

# PARRLOUR HAIR ACADEMY



STUDENT HANDBOOK



## **SHB30416 Certificate III in Hairdressing**

**Congratulations and welcome to the start of  
your amazing career in Hairdressing!**

Parlour Hair Academy is Adelaide's leading Academy for  
Hairdressing education.

We pride ourselves on quality education delivered in a dynamic,  
open and inclusive environment.

Our educators come with decades of experience and are  
all practicing Hairdressers actively working in the industry.

Our approach to training guarantees that your education  
is being delivered by hairdressers who live and breathe  
the Parlour ethos of high-quality Cut, Colour & Styling that is  
fashion forward while being rooted in the core fundamentals that  
underpin every aspect of what we do as Hairdressers.

We trust that you will enjoy your time with us at the  
academy and look forward to building a lasting relationship  
that will extend beyond your training as you become a  
valued member of our vibrant and creative industry.

Best of luck.

Robert Bava

Director at Parlour Hair Academy

RTO CODE 40337

## YOUR STUDENT JOURNEY

### 1 SIGN UP

Your journey begins when you apply to become a full-time fee for service student, get signed up as an apprentice, or participate in a school VETRO program.



### 2 ENROLMENT FORMS SENT OUT

As a fee for service student, we will supply you with your enrolment forms, should you be an apprentice we will endorse our RTO nomination online, create an initial training plan and send that to your salon with your enrolment forms for you to complete and sign, for VETRO students your VET co-ordinator will fill out your enrolment forms with you.



### 3 INITIAL CONTACT WITH MANAGEMENT

Once we receive your forms, we will contact you to organise an initial meeting with management at the Academy.



### 4 INITIAL MEETING

In your first meeting for fee for service students you will be given your student handbook, we will conduct a Language Literacy & Numeracy test, work through any issues identified and put a plan in place for supports, if necessary, through community referrals. For apprentices and VETRO students in this meeting management will first conduct a UAN Suitability and Support Needs assessment. This is a verbal assessment where we go through a range of topics which cover the 7 aspects of suitability for the industry and qualification, which will help to uncover any barriers to study that you may have. Once complete management will sign you up to the CSPA testing system online to conduct your LLN SRNI test. This test identifies the required literacy level to commence your training. If an exit level of 2 is not achieved, we will conduct a second round of testing and send off your results to an LLN specialist to interpret and provide the recommendations for any supports necessary. These can include LLN specific bridging units prior to your commencement, or any form of support that can be provided either in class by the academy, or by external supporting agencies. VETRO students will be referred to their school for LLN assistance. Should you achieve the required exit level then no further testing is required.



## 5 ENROLMENT DECISION

At this stage 4 decisions may be made:

- 1.) We accept your enrolment acknowledging that at this stage no further support needs are required, and you progress further
- 2.) We accept your enrolment acknowledging that there are agreed supports that need to be put in place and we refer you to success and wellbeing services (SWS) and/or foundation skills training
- 3.) We accept your enrolment after the completion of the required foundation skills training
- 4.) We do not accept your enrolment and refer you to the Skills SA Infoline for other options



## 6 INDIVIDUAL LEARNING PLAN

Once your initial meeting is finished and you have been accepted in to the course, management will create an individual learning plan which is an addition to your initial training plan, this covers the areas of support required and any plans that will be put in place to assist you in your learning journey (Note fee for service students do not need an initial training plan). This document will also outline any reasonable adjustments that will be made to your learning and assessment journey to provide you with equal access and opportunity to complete your study in a way that is both suitable to your specific needs and learning barriers, while also fulfilling the requirements of the qualification. In the event of any extreme barriers or disability, a PAP (Personal Access Plan) will also be added to your individual learning plan to assist in successful completion of your study. At this point everything is ready for you to commence training.



## 7 FIRST DAY OF TRAINING

On your first day at the academy, you will go through an induction process which will include the following:

- Academy tour
- Relevant staff will be introduced to you
- You will be taken through this student handbook section by section by management
- The expectations of the course and your time at Parlour will be explained to you in detail using this handbook
- You will be given access to your online learning platform
- Management will give you a digital literacy tutorial and explain how the online platform is used for study in both theory and practical work
- Any supports put in place will be explained to you in order for you to feel comfortable and supported through your learning journey
- For apprentices a training contract will be created, and you will be enrolled into STELA (an online reporting portal for reporting purposes)
- You will read and sign the acknowledgement form at the back of this handbook to indicate that you understand everything that has been explained to you (if you are underage you will need to take the handbook home and have a parent or guardian co-sign).

You are now ready to begin your study journey



## **Important information**

Parlour hair Academy is open Monday to Wednesday 8:45 to 4:30. The live salon environment operates from 9 am to 4:30 pm, with appointments scheduled at the two timeslots of 9 am and 1:30. Location: Level 2, 28-30 Grenfell Street Adelaide City.

## **FEES payable**

Student fees will be calculated upon enrolment based on the units enrolled to complete the course (this will take into account any prior RPL – Recognition of Prior Learning, as well as any Credit Transfer for previous courses or units completed), once these have been determined a total amount will be communicated to the student and a fee payment structure arranged with either the student or the employer if applicable.

## **Attendance**

Roll call is at 9:15 unless otherwise negotiated with the RTO manager or educator. Students are expected to arrive on time and be ready for a 9 am start. In the event that you will be late or absent for the day you are required to contact the academy via phone or email to notify us of your absence or late arrival. employers will also be notified should an apprentice arrive late or miss a day of training.

## **Duration of study**

Your duration of study will depend on the qualification you are enrolled in as well as take into account any prior study you may have undertaken which can affect the amount of time required to complete your course.

As a general guide the following applies:

FULL TIME STUDENTS: 18 months at 3 days per week.

APPRENTICES: approximately 24 months at 1 day per week.

CERTIFICATE II STUDENTS: 6 months at 3 days per week.

## **Breaks, holidays & timetabling**

Throughout the day students will have 2 breaks, 1 in the mid-morning for 15 minutes and a lunch break in the middle of the day for 30 min. Students are expected to return from break at the correct time to avoid disruptions to class scheduling.

The Academy will be closed on public holidays and also break in alignment with school terms 4 times a year including Christmas/new year.

Should you be taking holidays outside of these scheduled periods you will need to notify the academy in writing prior to your leave dates.

