

Kristen Richards T/A NailTech

Student Policies & Procedures Handbook

ABN 79012356033
Provider No. 91201



Prepared by: Kristen Richards

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Approved by Kristen Richards

Table of Contents

Mission statement & Policies overview.....	3
Mission Statement.....	4
Access and equity & enrolment procedures	5
Access and Equity.....	6
Enrolments	7
Language, Literacy and Numeracy Provisions	8
Flexible Learning and assessments	9
Student Welfare and Support	10
Appeals and complaints procedures	11
Disputes between the college & individual students.....	13
Punitive policy and procedure	14
Recognition of prior learning and credit transfer.....	16
Refund policy	18
Legislation & Regulatory requirements.....	19
Occupational Health & Safety	20
Health regulations and cleaning	24
Privacy Policy	25
Workplace harassment, Victimisation and Bullying	27
VET	31
Apprenticeships and Traineeships	32
Access to Records	33
Competency based training.....	34
NailTech rules & Regulations	35
NailTech Rules and Regulations	36
Code of Ethics.....	40

Kristen Richards T/A NailTech

Mission statement & Policies overview

Policy No.: 01

Policy:
Mission Statement

Description:
NailTech's mission statement & Policies overview.

Purpose:
To explain the commitment to training and business excellence.

Scope:
All stakeholders of NailTech

Procedure:

NailTech is committed to excellence in education with student's education being the College's priority. The College seeks to promote training which can be practically employed within the Nail & Beauty industry. Our commitment is to assist students gain the relevant knowledge to succeed in the industry. NailTech will only provide products that are of high standard.

NailTech policies are written for the benefit and safety of all trainees and the College including trainers.

When a trainee signs and accepts the policies of NailTech he/she is agreeing to abide by all rules and regulations set out by the College.

The College seeks to promote a learning environment which shall produce both discipline and professional standards which are highly sought after in the industry.

Kristen Richards T/A NailTech

Access, equity & enrollments procedures

Policy No.: 101

Policy:
Access and Equity

Description:
standard 6, The provision of access and equity principles.

Purpose:
To ensure that access and equity principles are applied.

Scope:
Applies to all staff and management in relationship to all students.

Procedure:

The Equal Opportunity Act, 1984 (SA), Sex Discrimination Act, 1984 (Cth), Racial Discrimination Act, 1975 (Cth) and the Disability Discrimination Act, 1992 (Cth) make discrimination or harassment unlawful on the ground of a person's sex, sexuality, pregnancy, marital status, race, disability or age in the areas of employment, provision of education and provision of goods and services.

NailTech will strive to ensure that all groups shall have access to training. NailTech does not discriminate on the basis of age, race, religion, gender, sexual preference or employer. Regardless of your cultural background, gender, sexuality or age, whether you are pregnant, whether you have a disability or whether you are married or not you have the right to study in an environment free from discrimination and harassment. This is the law.

NailTech will monitor all marketing material to ensure that it adheres to its access and equity policies.

Diversity is welcomed and encouraged providing a stronger learning environment.

All staff members of NailTech conform to the above Access and Equity Policy.

Policy No.: 102**Policy:**
Enrolments**Description:**
An overview of the enrolments procedure**Purpose:**
To ensure that clear information is provided to clients prior to enrolment**Scope:**
All NailTech staff, management and students**Procedure:**

Recruitment of trainees will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. Providers will ensure that trainee selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcome of the course, based on the applicants' proficiencies. Prior to enrolment NailTech will endeavour to understand the trainees' motivations, expectation and needs so as to offer the best individual available training.

NailTech will provide trainees with information regarding: Selection criteria enrolment and induction procedures, Course information, Fees and charges including refund policy, Trainee support, Assessment procedures, Grievance procedures, Punitive procedures, Facilities and equipment, this will be provided & outlined in the student handbook.

NailTech requires its students to have enough spoken English to be able to converse and read relevant warnings and safety procedures. If this is not evident then a basic comprehension test may be required.

NailTech does not discriminate on the basis of age, race, religion, gender, sexual preference or employer. Diversity is welcomed and encouraged providing a stronger learning environment.

A 30% non refundable deposit is required on enrolment, this covers all admin costs and secures your position in the course; payment options are available and are discussed on enrolment or interview date.

Once a month from the commencement date has lapsed students are contracted to complete training and no refunds will be remitted and all fees are binding and payable in full, no discussions will be undertaken in reference to all binding agreements.

A tool kit needs to be purchased prior to or on commencement, this is the only additional purchase we require you to obtain, all other products and consumables not available in the tool kit are supplied.

To formally postpone training a written letter is required to be submitted with the reason for postponement and the timeframe of postponement, any period longer than 1 month will incur a

\$150 transfer fee. No period longer than 6 months will be approved for postponement.

If an enrolled student does not attend class and does not formally suspend their course in way of written advice, after a 2 month period the student will relinquish their position in the course, any outstanding fees will remain payable and lawfully collected, re-enrolment will be treated as a new enrolment.

Any additional information can be requested from trainers and management at any given time, this includes both prior to or during training. Updated versions of the policies handbook will be maintained on the website – students are required to keep themselves up to date on new versions, internet access is available from the college premises.

