

## **PARLOUR HAIR ACADEMY CODE OF PRACTICE**

The following Code of Practice has been developed to ensure that clients are informed about the key elements of Parlour Hair Academy's services, and its obligations under the Australian Quality Training Framework (AQTF), and is a guarantee of the delivery of quality training and value for money services.

1. Parlour Hair Academy will protect clients rights as consumer's and ensure they receive the services detailed in their agreement by ensuring all information contained on the website [www.parlouracademy.com.au](http://www.parlouracademy.com.au) meets AQTF Essential Conditions and Standards for Continuing Registration. Only the training packages on our scope are identified.
  - All information regarding courses is provided to the client prior to enrolment to ensure that processes are clear and transparent. Parlour Hair Academy is a member of the Australian Council for Private Education and Training (ACPET).
  - All academic, financial and other records maintained by Parlour Hair Academy are complete and accurate (and in line with AQTF Conditions and Standards). All student contracts contain Consent for Disclosure of Information to ensure confidentiality and to advise that information will not be divulged to third parties unless authorised by the client or under law. All student information/records are available to the student (by appointment) to confirm accuracy and completeness.
2. Parlour Hair Academy will adhere to principles of access and equity ensuring we meet all legal obligations and maximise outcomes for each client by ensuring the policies and procedures of Parlour Hair Academy have been put in place to maintain the highest professional standards in the delivery of training and assessment services, and safeguard the interests and welfare of clients. Parlour Hair Academy are committed to principles of access and equity and will not unlawfully discriminate against clients.
  - The obligations placed on staff and clients are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination and harassment.
  - Inductions are undertaken when a client commences to ensure a thorough understanding of the contract being entering into and the facilities/resources available to the client. The client contract lists support services that are available. All complaints are documented and acted upon within a reasonable amount of time, there is a clear procedure set out in the contract should a client not be satisfied with the outcome of a complaint made with the Academy.
3. Parlour Hair Academy will engage with industry in regard to its operations so that clients can be confident that qualifications issued by Parlour Hair Academy are recognised by industry by implementing a Support Training Program ensuring that the Academy meets regularly with industry to encourage feedback and support to assist learners.

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- Sending out AQTF compliance questionnaires to employers and learners, the results of which are discussed and acted upon to allow for continuous improvement practices.
- Participating as an active member of Industry bodies ensuring that the Academy is kept up to date with industry changes and matters of importance that do affect student learner outcomes.
- Continuing to ensure a highly successful employment rate outcome for students who undertake training at the Academy.
- Ensuring that training and assessment strategies are developed in consultation with industry.

4. Parlour Hair Academy will ensure the quality of training and assessment provided across all of its operations by

- Encouraging an “Open Door Policy” to ensure that learners can offer feedback on an as needs basis.
- Continuing to operate as a Registered Training Organisation under the Training and Skills Development Act 2008 to the highest standard.

5. Parlour Hair Academy will meet the individual needs of learners by assessing current skills and knowledge prior to the commencement of training

- Parlour Hair Academy recognises that clients may hold skills and knowledge that are relevant to course outcomes. The Academy will assist clients to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning prior to enrolment.
- Parlour Hair Academy will recognise AQF qualifications and Statements of Attainment issued by any other RTO (National Recognition) at no charge to the client.
- Parlour Hair Academy offer learning and assessment services that as far as practicable meet clients individual learning needs and will tailor clients training programs as well as offer a range of learning and assessment resources to assist clients.