## **Contacting the academy**

You can contact the academy in the following ways:

Phone : (08) 8231 2755

Email : [info@parlouracademy.com.au](mailto:info@parlouracademy.com.au)

## **Change of student details**

It is important that you inform the Academy of any changes to your personal details. For example, if you change address you will need to let the RTO manager that your details have changed and have them updated in your student record file.

## **Phone use**

As a courtesy to your fellow students and your trainers, we ask you to turn your phone to silent while in class and in the live salon floor. You can use your phone to take photos of your client's haircuts (with their permission) to add to your portfolio. Mobile phones must be stored out of sight whilst undertaking any haircuts and not used during theory lessons. Phones are not to be used at any time during the day in the Academy for inappropriate use. There may be occasions where you may need to access your phone for personal reasons. If there is an emergency where you need to have your phone on you, please talk to your trainer and let them know otherwise only during your allocated break are you permitted to use your devices.

Should you be found to be using your phone excessively you will be sent back to your salon and your employer notified immediately.

## **Uniform**

Students are required to attend training in appropriate clothing for a salon and training environment. Open toed shoes are not permitted in both class and on the live salon floor. While the Academy does not have a specific uniform, students are expected to arrive professionally dressed for working with the public.

Any students arriving in open toed shoes will be sent back to their salons or out to purchase appropriate footwear. As this is a Work Health & Safety issue there will be no warnings given regarding footwear.

As we are a service provider in a fashion industry it is important for you to look your best when on the salon floor, this also extends to your own hair. Make sure that it is well styled to reflect the industry you are promoting.

## **Personal laptop use**

You may bring your own laptop to class for theory use; however it must be used strictly for study purposes, any students found to be using other forms of social media on their devices (including phones) will have their employer contacted immediately.



## **Meal breaks**

During meal breaks you may bring in your own lunch and store it in the academy fridge. Food is only to be consumed in the theory room, no food or drink is to be brought out onto the salon floor at any time, with the exception of coffee for your clients if requested.

The fridge will be cleared out every Wednesday at the end of the day so please do not leave any containers otherwise they will be discarded each week.

## **Personal belongings**

Students have access to a locker for their allocated day of training. To use, simply store your bag in the locker and take the key with you for the day. It is important that when you leave you take ALL your belongings and return the key to the locker for students to use the following day.

## **Cleaning**

All students are responsible for cleaning the academy at the end of each day. Just like a salon environment, cleaning is a shared responsibility and also part of Work Health Safety requirements. If unsure of the location of cleaning equipment please see your educator for assistance.

## **Assessment**

During your time at Parlour Academy you will be assessed in a number of ways for both theory and practical work.

### **THEORY:**

All theory assessments will be done on the Pivot Point online platform until competency is achieved.

### **PRACTICAL:**

Students are given 3 attempts at each practical task, in the event that competency is not achieved after the third attempt then the unit will need to be repeated (at your own cost), in order to fulfil the learning requirements and the practical assessments to then be repeated.

Students are given ample time to prepare for assessments prior to assessment day. Should you require further assistance with any assessment please see your educator. The following will also be taken into consideration where applicable throughout the assessment process:

If the standard methods of assessment are not suitable based on your individual learning and assessment needs, or should disability impact you, then reasonable adjustments can be made to the process. These can include the following:

- Students can have their theory assessed orally where reading issues are present.
- In the case of digital issues or even visual impairment that affects screen use, students can have their theory in print form to write out the responses rather than type them.
- The iMacs in the study room have assistive technology built in where the student can have their theory questions read out to them by the computer for better understanding, as well as the screens being adjusted for those with visual impairment.
- Assessments can be broken up over several sessions to assist in concentration.
- Private areas for students are available to assess undisturbed.
- 3<sup>rd</sup> party verification by an employer of satisfactory demonstration of competence.

This is a sample of adjustments available, through the enrolment process we will identify any further adjustments required and put them in place prior to your study to make the process more comfortable and lead to a higher quality outcome.

If you are unable to complete the tasks to the level described in the assessment requirements, consider whether you may need further training before being reassessed and discuss this with your trainer.

Should you feel confident that you have the necessary skills to be assessed earlier, or at an accelerated rate, you can discuss with your trainer/assessor or management to arrange a suitable assessment date. Should you not achieve competency then the regular rules of assessment still apply.

## **Plagiarism and Cheating**

Parlour Hair Academy has a zero-tolerance policy regarding plagiarism. Any student found cheating will be instantly suspended and their employer contacted for a mediation meeting. In the case of institutional students to be found cheating a meeting will be conducted with management to discuss the severity and any further action such as suspension.

Plagiarism and cheating are as follows:

Using any part of another person's work or resources without proper acknowledgement  
Handing in someone else's work as your own  
Duplicating someone else's work and handing it in  
Allowing someone else to hand in your work as their own

## **RPL**

Should a student feel they have the skills necessary for competence in a unit they may apply for RPL (recognition of prior learning). Records of prior learning can include Assessment forms, prior student records, any record of other training that may apply to a specific unit, and employer verification.

Please speak to management prior to the beginning of your training to arrange RPL as it can decrease the cost and amount of any future training should you be eligible.

## **Qualification changes**

Changes can occur to a qualification over time, whether it be new units or old superseded units being replaced by more current content. In the event that a qualification or unit from a qualification change during your study, Parlour Hair Academy will transition you from one to the next with as little disruption to your study as possible. Most Transition periods last from 12 - 18 months which allows for minimal disruption and adjusting of your study. In Some case new units are equivalent to older superseded units, and in other the new unit may not be equivalent, in which case some gap training may be required. You will be advised accordingly if these changes are to occur.

## **Emergency procedures**

In the case of a fire or extreme emergency risk all staff must strictly adhere to the following procedure -

### **Fire Alarm**

Please be aware the fire alarm is tested on a monthly basis, when the alarm testing is in operation a warning will take place over the loud speaker stating this is a test only. Should the alarm be activated the following procedure should take place -

All educators to direct all students and model clients to entrance of fire exits. A roll count of students and models to take place immediately. Students are to quietly and carefully direct all models down the fire exits without panicking clients with the aid of the educators. All staff, students and models to be located across the road on the other side of Grenfell Street by the water feature next to the black stump building until further notice.