Policy No.: 103**Policy:**

Language, Literacy and Numeracy Provisions

Description:

An overview of available LL&N Provisions

Purpose:

To assist and address individual LL&N needs

Scope:

All trainers and students

Procedure:

NailTech will endeavor to assess the LL&N skills of trainees in advance of training being undertaken. A pre training questionnaire will be utilised to include information on individual educational background, country of origin, specific needs, previous training completed and why they want to participate in training at NailTech (this will provide an example of their writing).

Trainees with LL&N needs will be provided with provisions to assist them in achieving competencies. A number of various strategies and adjustments to the assessment procedures will be endorsed by NailTech that allow for the LL&N skills of participants, without losing any integrity in the assessment.

These include:

- Providing an interpreter (when possible)*
- Providing audio tape to trainees who cannot read*
- Reading written material to trainees*
- Providing a writer for trainees who cannot write*
- Utilising signs, pictures and graphic*
- Interview trainers about individuals work*
- Ask trainees to demonstrate their skill practically (when applicable)*

Under no circumstance are students expected to demonstrate more advanced LL&N skills than required in their chosen vocation. Trainers will be required to endorse the above provisions for trainees who require provisions.

Where applicable trainees will be directed to the LL&N providers who are available on the Language, Literacy and Numeracy Programme (LLNP) web site which is administered by the Department of Education, Science and Training (DEST).

Policy No.: 104

Policy:

Flexible Learning and assessments

Description:

Flexible learning and assessment procedures to cater for individual training needs

Purpose:

To ensure that student needs are met in relationship to training and learning.

Scope:

All trainers and assessors and students

Procedure:

Flexible Learning

The educational approach caters for students who have not studied in recent times. NailTech provides alternative means of education, primarily practical training, discussions and small group tutorials. Trainee's skills are assessed formally and on an ongoing basis.

As mentioned above alternative means will be utilised for individuals requiring subsequent learning strategies and assessment procedures.

Trainees are not limited by time and are able to continue training free of charge until competencies have been met. In the event of failure statements of attainment will be issued in the areas of competencies.

Where students are unable to attend class alternative dates can be arranged (subject to availability and notice).

Adaptation of assessments for individual needs

Assessments can be adaptable for individual needs when required. Students can verbally apply to their trainer/assessors or college principal in advance to have their assessments conditions altered. Students who have language and literacy difficulties can request a reader and writer for their assessments or extended time frames for written assessments or tests. The assessor will allocate a separate time slot for the trainee to sit the assessment and will either read and write the corresponding answers or allocate a reader and writer for them. All adapted provisions will be noted in the trainees file. All other requests for assessment adjustments can be forwarded to the trainer and outcomes will be advised.

Policy No.: 105

Policy:

Student Welfare and Support

Description:

Support and welfare services offered to Students while studying at NailTech

Purpose:

To ensure all students receive the welfare and support that they require while training

Scope:

All staff and students

Procedure:

NailTechs goal is to assist trainees obtain their goals. In doing so NailTech offers different forms of client and welfare support some of which are available internally others are external sources. All NailTech staff are industry skilled and will make themselves available to trainees upon appointment request to:

- Help trainees to decide what **career path** to follow
- Assist in **selecting the right program** or course
- Provide **mediation and support** for educational issues
- Help trainees to effectively **manage studies and time**
- Provide assistance for **special needs** and suggest learning support options
- Refer you to other services (for those seeking long term counseling & support)

Students and clients with language, literacy and numeracy issues may, if they wish, may be referred to suitable sources of tuition on these topics or to suitable professionals if their issue is one of learning difficulty.

Should a student express or demonstrate a need for welfare services, they may seek referral through NailTech to a suitable agency or professional with required expertise to assist them. No referrals will be given without expressed request or consent.

NailTech is not liable for any fees incurred by any student or client as a result of them taking support or welfare services to which they have been introduced by NailTech.

NailTech is not liable for the conduct of independent agencies to which students are introduced. While NailTech will use its best efforts to ensure the appropriateness of independent agencies, it does not guarantee the quality of any product or service, nor does any referral equal endorsement of any product or service.

NailTech offers job assistance through ensuring our notice board is kept up to date with job alerts and assisting in work experience placement when requested.

NailTech will endeavour to support trainees with additional classes and ongoing training for 1 year after their completion date to ensure that trainees have guidance from training to workforce and are able to access classes in areas of need after their completion date. This service is free of charge to all students enrolled.

Policy No.: 106**Policy:**

Appeals and complaints procedures

Description:

Procedures relating to individual student complaints and appeals

Purpose:

To ensure that complaints and appeals are dealt with in a timely and effective manner

Scope:

All staff and students

Procedure:

1. If a trainee has a grievance he/she is to notify the trainer in charge of the class and request a meeting with the trainer to discuss the nature of the grievance.

If the grievance is about the trainer in charge of the class the trainee is to notify the Principal or vice Principal of the College and request a meeting with either to discuss the nature of the grievance.

2. The Trainer/ Principal must document the grievance meeting and provide a written response to the trainee. The documentation must outline the nature of the complaint or grievance, a response to the grievance and the proposed remedy.

3. Reasonable time limits must be allowed for discussion at each level of authority (i.e. One week). The College will endeavour to resolve the grievance within the shortest time frame possible.

4. Whilst the above procedure is being followed the trainee is to continue to attend classes. If the class is to be disrupted by the trainee continuing to attend classes, the College Principal reserves the right to prohibit the student from attending classes until the dispute is resolved.

