- Employment
- USI
- Study reason
- Course details

All students under the *'Data Provision Requirements 2012'* are required to read and sign a privacy notice permitting WA Academy to collect and disclose personal enrolment information to the National Centre for Vocational Education Research Ltd (NCVER)

USI

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015. Your USI account will contain all of your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1 2015 is required to have a USI before we can issue their certificate.

For further information on what a USI is and how this number will affect you please access our fact sheet.

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 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 WA Academy for any reason, you must advise your lecturer. If not attending class on a scheduled day, you must contact reception as early as possible.

Smoking

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

Alcohol and drugs

WA Academy have a responsibility to ensure that all staff and students of 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 WA Academy immediately pending discussions with the Principal).

Professional Conduct

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 WA Academy immediately, and could be withdrawn from the rest of their course pending discussions with the Principal.

Bullying - 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. Single incidents of harassment should be treated 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 Principal and/or Executive Training Officer are the appointed adviser/s. When consulted, the WA Academy Principal and/or Executive Training Officer can help a person clarify whether behaviors perceived as offensive in fact constitutes bullying.

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.

WA Academy sexual harassment policy

All staff and students have a basic right to an environment free from sexual harassment. 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 Principal and/or the Executive Training Officer are the appointed advisor/s;

When consulted, the WA Academy Principal and/or Executive Training Officer 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.

Access and equity

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

WA Academy is committed to the principles 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.

Complaints and appeals policy

WA Academy's Complaints and Appeals Policy and Procedure ensures all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

To ensure the principles of natural justice and procedural fairness are adopted at every stage of a complaint or appeal, WA Academy follows its Complaints and Appeals Policy and Procedures.

WA Academy's Complaints and Appeals Policy and Procedure is to manage and respond to allegations involving the conduct of:

- a. the RTO, its trainers, assessors or other staff;
- b. a third party providing services on the RTO's behalf, its trainers or other staff
- c. a learner/student of the RTO.

WA Academy's Complaints and Appeals Policy

- a. are publicly available;
- b. sets out the procedure for making a complaint or requesting an appeal (refer to next page)
- c. ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- d. provide for review by an appropriate independent consultant of WA Academy and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

WA Academy will endeavour to respond to complaints and/or appeals within 7 days.

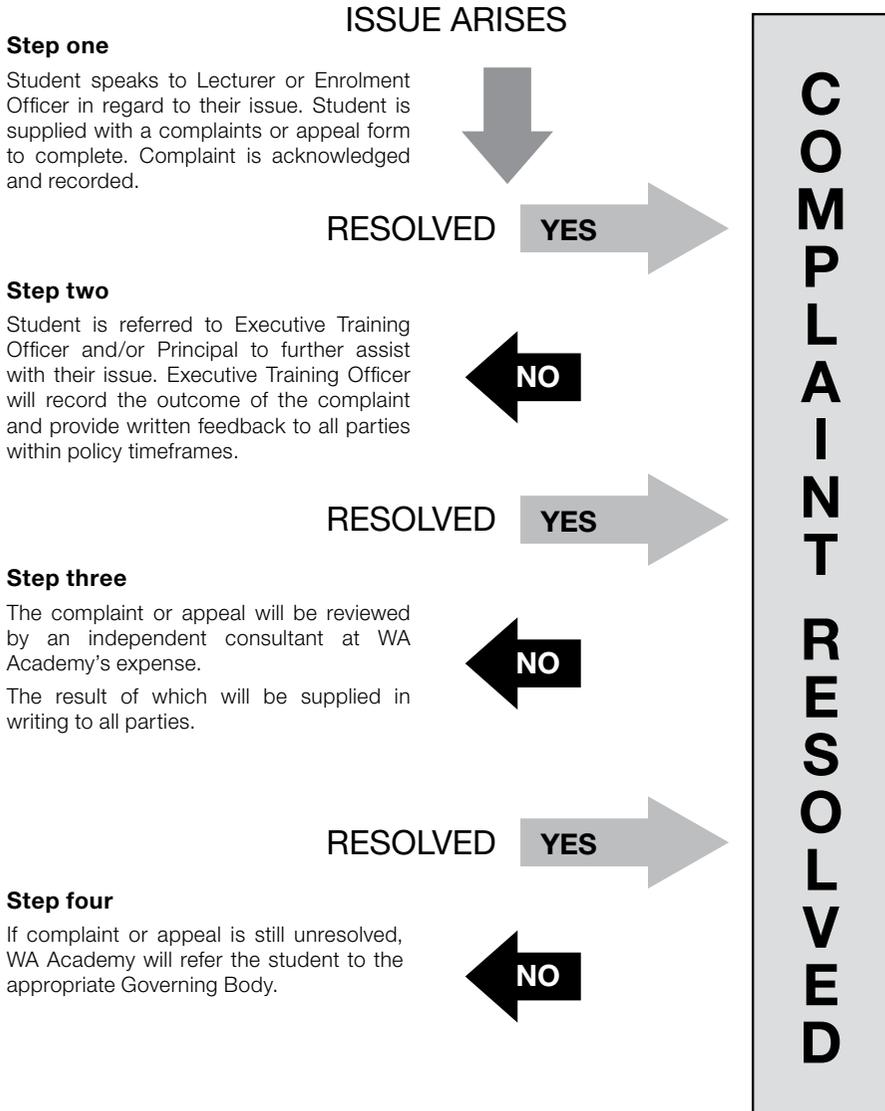
However if it is considered more than 60 calendar days are required to process and finalise the complaint or appeal, WA Academy will:

- a. inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b. regularly update the complainant or appellant on the progress of the matter.