The CEO/Operations Manager and Education Coordinator to secure all takings and any important documents and keys. Check toilets and all classrooms and then evacuate the premises and join all other staff, students and client models in the designated area across the road in Grenfell Street until confirmed safe to return by Fire Brigade. CEO/Operations Manager to be the last person to leave the building and to be the one to initiate the return to the building.

## **Trespassers on premises**

Should a person enter the building without just cause i.e. client model, student, staff or delivery company and behave in an abusive and/or inebriated manner, the CEO/Operations Manager or Education Coordinator (in the absence of the CEO/Operations Manager) will immediately direct the said person/persons to the lift. If the person refuses to exit or becomes violent or abusive the Police will be called immediately and all persons removed from the unsafe area until Police assistance has arrived.

Should you have any queries please refer them to the CEO/Operations Manager only for assistance or clarification.

## **Bullying & Harassment**

Parlour Hair Academy does not tolerate harassment in any form. All members of Parlour Hair Academy are committed to ensuring a safe and caring training environment. Parlour Hair Academy promotes personal growth and positive self-esteem, and respect of each individual is encouraged.

### **Kinds of Harassment**

Harassment of any kind is unacceptable. If a particular behaviour is unwanted and embarrassing to a student or hurts/upsets another person, then it can be called harassment. It may be planned and organized or may not be intentional.

Individuals or groups may be involved and harassment may be in the form of:

- Aggressive bullying
- Derogatory comments about another person's gender, race, culture, religion or appearance.
- Offensive name-calling
- Rude messages or pictures
- Sexual harassment
- Rumours and slander

Preventing and stopping harassment is important.

Harassment affects a person's well-being, self-confidence, work and relationships with others. It is totally against Parlour Hair Academy ethos. We believe that all members of Parlour Hair Academy have an equal right:

- To be treated fairly by other people
- To feel safe and secure
- To learn and grow towards their full potential
- To feel valued, accepted and cared for as individuals

Parlour Hair Academy will be proactive in promoting general awareness of the issues of harassment throughout the course.

Students and staff are encouraged to be respectful of others in order that we can work together and learn in a safe, secure and comfortable environment.

## Procedures for dealing with harassment

1. Parlour Hair Academy suggests that individuals initially attempt to resolve incidents through discussion with the instigator of the harassment.

2. If the grievance persists, students will be separated and a formal complaint may be made to the student's educator with the Director of Parlour Hair Academy being notified immediately thereafter.

3. When a formal complaint has been made, the following procedures will be followed:

(a) An incident report will be completed by the Director or educator of the said student and the relevant people will be notified immediately to discuss the matter further, this can include the employer and guardian or parent (when a student is under 18 years of age).

(b) The person against whom the complaint has been made will be interviewed to determine:

- The level and impact of their behaviour
- The level of concern for the other party
- Their willingness to address and stop the behaviour
- Their willingness to respect the other party's rights and privacy.

4. Where an incident involves a student, should the matter continue and not be resolved, this will result in suspension of the instigator for a period at the discretion of Parlour management, and no refund of fees will apply for that period.

5. The Academy will maintain confidentiality throughout these matters to all parties involved.

Note: Parlour Hair Academy views harassment as a serious matter and will be addressed immediately to stop any unwelcome behaviour.

## Feedback

Students, clients and/or stakeholders are encouraged to provide feedback on all of Parlour Hair Academy's services. Feedback forms are available at the reception desk for both students and clients. Employer feedback forms are posted on a systematic basis to employers as are learner feedback forms, both the latter mentioned forms form part of Qualify Indicator reporting that is mandatory for compliance purposes. Feedback featuring a complaint will be responded to immediately by the Director of Parlour Hair Academy and responses requiring a written response will be provided within 30 days. Complaints will be dealt with according to our Complaints procedure (see above).

## Access and equity

Parlour Hair Academy offer courses and services which are relevant, accessible, fair and inclusive. We encourage participation to all our students and endeavour to provide a safe, learning environment encouraging greater outcomes especially but not limited to the following-

- Women
- Aboriginal and Torres Strait Islanders
- People of non-English speaking backgrounds
- People with physical or intellectual disabilities
- The long term unemployed
- The rurally isolated.

## **Discrimination**

This section details the process for students wishing to report discrimination whilst studying at Parlour Hair Academy.

Definitions:

1. Student - any person enrolled at Parlour Hair Academy for the purpose of studying any courses on offer.
2. Educator and other academy staff - any person employed by Parlour Hair Academy or being paid to provide a service to Parlour Hair Academy.

Parlour Hair Academy does not tolerate discrimination in any form. All members of the Academy are committed to ensuring a safe, caring school environment, which promotes personal growth and positive self-esteem and in which the dignity of the individual is nurtured and respected.

### **What is discrimination**

Direct discrimination is treating someone less favourably on the grounds of their age, gender, sexual orientation, religion, race, pregnancy status or other identifiable group covered in equal opportunity legislation. Indirect discrimination is where everyone is treated the same regardless of their circumstances, with the result that one group is disadvantaged.

Discrimination may take different forms and may affect your ability to participate in or succeed in your chosen course of study. Some examples include:

- Harassment and bullying by a staff member or other students
- Excluding a potential student from a course or failing them because they can't fulfil a course requirement in the standard way, such as not making reasonable adjustments to course delivery or assessment for someone with a disability
- Excluding someone from a course because of an assumption made about their employability
- Requiring all students to attend a selection test on a Sunday when the course is normally run during the week, effectively excluding students who have carer responsibilities that they can't change.



The Academy suggests that individuals initially attempt to resolve incidents through discussion with the instigator of the discrimination. If the student is uncomfortable discussing the issue directly with the instigator, the student should speak to the Director of the Academy regarding lodging a formal complaint through the academy's complaints process.

When a formal complaint has been made, the following procedures will be followed:

- (a) The complaint will be registered in the "complaints register" by management
- (b) The person against whom the complaint has been made will be interviewed to determine:
  - The level of their acknowledgment of the impact of their behaviour
  - The level of concern for the other party
  - Their willingness to address and stop the behaviour
  - Their willingness to respect the other party's rights and privacy.

The student will be advised of what actions have been taken to address the discrimination to ensure it doesn't happen again.

The Academy will maintain confidentiality throughout these matters to all parties involved.

Students can contact the Equal Opportunity Commission for advice or to lodge a formal complaint if dissatisfied with the way Parlour Hair Academy have dealt with the issue.