5. Appellants will receive dated copies of appeal outcomes and reasons for the final decisions.

6. If the grievance is not resolved within the above framework the trainee is advised that they can take their grievances to an outside body ie. Legal Avenue, Antidiscrimination board, Consumer affairs or other bodies as appropriate.

Appeals

7. Appeals against the outcome of an assessment will be assessed in the above framework, Appeal forms need to be submitted for this. All trainees will be given fair opportunity for appeal upon outcome of assessments; these will be noted on assessment cover sheets.

Appeals need to be submitted within one week of receiving an assessment outcome or mark, any appeal past this date will not be processed due to time frames. All appeals will be treated fairly in respect to the trainee and will be marked by a different assessor. On applying for an appeal trainees results will be resubmitted in writing.

All action put in place to resolve the dispute will be employed by management, trainers and complainants as of the date of the dispute remedy. NailTech's principal will ensure that all parties involved have signed and agreed to the outcome and will schedule a follow up meeting to ensure that all parties are satisfied that the outcome is proficient. On or after this date if the same or similar complaint from the same parties is brought forward again, the above process is repeated and the remedy will be determined with respect to the initial action. Any one party involved in the complaint (staff and student) not complying with the outcome is subject to disciplinary action.

Policy No.: 107**Policy:**

Disputes between the college & individual students

Description:

Disputes between the college and individual trainees

Purpose:

To deal with disputes in a timely and effective manner

Scope:

All staff and students

Procedure:

1. If there is a dispute or difficulty with a trainee, the trainer in charge of the class is to attempt to resolve the dispute/ difficulty at this level. If the dispute cannot be resolved at this level the matter is then referred to a higher level of authority. A meeting is then arranged with the Principal.
2. The Principal must document the nature of the dispute/difficulty and the proposed remedy.
3. Reasonable time limits must be allowed for each level of authority. The College will endeavour to resolve the grievance within the shortest time frame possible.
4. Whilst the above procedure is being followed, the trainee is to continue to attend normal classes. If the class is being disrupted by the trainee continuing to attend classes, the College Principal reserves the right to prohibit the trainee from attending classes until the dispute is resolved.

Policy No.: 108**Policy:**

Punitive policy and procedure

Description:

To outline all punitive action for misconduct

Purpose:

To ensure all students are aware of consequent punitive action in relations to misconduct

Scope:

All staff and students

Procedure:

- 1) The trainee is required to conform to all aspects of the College Regulations set out in the 'Code of Ethics Handbook' given to the trainee on induction.
 - 2) If the trainee is unable to conform to any of the college regulations they are to present this to the Principal.
 - 3) If the trainee's behaviour does not comply with the regulations outlined in the student handbook, the trainee will be formally counselled by the College Principal. The student will be given the opportunity to respond to allegations regarding his/her non compliance with the college regulation/s.
- During the meeting the trainee will be made aware of the necessary action required to bring about compliance with College regulations. Documentation of the meeting will occur and signed by both the trainee and the person who has counselled the trainee involved.
- 4) Both the College and the trainee may be accompanied during the counselling meeting by an independent person.
 - 5) If after the trainee has been counselled and still does not comply with College regulations a written warning will be issued to the trainee. The warning will outline to the trainee that continual failure to comply with regulations will result in the trainee being asked to leave the College.
 - 7) If the trainee has been given a written warning and still does not comply with the College regulations the trainee will be issued with a notice of termination which sets out the reasons for dismissal.
 - 8) At no time during the above process will counselling or termination be harsh, unreasonable or unjust.
 - 9) If the trainee has been counselled about their behaviour and then fails to comply with a different regulation further counselling will occur. The fact that previous meeting sessions were required will be taken into account.

10) The following behaviours are regarded as serious and will result in immediate dismissal without formal warnings or notice;

-Theft, -Discrimination or harassment against other trainees or trainers, -Being under the influence of social drugs or alcohol during college hours, -Deliberate damage to College property, - Serious act of insubordination, -Physical violence or threat of physical violence by trainee or anyone associated to the trainee external to college, - Serious breach of safety rules.

Policy No.: 109**Policy:**

Recognition of prior learning and credit transfer

Description:

The process and requirements of RPL and credit transfer

Purpose:

To explain the process and requirements of RPL and credit transfer

Scope:

All staff and students

Procedure:

Recognition of Prior Learning (RPL) is a service that recognises the knowledge and skills trainees already have from life and work experience, previous courses and training or from self-taught knowledge and skills.

In applying for Recognition of Prior Learning (RPL), the knowledge and skills you have are measured against a module or subject in the course in which you are enrolled or want to enrol. If successful, you might not have to do one or more modules or subjects in your course, so you could complete your studies in less time and at less cost.

The following acronyms and terms are used when referring to Recognition of Prior Learning (RPL):

- RCC (Recognition of Current Competencies)
- Recognition of Current Skills
- Skills Recognition

Students are responsible for providing all the necessary evidence for Recognition of Prior Learning (RPL) and it is this evidence that is used for matching against the requirements of the course or parts of it. A fee less than that of a complete course is charged for Recognition of Prior Learning (RPL).

NailTech will recognise the AQF qualifications and Statements of Attainment issued by any other RTO; this information will be documented and archived in trainees personal files. Staff will ensure that the above recognition not established through an AQF qualification is determined in a fair and just manner.