WA Academy:

- a. securely maintains records of all complaints and appeals and their outcomes; and
- b. identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence as part of its continuous improvement processes.

WA Academy Student Complaints and Appeals Process



Disciplinary procedure

Any breaches to WA Academy policies and procedures the following process will apply:

Breach 1. A verbal warning will be given and recorded on the Student Management System

Breach 2. Further breaches of the same policy will incur a written warning and recorded on the Student Management System

Breach 3. A further breach of the same policy or procedure could result in termination of training contract.

Malicious acts of damage to property or theft will result in immediate termination.

Occupational Health and Safety (OH&S)

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. 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 WA Academy Principal and/or Executive Training Officer, 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 OH&S please ask and you will be given the appropriate documents to read.

First aid

Basic first aid kits are available and contain items to enable basic first aid to be applied. Please ask your lecturer if you need anything.

Medications for headaches (including Panadol type tablets) will not be given to students.

Emergency Procedures

Reporting an emergency

- Alert staff/customers and vacate immediate area
- Call Triple Zero (000) from a safe location
- Inform details of emergency and location, remember to remain calm and speak slowly and clearly

Evacuation procedure

- Immediately exit the facility in a calm and orderly manner
- If the nearest exit cannot be used, use the nearest alternative exit
- Help others along the way, only if it is no immediate threat to yourself
- If there is a fire, close doors behind you as you leave to contain the fire and smoke
- Do not go back for any personal belongings or stop to collect any along the way
- Go to the designated meeting point after leaving the building so that the relevant person can do a head count to ensure that no one has been left behind
- Do not reenter the building until advised it is safe to do so

All staff members should know

- The location of the nearest and alternative exits
- The location of the evacuation assembly point/s
- Who is in charge of doing the head count and overseeing the process
- Location of the fire equipment and how to use it
- How to shut down the electricity
- How to report an emergency

In an Emergency Call **000**

Student Information

Student appearance

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

Refer to your Welcome Letter for specific uniform requirements.

Fees and charges

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

Each year the Department of Education, Employment and Workplace Relations issues a fees and charges policy schedule to all Private Training Providers (PTP), which is collected on behalf of the department. WA Academy adheres to that policy. Feel free to ask for a copy of the fees and charges schedule.

Deferment process

If you require deferment from your course of study you are obliged to do so in writing on the deferment application form and accompanied with relevant supporting evidence. Deferments will be granted on a case by case basis and must be lodged in person or via email. Deferments will only be granted for a maximum of 12 months and no exceptions can or will be made and during the deferment period all course charges/payments still apply. Deferment fee applies.

PaySmart

At WA Academy, students can utilise the PaySmart system of payments for equipment and fees. Please ask to see the PaySmart product disclosure statement (PDS) relating to fees and charges when utilising the PaySmart service.

Refund policy

Please see the back of your WA Academy enrolment form for full details relating to;

- Fee For Service Refund Policy
- Apprenticeship & Trainee Refund Policy

Orientation and commencement

On your first attendance day at WA Academy the attending staff member will go through the student handbook to familiarise you with WA 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

Hair and beauty students are required to provide models as required for the practical components contained throughout all qualifications and courses. Please check with your lecturer the packaging rules in regard to utilising the same model for multiple assessments.

Please understand due to OH&S 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 WA Academy, you will require specific textbooks and equipment. The student can purchase this equipment from WA Academy.

Student lockers

Whilst at 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 are not permitted in class as they are disruptive to the 'user' and 'others' around them and impede learning. Mobile phones need to be switched off and on silent and left in the student's locker. The only exception to this is if the student is required to utilise the camera function or for finding images.

Lunch breaks and the lunchroom

Lunch breaks will vary depending on the course you are undertaking. If you are working in a 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 in 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 WA 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 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 WA Academy is to ensure every student has a positive experience and to monitor the care and welfare of students. 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

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
- G 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 1830 (crisis line 24 hours)

N St John Ambulance Australia (WA)

Tel: 000 (Emergency calls)

Personal belongings and excess cash

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 WA Academy premises.

Privacy and confidentiality

WA Academy at all times will treat student's personal information, enrolment details, payment details and academic results with the upmost 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 WA 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 WA 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.

National Recognition (NR)

WA Academy accepts and provides credit to learners for units of competency where these are evidenced by the following:

- AQF qualifications detailing relevant units of competency
- Statements of Attainments detailing relevant units of competency
- Authenticated VET transcripts issued by the Registrar

Original documentation must be cited for this process to take place.

Recognition of Prior Learning (RPL)

WA Academy takes into account that some students will have some, part or all of the competencies required without having to go through formal learning processes. Consequently recognition of prior learning is an important part of the competency based training. Prior learning recognises learning regardless of how it occurred. If you have the skills and the knowledge then that will be formerly recognised. Please ask for an appointment with WA Academy Executive Training Officer to discuss your RPL options.

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.

Assessment

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 relevant documentation. This document must remain in the possession of WA Academy. All final assessments will be marked, C = Competent, NYC = Not Yet Competent and RPL = Recognition for Prior Learning.

Ethical marketing and advertising

WA Academy undertakes that it will adhere to the standards for ethical marketing and advertising and the correct use of national and state territory logos.



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