Note: The Academy views discrimination as a serious matter and will do all that it can to address the situation in a fair and equitable manner.

## **Sick leave**

Ten (10) days sick leave is allowed during the course for full-time students, a Doctors Certificate may be required if you are absent for more than one day. If you are going to be absent you must inform Parlour Hair Academy by phone or email by 8.45am. You will be notified in writing if and when all sick days have been used and the current daily tuition fee of \$50.00 per day will apply on completion of the course if additional days are required.

Parlour Hair Academy will take no responsibility for contacting students should they be absent when the student is over 18 years.

## **Continual non-attendance**

Should a student not attend for a total of ten (10) consecutive days without notice, or not reply to management contact after 3 repeated attempts or ten (10) days (whichever is greater), they will be exited from their course of study. Penalties and fees may apply.

## **Deferring or withdrawal of studies**

Should a student wish to withdraw or defer their studies they may do so with no penalty if they contact the academy at a minimum of 2 weeks prior to their intended deferral date with no penalties. This applies to any extension of course duration as well.

## **Client services**

When assigned to a client you must convey your best behaviour and communicate in a friendly caring manner. You must have your equipment clean and ready for use at all times. You may not refuse any client, unless directed by a teacher. All work must be checked by your teacher before and after the service of your client. If your client leaves Parlour Hair Academy without being checked by a teacher, the practical service will not be validated. A client consultation form must be completed for each and every client every time they attend Parlour Hair Academy for a service, no exceptions.

## **First aid**

Should a student hurt or injure themselves during class (lunch and tea breaks excluded) they must report to their class teacher or the First Aid officer for assistance. Refer to the staff directory for the First Aid Officer. First Aid kits are located at the front reception and in the cupboard in the main corridor; both cupboards have signage indicating first aid.

## **Student record retrieval**

This policy and procedure indicate the process a student will go through to retrieve their information from Parlour Hair Academy.

Records are archived externally as well as scanned and stored digitally on the premises.

(note not all records are scanned and stored digitally)

There may be a fee associated with the retrieval of information in some cases.

Where a student has requested information that is digitally available there will be no charge to the student.

Where a request has been made for archived information a retrieval fee of \$20.00 is applicable.

Re-issuance of a parchment or statement is subject to the same criteria: should the files be digitally available on premises there will be no fee, should they need retrieval from archiving the above mentioned \$20.00 fee applies.

Procedure to be followed:

1. Students registered on the USI system are able to access their information online where a qualification or units relating to a qualification have been completed and results entered.
2. Where a student is not registered for a USI they can make a request for information via the Academy website, email, phone or in person to the director Robert Bava, or academy manager Derren Ingham.
3. Digital records will be available between 1-3 business days, while archived records will take between 3-5 business days to be retrieved and made available. Reissuance will also occur in the time frames above.

4. Should Parlour Hair Academy cease to provide training as an RTO all records, as per legislation will be delivered electronically to ASQA and the student will be directed to the appropriate contact for their requests

## **Equipment**

You must have your equipment in class at all times or you may be unable to participate in class or the salon. It is your responsibility to keep your equipment to professional standards. We recommend that you mark your equipment and personal belongings with your name or initials. Any property stolen is not the responsibility of Parlour Hair Academy.

When you are not using your equipment please place in your locker or equipment bag. If equipment is lost, it must be replaced immediately. You are not permitted to lend or borrow equipment.

All tools must be sanitized daily before use. Students must provide their own scissor oil and maintain their hairdressing scissors daily. Your workstation must be kept tidy at all times.

Should a student lose or damage their equipment, mannequin heads, text books, workbooks or resources it is your responsibility to replace the item at your own cost to complete your training

A price list of individual items can be provided by the Director. Parlour Hair Academy is not responsible for providing any stationery and students must have the following items at all times: pen, pencil, rubber, ruler, glue stick, note paper and folder.

Students are welcome to purchase their own equipment independent of the academy but must ensure that the equipment is of a similar standard to that provided by the academy and that they have ALL of the items listed in the tools description for the respective course being undertaken. Tools descriptions are provided on all course material.

## **GENERAL**

No drugs or alcoholic beverages are allowed on the premises. If you're found in violation of this rule, you will be immediately dismissed.

No eating, smoking or drinking anything but water is permitted during class or anywhere inside the building (including toilets/stairwells), the ground floor foyer, or the front street entrance. Bottled water is allowed in class (there is filtered water available in the kitchen area). Litter is not to be left in the ground floor foyer or lifts. Students must display appropriate behaviour and good manners when in the lifts and foyer at all times, and respect other businesses in the building. You are not allowed to be in any of the classrooms during breaks, unless accompanied by a teacher or permission has been granted by a teacher or the Director.

If you are found to be involved in stealing you will be immediately dismissed. No one has the right to go to another student's trolley or locker at any time. If you are found in possession of equipment or belongings of another student you are in breach of the rules and regulations.

If you are found guilty of wilful destruction of Parlour Hair Academy property/equipment or creating a nuisance in the building, you will be suspended or may be dismissed.

No girlfriends/ boyfriends, spouses etc. are permitted to visit during working hours, unless as a model, or regarding an urgent matter. You are not allowed to congregate in passageways, exits, foyers, the street entrance or the reception area. Unless a student is appointed to reception duty there should be no congregation of students in this area. Students checking salon bookings must do so quickly and return to the salon. Students are not allowed to enter the Directors Office or Teachers Room without approval from a staff member or by appointment. Telephone calls are not permitted unless urgent. Authorization is required from your teacher to use the telephone or your mobile. Should you need to be contacted urgently, we recommend phoning Parlour Hair Academy direct and a message will be passed onto you immediately.

## **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. 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 Parlour Hair 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 Parlour Hair Academy meets regularly with industry to encourage feedback and support to assist learners.

Sending out questionnaires to employers and learners is a valuable tool employed, the results of which are discussed and acted upon to allow for continuous improvement practices.

Parlour Hair Academy is an active member of Industry bodies ensuring that it is kept up to date with industry changes and matters of importance that affect learner outcomes. This contributes to a highly successful employment rate outcome for students who undertake training at Parlour Hair Academy.

Parlour hair Academy ensures 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.

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. Parlour Hair 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 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.

## **Support services**

Occupational Health, Safety and Welfare MSDS (Material safety data sheets) are located in the cupboard alongside the colour storage cupboard at the first set of basins.