In cases where a trainee is seeking RCC, the trainee must submit a letter outlining their application for RCC, an interview will then be arranged and conducted during this process all relevant documentation (i.e. employment history, workshop participation, references and self evaluations) will be copied and verified. On the basis of this interview a result is to be determined on the outcome of RCC for the desired unites. In some cases an exam or assessment

may be applicable, all relevant documentation and results are to be filed in the trainees' personal file, and the applicant will be informed of the outcome and reasons for the conclusion.

RPL costs are reduced at a rate of \$100 per unit of competency however this can be dependent on the amount of assessing required and the time required to determine application of RPL, however successful applicants of RPL will incur reduced course cost and duration times.

Students must indicate on their enrolment form if they require RPL or qualification transfer, once this has been indicated the appropriate RPL forms will be issued for the process to take place and qualifications to be verified.

Policy No.: 110**Policy:**

Refund policy

Description:

Refunds of fee's and charges

Purpose:

To ensure that all enrolling students are aware of their obligations of paying fee's and charges for their training and the policies related to refunds given and whom qualifies.

Scope:

all students, staff and management

Procedure:

NailTechs refund policy is conducted in a fair and reasonable manner, meaning that the following policy is accessible and transparent to all clients prior to enrollment.

Refunds will only be administered in circumstances where valid reasons are supplied in writing to discontinue training within one month of the commencement date. Individual cases will be assessed and an outcome of refund will be determined on validity. Once the first month of training from the start date has lapsed, students have agreed to complete their training and no refunds will be remitted.

As a result of approved discontinuation of training NailTech has put in place measures to ensure that trainees who have been approved for refund will receive a refund of fees for services not yet provided. Refunds are administered on a pro-rata basis, hours of attendance will be calculated, and the remanding balance excluding the deposit will be made available to the student in the form of a cheque.

Deposits are non refundable or transferable however in the event of postponing a course prior to commencement all deposits stand for 12 months, non committal to a course with less than a weeks notice will result in a \$100.00 surcharge being applied to be re-booked for another training date.

Non committal to a course after enrollment will result in the trainee forfeiting the deposit. Students whom are paying through the ezipay system and relinquish their studies within the first month of training will have their payments ceased at that point, only after a letter of discontinuation is received and approved, as payments are to coincide weekly with training obtained. Therefore no monetary refund will be remitted. If a letter of discontinuation is not received and the student remains enrolled with NailTech the payments will continue to be deducted until payments are remitted. Once all payments have been paid or the first month of training time lapses no refunds are remitted.

If a student completes training and has not yet remitted all their fees, all certification will be withheld until payments have been finalised. NailTech reserves the right to suspend a course at any time when agreed payment terms have not been met; NailTech will employ the use of outside debt collection for the need of recovering outstanding debts.

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Legislation & Regulatory requirements

Policy No.: 201

Policy:

Occupational Health & Safety

Description:

overview of individual oh&s elements

Purpose:

To ensure that all students and staff are aware of their responsibility in relations to OH&S legislation

a] To ensure a safe working environment for all persons-staff, trainees and visitors alike

b] To establish and implement a set of procedures which will ensure a safe environment is maintained, and potential hazards are eliminated.

c] The policies and procedures will be consistent with the OH&S Act of NSW and other regulations or legislation affecting NailTech.

Scope:

All trainers, students and management

Procedure:

Health and safety is very important to us therefore we have outlined the following guidelines for trainees and staff.

DUTY OF CARE

Duty of Care is a legal obligation on employers to protect the health, safety and welfare of employees, contractors, visitors and anyone affected by their actions.

Employees have a duty of care to look out for the safety of fellow employees and other persons in the workplace.

IMPLEMENTATION:

The OH&S Act aims to protect the health, safety and welfare of all people in every workplace in NSW. It lays down general requirements which must be met. Both employers and employees have legal responsibilities. As active members of the Nail and Beauty industry, we endorse and uphold the implementation of the Skin Penetration guidelines issued by the NSW Health department.

OBLIGATIONS:

a] Ongoing Identification of each workplace hazard, assessment of the risk to health and safety associated with the hazard and action to eliminate the risk or, if not possible, to control it.

b] Safe Equipment which is regularly checked and maintained.

c] Safe Work Methods which include instruction, supervision and training in how to do the job.

- d] Safe Storage and Handling of hazardous substances such as chemicals.
- e] Safe Entrances and Exits
- f] Training for Employees and supervisors in OH&S policies and procedures in accordance with recognised standards.
- g] A Safe Work Environment such as ventilation and maintaining clear passageways.
- h] A Written Health & Safety Policy provided in Staff Handbook
- i] Adequate Facilities for the Welfare of employees at work.
- j] Protective clothing.

EMPLOYEE RESPONSIBILITIES:

Employees also have obligations under the Act and have to take reasonable care for their own safety and the safety of others in the workplace.

This includes:

- a] Cleaning up on the job and storing equipment and tools correctly.
- b] Not performing work they are not qualified or trained to do.
- c] Reporting any hazards or equipment faults to their supervisor.
- d] Using all protective clothing and equipment required by the employer— gloves
- e] Following safe work practices for each job—safe lifting practices.
- f] Not misusing equipment.

FIRST AID REQUIREMENTS

All staff is encouraged to hold a First Aid Certificate. However, at the workplace during operating hours there must be 1 person holding current First Aid Certificate. This person will be responsible for the administration of First Aid or for ensuring that First Aid is administered.