Disposable gloves, face masks and protective eye goggles are also available upon request from a First Aid Officer.

First aid kits are located at the front reception area and in the cupboard in the main corridor; cupboards have signage indicating first aid.

## **Useful websites**

The following website can be accessed for information regarding public transport



<http://www.adelaidemetro.com.au/> and <http://www.sa.gov.au> can be used for information on student accommodation.

#### **Student concession card**

Fulltime students attending Parlour Hair Academy are eligible for a student transport concession pass. Please refer to reception for issuance of a card. You will need to provide a passport size photo to be placed on the card. The card must be laminated which can be done at reception, and will incur a \$10.00 charge.

#### **Government concession/subsidy/assistance**

Parlour Hair Academy is approved for Austudy and Abstudy assistance, please contact Centrelink for more information. Some students may be eligible for a concession on the fee component of the course, please ask Parlour Hair Academy to confirm whether you may be eligible for a concession.

### **Student Noticeboard**

The student noticeboard is designed to assist students stay abreast of support services and other training programs available. It also contains Occupational Health Safety and Welfare information such as emergency evacuation procedures, Code of Practice, Cleaning Rosters, Code of Conduct, hazard/incident reporting forms etc and advises of upcoming competitions as well as salons looking for employees.

#### **Issuance of qualifications**

Parlour Hair Academy issues recognized Qualifications - Certificates, Statements of Attainment and/or Academic Reports. Each certificate outlines accredited courses and/or units of competency achieved by students who meet the required outcomes.

Note: No Certificates or Statements of Attainment will be issued where there are fees outstanding. Certificates or Statements of Attainment will be issued in a timely manner (in a 30-day calendar period) where there are no fees outstanding.

#### **Transition of training products policy**

This policy is designed to support the transition of students from a superseded training package qualification or accredited course to a new or revised training package or accredited course and is complimented by a separate documented procedure. Guidelines to be followed:

1. Transition arrangements that are published in Purchasing Guides and curriculum documentations must be followed.
2. Where necessary, additional transition arrangements must be developed and documented by the Education Coordinator or CEO.



3. No New Student can be enrolled in an accredited course after its accreditation or expiry date has passed or in a training package qualification after the date prescribed in the Purchasing Guide for no new enrolments.
4. Currently Enrolled Students and, where applicable, Previously Enrolled Students to be transitioned into the new/revised qualification within a period of one year from the date the replacement training product was released on the National Register with any associated costs clearly explained.
5. The transition period for superseded/expired qualifications must not exceed 12 months and expired qualifications to be removed from the scope of registration and all marketing material in a timely manner.
6. The Education Coordinator or CEO should advise full-time and part-time Currently Enrolled Students of proposed transition arrangements as early as possible and ensure that individual advice is available if needed.
7. The Education Coordinator or CEO will ensure that transition arrangements are documented, and details provided to relevant stakeholders in a timely manner, especially students.
8. The CEO is responsible for ensuring that any superseded training package or accredited course is removed from the scope of registration as soon as practicable following the expiry date, ensuring that any student enrolled in the superseded training package or accredited course has completed their training and any certificate or statement has been issued within the 12-month period.

## **Copyright**

Students at Parlour Hair Academy must adhere to the Copyright Act 1968 including the digital copyright amendments. For study and research purposes, you are allowed to copy 10% or equivalent one chapter of a book or one article of a journal. There are exceptions to this, please visit the Australian Copyright Council website for more information.

## **Child safe environment/ child protection policy**

### **CODE OF CONDUCT**

Parlour Hair Academy endorses the following code of conduct to provide guidance to our employees and volunteers responsible for training services involving children and young people under the age of 18 years. The code serves to protect young people and reduce any opportunities for abuse or harm to occur.

Management will:

- Be responsible for the overall welfare of employees and volunteers.
- Be accountable for managing and maintaining a duty of care towards employees and volunteers.
- Identify a Child Protection Contact person to provide information and support to all employees, volunteers, children, young people and their families regarding child protection matters.

Employees and volunteers will:

- Maintain a duty of care towards others.
- Establish and maintain a child safe environment for children and young people.
- Be fair, considerate and honest with others.
- Treat children and young people with respect, listen to and value their ideas and opinions and protect their wellbeing.
- Abide by the child safe/child protection policy of Parlour Hair Academy.
- Be professional in their actions through the use of language, presentation, manner and punctuality.
- Resolve conflicts fairly and promptly and report and act on any breaches of these standards of behaviour through established procedures.
- Maintain strict impartiality.
- Comply with specific Parlour Hair Academy guidelines on physical contact with children and young children.
- Respect the privacy of children and young children (and their families) and only disclose information to people who have a need to know in accordance with the Parlour Hair Academy consent for disclosure of information policy as set out in the student handbook.

We will not:

- Use prejudice, oppressive behaviour or language with children and young people.
- Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality.
- Initiate unnecessary contact with children and young people, or do things of a personal nature that children and young children and young people can do for themselves.
- Develop special relationships with specific children and young people for our own needs.
- Show favouritism through the provision of gifts or inappropriate attention.

This policy was written to demonstrate the strong commitment of management, employees and volunteers to child safety and establishing and maintaining child safe and child friendly environments.

### **Commitment to safety of young people**

All young people who access the services of Parlour Hair Academy have a right to feel and be safe.

Parlour Hair Academy is committed to the safety and wellbeing of all children and young people accessing our services and the welfare of the children in our care will always be first priority. We aim to create a child safe and child friendly environment where young people feel safe and enjoy learning.

Where personal contact is required as part of the training provided, the appropriate procedures will be explained to the young person prior to the training being undertaken.

This policy applies to all employees, volunteers, young people, visitors and individuals who access the services of Parlour Hair Academy.

## **Young people's rights to safety and participation**

Parlour Hair Academy management, employees and volunteers encourage young people to express their views, and make suggestions, especially matters that effect young people. We actively encourage all young people who access our services to 'have a say' about those things that are important to them. We value diversity and do not tolerate any discriminatory practices. We advise young people about what they can do if they feel unsafe. We listen to and act on any concerns young people, or their parents, raise with us.

## **Recruitment of employees and volunteers**

Parlour hair Academy applies the best practice standards in the recruitment and screening of employees and volunteers. Our statement of commitment to child safety and our requirements are included in all our advertisements.