A First Aid Kit is to be provided at each workplace. The person/s in charge of the kits will be the nominated First Aid Person/s.

Resuscitation Charts clearly show the methods of EAR and CPR and is displayed in a prominent place.

1st Aid

NailTech has elected 2 First Aid officers; Mrs Wendy Nassar and Ms Zoe Webb. Should an issue regarding First aid arise please approach the First aid officers.

There is a fully equipped 1st Aid box in the nail practical room (always ask for assistance before taking anything out).

If medical attention beyond First Aid is required two separate general practices are located in South St (across the road), alternatively an optometrist is located three shops down on Mary st.

Your Safety

The following regulations are for your safety;

1. **Alcohol;** Trainees are prohibited to drink alcohol on College Premises unless authorized by management. No trainee is to be under the influence of alcohol whilst attending the college or performing treatments. If a trainer suspects that a trainee is under the influence of alcohol the trainee will be removed from the class and referred to the College Principal and may be asked to leave the premises.

If a trainee smells strongly of alcohol from being intoxicated the night before they will be prohibited from working on clients and other trainees.

2. **Recreational Drugs;** Trainees are strictly prohibited from using recreational drugs or being under the influence of a recreational drugs at the college. If either of these scenarios occurs instant dismissal from the course will ensue.

3. **Prescribed medication;** if a Trainee is on any prescribed medications that may impair their performance they are expected to discuss this with the trainer. All medical information is strictly confidential. NailTech may ask for a letter from your general practitioner.

4. **Fire;** Do not obstruct the exits or fire extinguishes with equipment. In the unlikely event of a fire your trainer will direct you to the exit. Please walk down to the street in an orderly fashion. Don't Panic.

5. **Cleanliness;** Hygiene is essential in the beauty industry and high standards are essential. It is expected that the trainee takes responsibility for the cleanliness and maintaining the excellent hygiene standards of the College.

The trainee is expected to clean up after every treatment. The trainer will determine if the cleanliness is to the standard we require. Linen is to be changed after every treatment and placed in the Laundry basket provided.

The trainee is also expected to keep the College clean and tidy. Duties are allocated on a daily basis to the trainees.

6. **Electrical equipment;** Much electrical equipment and water are used for treatments at NailTech therefore caution must be taken. Always ensure that surfaces and the floor are dry. Dry your hands and clothes thoroughly.

7. **Waxing;** Electrical cords must be position such that they will not interfere with the trainees movement around the floor. Wax pots must not be moved once they have been turned on. (always adhere to the skin penetration legislation)

Policy No.: 202**Policy:**

Health regulations and cleaning

Description:

Health regulations and students responsibilities

Purpose:

To ensure that all students are aware of their obligations in regards to health regulations.

Scope:

All Students

Procedure:

Health regulations are to be adhered to. Sanitization and sterilization regulations are to be adhered to at all times. Cleaning is a part of your training, a high standard is to be maintained, and failure to follow cleaning instructions may result in disciplinary action.

Hands are to be washed before a client treatment is initiated, this is to be done using a liquid antibacterial hand soap, hands are to be dried using disposable paper towel.

Dirty Linen and towels need to be placed in the linen basket in the beauty room after each client, this will be picked up by the Laundromat and clean linen returned.

Gloves, masks and protective eyewear are to be worn in accordance with direction from trainers at all times.

A skin disinfectant spray is to be used on both the client and trainee prior to any service being commenced.

In the unlikely event that any metal tools come into contact with blood or bodily fluid, students need to inform the trainer on duty who will place the tool into a plastic bag and take it to the medical practitioner in Granville for sterilization using an autoclave, this will be returned once the process is complete.

All emery files and nail boards that come into contact with blood need to be snapped in half and thrown in the bin; this is to ensure that contaminated files are not used on anyone else.

All furniture and fitting are cleaned at the completion of each class this is a team effort and is done to strict regulations. The floor is also mopped and disinfected at this time.

Skin Penetration legislation is to be adopted and adhered to, the skin penetration guidelines are taught and available on the premises at all times. Single use spatulas are only to be used when waxing and never re dipped and all wax is single use, roll on wax applicators are never reused.

In between every client your reusable tools are to be sanitised using hospital grade disinfectant, dried and ready for your next client.

Never borrow or lend tools between trainees, it is of great importance that you are responsible for them.

Our primary concerns are for the health and wellbeing of our students, staff and clients. If you are unsure of a cleaning or health related procedure, please contact management or staff where appropriate.

Policy No.: 203

Policy:
Privacy Policy

Description:
Regulation, collection & storage of personal information.

Purpose:
Ensure that the RTO is compliant with the relevant legislation in relations to Privacy.

Scope:
Management, Employees and Students

Procedure:

In order to provide you with the highest standard of service NailTech is required to collect personal information from you before and during the course of enrollment at our training service. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

All information collected is vital in assisting us to provide the best possible service and training and for the processing of payments. Some of the information we collect is to satisfy the legal obligations under the relevant RTO legislation.

Naturally much of this information is of a personal nature and not the sort of information that you would wish to have unnecessarily disclosed to others.

Privacy of your personal information is important to us and we conduct our business with respect and integrity.

WHERE WE WILL COLLECT INFORMATION FROM:

Not all the following may pertain to your situation, however, they may or could arise during enrollment at NailTech.

- 🕒 Enrollment forms
- 🕒 Discussions with individual trainees
- 🕒 Incidental Information
- 🕒 Medication Authorities
- 🕒 General Practitioners regarding needs
- 🕒 Names & times of Arrival & departure
- 🕒 CentreLink and other similar funding groups

STORAGE & MAINTENANCE OF INFORMATION—DATA QUALITY

Every effort is made to keep information accurate, up to date and complete.

You are entitled to see your records and other information relevant to yourself and change them to improve the accuracy of the information

SECURITY

Information collected has restricted access and is maintained within the training facility.

We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure

We will take reasonable steps to destroy or permanently de-identify personal information no longer needed for any purpose by the service.

Our staff is committed to respect the security principles at all times.

Policy No.: 204

Policy:

Workplace harassment, Victimization and Bullying

Description:

Descriptors: 1) Harassment 2) Complaints 3) Victimization 4) Discrimination 5) Equal Opportunity 6) Bullying

Purpose:

The purpose of this Policy is to:

1. Eliminate harassment (including bullying, racial vilification and victimisation) and discrimination.
2. Ensure all staff and students are aware of their roles and responsibilities to ensure the NailTech provides safe and inclusive work, teaching and learning environments.
3. Provide guidelines and formalised procedures to assist in the prompt resolution of complaints confidentially and effectively.
4. Ensure that the NailTech complies with its legal responsibilities in accordance with the following Acts.

Commonwealth legislation

Age Discrimination Act 2004

Disability Discrimination Act 1992

Equal Opportunity (Commonwealth Authorities) Act 1987

Equal Opportunity for Women in the Workplace Act 1999

Human Rights and Equal Opportunity Commission Act 1986

Racial Discrimination Act 1975

Racial Hatred Act 1995

Sex Discrimination Act 1984

Workplace Relations Act 1996

Workplace Relations Amendment (Termination of Employment) Act 2001

State Legislation

Equal Opportunity Act 1984

Disability Services Act 1993

Occupational Safety and Health Act 1984.

Scope:

This Policy applies to all staff, students and visitors to NailTech

Procedure:

3. Policy Statement

NailTech is committed to providing work, teaching and learning environments that are free from all forms of harassment (including bullying, racial vilification and victimisation) and discrimination.

Harassment (including bullying, racial vilification and victimisation) and discrimination will not be tolerated and all staff, students and visitors to the college are required to comply with the behavioural standards outlined within this policy.

NailTech will take all reasonable steps to prevent breaches of this Policy including the provision of guidelines and formalised procedures to assist in the prompt and effective resolution of complaints.

4. Definitions

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying, which is a form of workplace harassment, generally involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources. Bullying can be a form of unlawful harassment if it is directed at someone because of one of the grounds covered by anti-discrimination legislation (refer harassment).

'Confidentiality' - refers to information kept in trust and only those people directly involved in the concern or who are involved in resolving a complaint will be provided with information about a complaint. There may be a need to disclose confidential information in circumstances where a matter is considered to involve a criminal action or a breach of duty of care and in such cases the information will be divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious or political convictions, gender history, impairment, age or sexual orientation. Victimisation is also treated as an unlawful act.

'Duty of Care' – NailTech has a legal responsibility to provide staff and students with safe work, teaching and learning environments which are free from harassment and discrimination. Complaints of a serious nature may therefore need to be referred to the college principal

'Harassment' – unacceptable conduct that consists of unwelcome and uninvited comments or actions that intimidate, offend, humiliate or embarrasses a person or a group of persons. Equal opportunity laws prohibit harassment on the grounds of sex, race and/or disability.

‘Natural Justice’ - refers to a process that is fair to all parties and free of bias. The principles include the right for an affected person to be heard before any decision which has the potential to affect them is made, the right to be informed of allegations made, the right of response, the right to representation and consistency in the organisational approach to issues.

‘Racial Harassment’ - occurs when a person is threatened, abused, insulted or taunted in relation to their race or by association, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks about people from particular countries or races, disparaging remarks about someone’s accent or manner of speaking, mockery of skin colour or appearance, or displays of material prejudicial to a particular race and racial jokes.

‘Racial Vilification’ – involves the incitement of racial hatred or racial harassment by statements or other public acts.

1 Refer to definitions of racial harassment, racial vilification and sexual harassment.

‘Sexual Harassment’ - is any verbal or physical sexual conduct that is unwelcome and uninvited that humiliates, intimidates or offends and that in the circumstances, a reasonable person would have anticipated the conduct would have such an effect. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person’s private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

‘Victimisation’ - includes any unfavourable treatment of a person as a result of their involvement in a complaint. Unfavourable treatment could include: adverse changes to the work environment, denial of access to resources, work opportunities or training, refusing to provide information, ignoring the person, dismissal, refusing to renew a contract of employment, or lower assessment of student work.

5. Principles

- Harassment, bullying, discrimination and victimisation should not be confused with legitimate comment and advice regarding standards of work, workplace behaviour or feedback on student work or performance given appropriately by managers, supervisors, lecturers and/or tutors.
- In dealing with complaints, the rights of all individuals should be respected and confidentiality maintained.
- Both the person making the complaint, and the person against whom the complaint is made, will receive information, support and assistance in accordance with the principles of natural justice.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, is to be victimised. Victimisation of people making complaints will be treated as seriously as the original behaviour giving rise to the complaint.