Support for employees and volunteers

Parlour Hair Academy seeks to attract and retain the best employees and volunteers. We provide support and supervision so people feel valued, respected and fairly treated. We have a code of conduct to provide guidance to our employees and volunteers, all of whom acknowledge the requirements of the code.

**Employees and volunteers must notify the Child Abuse Report Line on 1314 78 as soon as practicable if they have a reasonable suspicion that a young person has been or is being abused or neglected.**

A person does not necessarily exhaust his or her duty of care to a child by making a report to the Child Abuse Report Line - they may still have a role in supporting the child or young person. For example, employees and volunteers may report any form of abuse to Robert Bava (Director) for further support or to ensure that Parlour Hair Academy takes all reasonable steps to keep the child safe and others safe.

Parlour Hair Academy will support any employee and volunteer that makes a report to the Child Abuse Report Line.

## **Child safe environment/ child protection policy**

### **DEFINITIONS**

Child (Young person) - A child is defined as a person under the age of 18 (The Children's Protection Act 1993)

Child Abuse - Children can be abused in different ways and child abuse includes a wide range of acts of omission and commission. The following is based on definitions in "Guidelines for Mandated Notifiers", produced by government of South Australia - Department for families and Communities.

Physical Abuse - is commonly characterized by physical injury resulting from practices such as hitting, punching, kicking (marks from buckles, fingers); shaking (particularly young babies); burning (irons, cigarettes), biting, pulling out hair, alcohol or other drug administration.

Sexual Abuse - occurs when someone in a position of power to the child uses his/her power to involve the child in sexual activity. Behaviour can include sexual suggestion, exhibitionism, mutual masturbation, oral sex, showing pornographic material e.g., DVD'S, internet; using children in the production of pornographic material; penile or other penetration of the genital or anal region; child prostitution.

Emotional Abuse - tends to be a chronic behavioural pattern directed at a child whereby a child's self-esteem and social competence are undermined or eroded over time. Behaviours may include devaluing, ignoring, rejecting, corrupting, isolating, terrorising, chronic or extreme domestic violence in the children's presence.

Neglect - is characterized by the failure to provide for the child's basic needs.

Behaviours may include inadequate supervision of young children for long periods of time; failure to provide adequate nutrition, clothing or personal hygiene; failure to provide needed or appropriate health care/medical treatment; disregard for potential hazards in the home; forcing the child to leave home early; allowing children to engage in chronic truancy.

Child Protection Contact Person - a person appointed by the CEO of the RTO to be responsible for child protection matters and to ensure that the RTO child protection procedures conform to the requirements of the relevant jurisdiction.

Trainer - any person over the age of 18 who is employed by the RTO and is responsible for the care and safety of children in a recognized training course delivered under the RTO's name.

Young person - a term used instead of the word child to describe a person under the age of 18.

## **Tuition Fees and Protection**

If for any reason Parlour Hair Academy ceases to exist, the Academy will refund the student any fees paid in advance for training that has not been undertaken. The Academy for this reason does not accept fees in advance of any more than \$1500 at any one time.

If Parlour Hair Academy closes or ceases to deliver any part of the training product that you are enrolled in before you finish, then we will endeavour to find an alternative VET Provider for you. You are covered by Consumer Law. Further information about your rights under the Consumer Law can be found at: <http://consumerlaw.gov.au/the-australian-consumer-law/>

## **Success and Wellbeing Services (SWS)**

Parlour Hair Academy utilises SWS through a third-party arrangement. SWS provides individualised support to students with barriers to training through a case management model.

SWS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

Success and Wellbeing Services assists students to stay in training and complete their qualification by:

- helping them to navigate the training system
- addressing life issues interfering with training
- addressing study skill support needs
- obtaining supports available in the community

While support for students to develop their study skills can be provided, Success and Wellbeing Services does not provide Language, Literacy and Numeracy training.

Upon enrolment any barriers to learning regarding Language, Literacy and Numeracy as well as Digital Literacy will be discussed with you by the academy manager. You are encouraged here to disclose any barriers you are personally aware of, as well as the results of your LL&N test and digital literacy assessment. If there are any bridging units that need to be undertaken in order to fill any literacy or numeracy gaps, these will be done prior to your commencement in your chosen qualification.

SWS is there to support your training and assessment journey once you have completed any prior requirements and are able to start your course.

Every month an SWS agent will provide a general visit to the academy in order to introduce themselves to students and remind them of the services SWS provide.

In the event that you may require more support a plan will be put in place for you by the academy manager upon enrolment which will include SWS. SWS will participate in the creation of a support plan to assist you during your training. This plan will initially have a 12-week duration and be monitored throughout. Should you require further support at the completion of your initial support plan, another may be put in place for a further 12 weeks. These supports can occur in the academy during normal training hours, or externally outside of normal hours by arrangement with you SWS agent.

Students are always encouraged to discuss any issues regarding their training or any supports they may require with staff and management.

Parlour hair Academy has an open door policy, this means that you can discuss any issues with management at any time during your training confidentially.

## **SUPPORT SERVICES**

**HYPA housing 08 8405 8540**

**Youth Inc 0451 828 080**

**SASSY (Specialised Assistance School for Youth) 08 82270823**

**1800RESPECT Infoline for domestic violence**

**Kids helpline 1800551800**

**Headspace 1800 063 267**

**Mental health Triage 13 14 65**

**Western medicare urgent care clinic 08 84470040**

## **Student Eligibility**

Who is eligible?

Students who are facing significant barriers to completing their training, who are falling behind or at risk for withdrawing from training are the focus of SWS.

To be eligible, students must be enrolled in a qualification listed on the STL, including:

- Apprentices and trainees
- School enrolled students undertaking subsidised VET
- Fee for Service students in classes with subsidised students

Students must also:

- have complex support needs that require individualised support beyond the normal supports an NTO is expected to provide, and
- their support needs are impacting on their ability to sustain their participation or complete their qualification.

Supports can be provided through SWS for any issue that may impact on a students' ability to stay in training and successfully complete their course.

For more information about SWS, you can also refer to the [My Training](#) website.

## **Post Course Transition Support**

Post Course Transition Support provides individualised support to all SWS eligible students after the completion of their course for up to 12 weeks.

The support will include the same individualised support offered by SWS during training but will have a focus on working with the employer and new worker or with the exiting student and their next training provider, depending on the outcomes.