- All staff and students are expected to participate in the complaint resolution process in good faith.
- All complainants have the right to have their complaint heard in an external forum.

Time Limits

Reported complaints will be dealt with as expeditiously as the circumstances of the complaint allow.

7. Delegations

The college principal is available to direct any complaints (Staff and Students) in reference to the above mentioned issues and will at all times be treated as serious and when appropriate will provide advice and support to complainants. When necessary complaints may be referred to external bodies for investigations.

Policy No.: 205

Policy:

VET

Description:

Vocational education training

Purpose:

Ensure that NailTech Complies with it's legal responsibilities with the VET Act 05

Scope:

The policy applies to all staff, students and management

Procedure:

NailTech will comply with the NSW Vocational Education and Training Act 2005 and hold a current copy of the act on the premises at all times. All trainers and relevant RTO employees will be introduced to the act.

Compliance with the act including but not limited to the legislation made reference to within the act will be complied with and maintained for the duration of RTO status.

Policy No.: 206

Policy:

Apprenticeships and Traineeships

Description:

Legislative requirements of Apprenticeships and traineeships

Purpose:

To ensure that all legislation relevant to Apprenticeship and traineeships are adhered to.

Scope:

All staff, management and students

Procedure:

To work in New South Wales in the Beauty therapy trade a person under 21 who completes the Certificate IV in Beauty Therapy will need to complete an apprenticeship, the duration is however dramatically reduced. This is because the NSW Apprenticeship and Traineeship Act 2001 classifies a person under 21 years of age as a “junior” and prohibits them from being employed in any recognised trade vocation (such as Beauty therapy) unless they are an apprentice or have completed an apprenticeship.

However, the NSW Commissioner for Vocational Training will grant people less than 21 years of age who have completed the Certificate IV in Beauty therapy at least 18 months credit towards the four year nominal term of the apprenticeship. In other words, after completing the course, a person under 21 will need to enter an apprenticeship with a fully qualified Beauty Therapist and complete 30 months supervised on-the-job training, in most cases however individuals can obtain credit for early completion in a much shorter time frame than 30 months.

Policy No.: 207

Policy:
Access to Records

Description:
Student access to personal records

Purpose:
access to personal records and procedures, including the use and disclosure of information.

Scope:
Management, staff and students

Procedure:
Access to records

Request must be made through the principal only to access information, and will only be given to those who have signed the Authority. Identification may be requested to protect individual privacy.

All information must remain within the training facility. Photocopies will be made upon request. Access to the information by other agencies such as Centrelink, referral agencies etc. will be given only upon receipt of written consent by those identified as having Authority to do so. Such agencies are also bound by confidentiality and non-disclosure principles and are prohibited from using your information for any other purposes.

USE OF INFORMATION AND DISCLOSURE

The information collected by NailTech is used to offer and provide the most appropriate and individualised training.

The information is used to identify specific needs—health, medical, individual and personal interests. Identification through names on sign in/out sheets, Contact and personal details in personal files are also stored.

In addition to the above other details information is accumulate for the processing of course payments and as a means to the safety and security of staff and trainees including emergency Contacts.

All privacy related comments, feedback or complaints should be directed to the college principal and or vice principal. We will follow up all comments, feedback or complaints within 14 days and resolve them to maintain our high standard of service provision

Policy No.: 208

Policy:

Competency based training

Description:

The application of VET competency based training

Purpose:

To employ and train using competency based methods of training

Scope:

Trainers and Students of NailTech

Procedure:

Competency based training is a key feature of the VET system. The major emphasis of a competency-based system is on what an individual can do as a result of training.

The traditional approach to training was not seen as appropriate with its emphasis on the completion of a particular course over a set time. Nor were the courses seen as being based on workplace requirements it was considered that the competency-based approach to training would provide delivery, assessment and certification of training, which would relate to the demonstration of the skills, knowledge and attitudes and their application required for effective performance in the workplace.

The concept of competency thus focuses on what the employee is expected to do in the workplace rather than on the learning process. It also embodies the ability to transfer and apply skills, knowledge and attitudes to new situations and environments. This is a broad concept of competency in that all aspects of work performance are included and not just narrow task skills.

One of the most important characteristics of competency-based training is that it is focused on training individuals for actual jobs in the work place. The training therefore, has relevance to the individual and thus serves as a major source of incentive.

In competency-based training the emphasis is on

- *Identifying what people need to do in their jobs
- *Identifying what people need to know to do their jobs
- *Indication clearly the standard of performance required in the job
By the industry or enterprise
- *Indicating, how, when, where and by whom assessments will occur

NailTech will conduct all training in accordance with competency based training provisions outlined above.

Kristen Richards T/A NailTech

NailTech Rules & Regulations

Policy No.: 301

Policy:

NailTech Rules and Regulations

Description:

An overview of rules and regulations

Purpose:

To ensure that all rules and regulations are transparent and equitable

Scope:

All Students

Procedure:

Commitment

In becoming a trainee of NailTech, you have made a commitment to achieve the competencies required for your chosen field. NailTech has made a commitment to train to the highest possible standard in a safe environment during the training period.