## **Work Health Safety Policy**



## **Purpose**

The purpose of the WHS policy is to ensure that all staff, students and visitors at Parlour Hair Academy are safe from injury and risk to health, safety and welfare whilst on the premises.

## **Roles and responsibilities**

### **Responsible Officer – CEO**

As the responsible officer of the Academy, the CEO will have a positive duty to ensure due diligence in relation to the organisations WH&S responsibilities.

Play an active role in providing and maintaining a safe and healthy work environment for staff, students, and visitors.

Ensure that Academy staff are provided with information, instruction and training required to enable students to be safe from injury and risks to health.

Provide adequate resources to meet legislative requirements as stated in WHS Act 2012 and Regulations, Approved Codes of Practice, and applicable Australian Standards. Refer to Safework SA Web site for more details:

[www.safeworksa.sa.gov.au](http://www.safeworksa.sa.gov.au) or your state or territory SafeWork government department.

## **Parlour Hair Academy Staff**

- WHS responsibilities of Academy staff are:
- WHS of all students they supervise and for members of the public, i.e. clients who are in their area of operation
- To implement, maintain and monitor the WHS policies of Parlour Hair Academy in a proactive approach
- Utilise a hazard management approach to all hazards in the workplace
- To maintain their currency in WHS training

## **Student Responsibilities**

All students of Parlour Hair Academy are required to actively support the WHS policies and procedures, a student shall take responsibility to:

- Care and protect their own health and safety at work and the safety of others who may be affected by their actions
- Wear suitable closed in shoes at all times
- Use and maintain appropriate safety equipment provided by the Academy, i.e. goggles and masks
- Obey any reasonable instruction and comply with any policy that applies to WHS in the workplace
- Bring to the attention of Academy staff any information or concerns about a hazard or hazards in the workplace.

## **Equal Opportunitiy**

### **Purpose**

To deliver a proactive intervention of principles that assist with the prevention of discriminatory practices.

The parlour Hair Academy workplace is committed and consistent with the broader coverage of anti-discrimination under the Commonwealth's Disability Discrimination Act 1992, Disability Standards for Education 2005 and any variations contained therein or attached.

## **The Law**

The Equal Opportunity Act makes it unlawful for anyone to be treated unfairly on the grounds of:

- Age
- Marital status
- Sexuality
- Sex
- Pregnancy
- Race
- Impairment - physical or intellectual

In the areas of:

- Employment
- Provisions of goods and services
- Education
- Advertising
- Conferral of qualifications

Sexual harassment and victimisation are also unlawful.

## **Sexual Harassment and Bullying**

### **Purpose**

Parlour Hair Academy has a legal responsibility to ensure that staff and students are not subject to sexual harassment as defined in the Equal Opportunity Act (1995), the Sex Discrimination Act (1995)

### **What is Sexual Harassment**

Any unwelcome behaviour of a sexual nature in the working or learning environment. It is not confined to gender or sexuality and may include but is not limited to the following behaviours:

- Requests for sexual favours, either directly or by implication
- Deliberate physical contact such as kissing, touching or fondling, embracing, patting, pinching and brushing against another person
- Derogatory noises, or offensive staring and gesturing
- Persistent social invitations, obscene or unsolicited communication by the Academy staff or students either at work or at home
- Persistent questioning about a person's private life
- Suggestive comments about a person's physical appearance or sexuality
- Displays of erotic or sexually graphic material (posters, photographs etc.)
- Sexual harassment may involve any person.

- Sexual harassment does not refer to mutually acceptable behaviour.

### Effects of Sexual Harassment

Sexual harassment has serious consequences for the person who is being harassed, the harasser(s) and the Academy. It can create an unpleasant and intimidating environment which may:

- Affect a staff member's work performance, promotional or employment prospects, or work satisfaction
- Affect a student's course results or study satisfaction
- Result in student withdrawal
- Impact the Academy's integrity and public image.

### Ways to prevent Sexual Harassment

- Read and support Parlour Hair Academy's policy on Sexual Harassment
- Know your rights and be assertive of your actions and behaviour
- Not blame the victim (anyone can be a target of sexual harassment)

### What is Bullying?

Many people think of bullying as persecuting or "ganging up" on individuals. But that's only part of it. Bossing people around, intimidating, threatening or keeping them under pressure is also bullying. This is the most common form of bullying in the workplace and is a risk to health and safety.

### What can be done?

Everyone has a right to dignity, respect and a safe working environment. If bullying is happening in your workplace, there are ways to deal with it.

- Get the issues out in the open by talking with fellow workers
- Hold a meeting, away from the workplace if necessary
- Get a mediator to help identify the real issues
- Keep records of incidents, so that they are not forgotten or misrepresented
- Arrange counselling and/or other assistance for distressed workers if needed.

## Disciplinary Procedures

### Purpose

There are times when disciplinary action must proceed against academy staff and/or a student.

Some examples are:

- Failure to keep to Parlour Hair Academy required standards of performance
- Negligence or failure to comply with Academy regulations and procedures
- Unsatisfactory attendance/timekeeping (absenteeism/unpunctuality)
- Refusal to obey a reasonable instruction
- Breaches of safety rules
- Intoxication or drug abuse

## Warnings

Any Academy student committing a breach of disciplinary standards will be given a written warning. This first warning will vary from reprimand, to a final warning depending on the seriousness of the offence.

If the Academy student again breaches disciplinary standards during the term of the first warning, the next level of warning will be given and confirmed in writing. If the first warning was a final warning, the Academy student may be dismissed from the Academy.

### **Grave Misconduct**

Any Academy student who commits an act of grave misconduct will be dismissed without notice or warning.

Some examples of grave misconduct are:

- Theft or unauthorised possession of property belonging to Academy staff, students, clients or suppliers
- Violence against or intimidation of other persons whilst at work
- Wilful or malicious damage to property, whether it belongs to the Academy staff, students, clients, or suppliers
- Intoxication due to alcohol or other drugs
- Illegal or fraudulent acts whilst on the premises
- Misuse of computers to access inappropriate materials.

### **Right of Appeal**

Parlour Hair Academy students have the right to appeal if they consider disciplinary action taken has been unfair. The student should first raise the question of the appeal with the trainer. If the matter is not able to be resolved in this instance the student can direct their appeal in writing to the Chief Executive Officer for their reconsideration.