Commencement

Trainees should arrive ten minutes prior to the commencement of lessons. Punctuality is an integral part of the training program. If due to Public Transport failure, the trainee shall be permitted into the class up until 15 min after commencement time, only after contact has been made with the college to inform of the situation. This must not become a regular occurrence. The trainees' files shall be marked Late. When three lates occur, the trainee shall be required to do an additional class.

A trainee shall not be permitted into the class after half an hour after commencement time. The trainee shall make arrangements for an alternative class date to catch up.

Attendance

Absenteeism should be reported by telephone at least 24 hours prior to the commencement of class. If a trainee fails to report in absent, he/she shall be required to provide a medical Certificate in explanation of their absence, failure to do either of these may result in a \$50.00 make up fee being issued. It is the students' responsibility to arrange additional class dates. Catch up classes will be held on Saturdays.

Personal Appointments

It is essential to make yourself available for the entire duration of lessons. Trainees should make every effort to schedule medical and dental appointments outside of College hours.

Valuables

Students are requested not bring valuable jewellery or large sums of money to the College. NailTech does not accept responsibility for loss or damage of personal property.

Appearance

The Trainee is expected to look professional at all times. While NailTech does not impose a uniform whilst in attendance of all courses we do have a dress code. Failure to comply with the dress code will result in the individual being sent home or asked to sit and watch for the duration of their class. Trainees who undertake courses where a uniform is provided are to be in it at all times during attendance.

Dress Code

Trousers or neat and tidy jeans must be worn in beauty classes, due to the nature of work. Closed in flat shoes are required in the beauty room, Small heels acceptable in nail classes. Aprons are to be worn at all times in the beauty room, no responsibility is accepted by NailTech for any damage incurred to clothing. Long hair to be tied back at all times. Hairdressing students will be required to wear a uniform, damage to the uniform will result in the trainee needing to replace at their own cost.

College Fees

All trainees must pay due tuition fees prior to or on their commencement date of training where applicable. Failure to do so may result in the course commencement being delayed until payments are finalised. Course costs that are paid periodically must be available on the date so required. Any costs endured by the college for dishonoured cheques or insufficient funds will be past onto the trainee

Student Records

Change of address or telephone numbers must be advised to the college, trainee will have access to their own records upon request.

Telephone Messages

The College phones are used for business only. Only urgent messages will be taken and given to trainees.

The use of mobile telephones is prohibited during lesson times. The only area in which mobile phones can be used is outside of the training rooms and not during class times.

Refreshments

Food and liquid consumption is not permitted in College classes with the exception of water. The College appreciates your use of a water bottle for the use of fountain water.

Smoking and Chewing Gum

Smoking and chewing gum is strictly prohibited on the College premises. Smoking is only allowable outside of the college premises and not during class time.

Friends' relatives, visitors & children

No friends or visitors are permitted in the classrooms during class time unless they have made a prior appointment for services.

Under no circumstances are children to be permitted in the classrooms, this is due to the chemicals that are used in the training process. This rule is upheld at all times.

Trainer Instruction

Always wait for instruction from your trainer, under no circumstances is a student to take it upon themselves to proceed in a task when not proficient. Always seek help from your trainer when you are unsure of what to do.

Never instruct another student on what to do. Trainees may be at different levels in any given class and it is the trainers' responsibility to instruct them. In addition to this do not follow instruction from another student.

Health Regulations & Cleaning (sanitization & sterilisation)

Health regulations are to be adhered to. Sanitization and sterilization regulations are to be adhered to at all times. Cleaning is a part of your training, a high standard is to be maintained, and failure to follow cleaning instructions may result in disciplinary action.

Hands are to be washed before a client treatment is initiated, this is to be done using a liquid antibacterial hand soap, hands are to be dried using disposable paper towel.

Dirty Linen and towels need to be placed in the linen basket in the beauty room after each client, this will be picked up by the Laundromat and clean linen returned.

Gloves, masks and protective eyewear are to be worn in accordance with direction from trainers at all times.

A skin disinfectant spray is to be used on both the client and trainee prior to any service being commenced.

In the unlikely event that any metal tools come into contact with blood or bodily fluid, students need to inform the trainer on duty who will place the tool into a plastic bag and take it to the medical practitioner in Granville for sterilization using an autoclave, this will be returned once the process is complete.

All emery files and nail boards that come into contact with blood need to be snapped in half and thrown in the bin; this is to ensure that contaminated files are not used on anyone else.

All furniture and fitting are cleaned at the completion of each class this is a team effort and is done to strict regulations. The floor is also mopped and disinfected at this time.

Skin Penetration legislation is to be adopted and adhered to, the skin penetration guidelines are taught and available on the premises at all times. Single use spatulas are only to be used when waxing and never re dipped and all wax is single use, roll on wax applicators are never reused.

In between every client your reusable tools are to be sanitised using hospital grade disinfectant, dried and ready for your next client.

Never borrow or lend tools between trainees, it is of great importance that you are responsible for them.

Our primary concerns are for the health and wellbeing of our students, staff and clients. If you are unsure of a cleaning or health related procedure, please contact management or staff where appropriate.

Policy No.: 302

Policy:
Code of Ethics

Description:

Purpose:

Scope:
Company wide

Procedure:

Be polite and friendly to all clients treating them with respect.

Be dependable by fulfilling your obligations

Be loyal to your College Trainers and colleagues.

Protect your reputation.

Show pride in your skills

Strive to attain the highest Professional standards