### **Grievance and Complaints Policy**

This policy will assist you in lodging an appeal or making a complaint about your treatment within the Academy. Parlour Hair Academy staff will ensure that your grievance is dealt with fairly and in accordance with the Student Grievance Resolution Process.

If you have a grievance because of an academic or administrative decision, or exclusion for unsatisfactory academic progress, by an Academy staff member, we will do our best to help you resolve the grievance.

The Student Grievance Resolution Process is available to all students at no cost. Complaints are not limited to the decisions of the Academy and can also be made in regard to other students and/or any third parties (for example: Success and wellbeing services) utilised by the Academy.

### **Stage 1 - Informal Discussion**

Discuss the grievance with the person directly responsible. The first stage is intended to provide an opportunity for grievances to be resolved quickly at the local level, with

the fewest people possible involved, and to avoid the grievance escalating in scope and impact.

## **Stage 2 - Formal Review**

Complaints or appeals that are sent directly to the Chief Executive Officer and will be referred to the Student Grievance Resolution Process.

A formal written grievance can take the form of an email or a letter, and must include a clear statement of the grievance, all the relevant facts about the grievance, and what resolution the student is seeking.

Formal written grievance in the first instance can be forwarded to the RTO

Coordinator, located within the Academy. Email address:

info@parlouracademy.com.au or you can lodge a formal written complaint with your lecturer. All complaints or grievances must be submitted in writing.

Once the written complaint or grievance is forwarded to the Academy you will receive a written acknowledgement to your complaint or grievance.

For all complaints and/or grievances, it is expected that the Grievance process will be complete within 20 business days of receiving the formally lodged grievance.

If the complaint takes up to 60 calendar days to process and finalise the complaint or appeal, the Academy will:

- inform the complainant or appellant in writing, including reasons why the process has taken more than 60 calendar days; and
- provide regular updates to the complainant or appellant on the progress of the matter.

The person who receives the grievance may refer or delegate the responsibility for dealing with the grievance to another appropriate person, but all specified time frames still must be met.

The person who ultimately deals with the grievance is designated the Grievance Facilitator. The Grievance Facilitator must complete a Grievance Report and submit it to the Chief Executive Officer, once the Stage 2 process is complete.

## **Stage 3 - Appeals**

The student can appeal the decision with 14 days of the final decision. The appeal must be forwarded in writing to the Chief Executive Officer, Robert Bava email bava.parlour@gmail.com

## **Stage 4 - External Review or Appeal**

The student has the right to appeal the decision through an external appeal or review process and lodge a grievance with an external agency.

**Procedural Fairness**

Procedural Fairness is a fair procedure for decision making and is an important component of the rule of law. The common law recognises a duty to accord a person procedural fairness, a term often used interchangeably with natural justice before a decision that affects them is made.

The Academy has the right to observe procedural fairness however if you believe this has not been observed, a person may seek judicial review of an administrative decision on the basis that procedural fairness has not been adhered to.

You have the right to undertake 'Procedural fairness' meaning to act fairly in administrative decision making. It relates to the fairness of the procedure by which a decision is made, and not the fairness in a substantive sense of that decision.

In considering whether there has been a denial of procedural fairness, courts will examine two issues:

- whether a duty to afford procedural fairness exists; and
- if such a duty exists, the content of procedural fairness in the particular case.

The Training Advocate helps people with questions or concerns about the training system. This includes vocational education and training, apprenticeships and traineeships, internal education, higher education and adult community education. The Training Advocate provides information, advice and advocacy, investigates complaints and monitors the training system. If you believe that you have been treated unfairly then we encourage you to contact either the Office of the Training Advocate or the Ombudsman SA on the contact details below:

Office of the Training Advocate

Website: [www.trainingadvocate.sa.gov.au/](http://www.trainingadvocate.sa.gov.au/) Telephone: 1800 006 488

You can also contact Ombudsman SA

[www.ombudsman.sa.gov.au/complaints/](http://www.ombudsman.sa.gov.au/complaints/)

General enquiries

Telephone: (08) 8226 8699 Toll free: 1800 182 150 (outside metro SA only)

Facsimile: (08) 8226 8602 Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)

## **Code of conduct for a child safe environment**

- Caring for children and young people brings additional responsibilities for employees and volunteers of the Academy.
- All employees and volunteers of the Academy are responsible for promoting the safety and well-being of children and young people by:
  - At all times adhering to the Academy's child safe policy and taking all reasonable steps to ensure the safety and protection of children and young people
  - Treating everyone with respect and honesty (this includes staff, volunteers, students, children, young people, and parents)
  - Remembering to be a positive role model to children and young people in all your conduct with them
  - Setting clear boundaries about appropriate behaviour between yourself and the children and young people in our organisation – boundaries help everyone to carry out their roles well
  - Listening and responding appropriately to the views and concerns of children and young people
  - Ensuring another adult is always present or in sight when conducting one to one coaching, instruction, or other activities
  - Reporting suspected child abuse and neglect to the Child Abuse Report Line (13 14 78) as soon as practicable
  - Responding quickly, fairly, and transparently to any serious complaints made by a child, young person, or their parent/guardian



- Encouraging children and young people to 'have a say' on issues that are important to them.
  - Providing feedback to both children and parents or guardians.
- Employees and volunteers must not:
- Engage in rough physical games
  - Develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
  - Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
  - Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability, or sexuality.

## **Student Declaration**

I, \_\_\_\_\_ (Full name)

Declare that I have read and understand the contents of the student handbook.

I understand that at any time the Parlour Hair Academy can make changes at any time to the Student Handbook and that it is my responsibility to check with the Academy regarding any updates to any policies and procedures.

Please sign to acknowledge that you understood all statements outlined in the student handbook particularly relating to the following:

1. Assessment information
2. Plagiarism and cheating
3. Recognition of Prior Learning
4. Student Code of Behaviour Policy
5. Success and wellbeing services (SWS)
6. Hazards, Accidents and First Aid Policy
7. Evacuation Procedure
8. Equal Opportunity within the Academy
9. The Academy's Disciplinary Procedures
10. Grievance and Complaints Policy
11. Code of Conduct for a Child Safe Environment

Full Name:

Student Signature:

Date:

If under the age of 18 Parent or Guardian responsible for the child

Full Name:

Date:

Relationship to the child:

Signature: