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PARLOUR HAIR ACADEMY

STUDENT HANDBOOK

THIS HANDBOOK IS TO REMAIN THE PROPERTY OF THE STUDENT AND SHOULD ACCOMPANY THE STUDENT AT ALL TIMES FOR REFERENCE PURPOSES

PARLOUR HAIR ACADEMY RESERVES THE RIGHT TO MAKE CHANGES TO POLICY AND PROCEDURE AT ANY TIME WITHOUT WRITTEN NOTICE.

PARLOUR HAIR ACADEMY

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PARLOUR HAIR ACADEMY

Parlour Hair Academy (Provider No 40377) is a registered training organization and is nationally recognized by the SA Training & Skills Commission. Parlour Hair Academy delivers and assesses the following courses: SIH20111 Certificate II in Hairdressing (Institutional Pathway/VET) and SIH30111 Certificate III in Hairdressing (Institutional Pathway and Apprenticeship Pathway).

Please read the following Rules and Regulations very carefully as they have been put in place for the benefit of yourself, fellow students, staff and salon clients. We expect professional conduct from you at all times. You must treat clients, teachers and fellow students with courtesy and respect. If you are in breach of the rules you may be dismissed from Parlour Hair Academy. Parlour Hair Academy rules reflect the level of conduct you will be expected to maintain throughout your professional career.

ORIENTATION

On commencement of the course Parlour Hair Academy will again read through the Student Handbook and answer any queries. Students will be given a guided tour of all facilities available on the 2nd Floor, together with fire exits and extinguishers, first aid kits and class rooms. Student text books, hair materials and equipment will be issued (once paid for), together with your locker allocation where applicable.

HOURS

Parlour Hair Academy is open from 8.45am to 5pm from Monday to Thursday. Roll call is at 8.50am sharp unless other times were negotiated at the time of enrolment with the Director, or you are a VET in school student in which case you will attend from 9.30am to 3.30pm. You are required to stay in your dress code until completion of the day. You have a 30 minute lunch break, together with a morning and afternoon break, unless you are a VET in school student in which case you will have a 45 minute lunch break and a 20 minute morning break. The school is closed on public holidays and there are four weeks holidays allocated during the course. No other holidays are granted unless negotiated with the Director. Should additional time be required off, the student will need to make this time up prior to completion of their training at a possible further cost to the student.

PUNCTUALITY

To get the most out of your training, it is in your best interest to arrive on time to all classes. If you are late to class it is your responsibility to report to Reception before class to be signed in. Poor punctuality will be calculated monthly, documented and any accumulated time missed will need to be completed at an additional cost to the student of \$50 per day prior to completion of the course. When training in the simulated salon, late arrival will restrict your client allocations. Continual poor punctuality may result in no morning or afternoon breaks for the day. For apprentices and VET in school students, lateness will be reported to employers and/or schools where applicable.

DRESS CODE

All students are required to adhere to the dress code of **black and/or white** or **all black**. Dress must be neat at all times and no denim jeans or track pants are allowed. Your dress must be appropriate to our industry, therefore midriffs showing, exposed underwear, strapless or low tops etc. are not permitted. Footwear must be closed in and comfortable. No thongs/sandals, open toe shoes, ugg boots are allowed, and are not acceptable in our workplace. Remember the career path you have chosen is part of the fashion industry and well groomed personal presentation and immaculate body and dental hygiene is very important in our workplace. Please be mindful that your personal presentation is neat and clean at all times. If you are not sure whether an item of clothing is acceptable please speak to your teacher.

Students dressed inappropriately may be sent home to change (if practicable) and will be unable to perform in the simulated salon and therefore will continue training in a class room.

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DUTY OF CARE

All students under the age of 18 years, please refer to the back of your Student Handbook for the Child Safe/Child Protection Policy and Code of Conduct.

Under our Duty of Care Policy and Procedures if we have reasonable suspicion that a young person under the age of 18 years has been, or is being abused or neglected in any way, we must by law under the Child Protection Act 1993 notify the Child Abuse Report Line on **131478**. The matter is reported to the Hotline by the Child Protection Officer as stated in the Staff Directory for further action.

ASSESSMENT PROCEDURE FOR STUDENTS

This procedure details the process in which students are assessed (both at apprentice and qualified levels). Courses are competency based. Students are unable to proceed to assessment where there are outstanding fees due. All students must complete the assessment procedure to satisfy the requirements of the course and will not receive any statements/certificates until all requirements of the assessment are met to a satisfactory level (to be determined by the Education Coordinator).

Assignments

1. Throughout the course, students will be required to complete assignments. These assignments may have a time frame for completion and if that time frame is not met, you may be unable to continue with your training program until requirements and time frames are met and work is completed.

Assessment procedure for students assessing at apprentice level

1. A meeting is held between the student and the Education Coordinator advising when the student is due to undertake final assessment, the student must decide whether they are assessing at apprentice or qualified level before undertaking assessment.
2. Apprentices and/or students that choose to assess at apprentice level are assessed both during and at the end of each unit of competency. Assessments can be written, verbal or practical depending on the type of assessment. Once the apprentice has completed all units of competency within the training package they are issued with a statement listing units successfully completed. A parchment is issued once the student completes the remainder of their off job training under a contract of training with an industry salon and notice in writing is provided to the RTO (Parlour Hair Academy) advising that the apprentice is being signed off as qualified. No further assessment is carried out.

Assessment procedure for students assessing at qualified level

1. A meeting is held between the student and the Education Coordinator advising when the student is due to undertake final assessment, the student must decide whether they are assessing at apprentice or qualified level before undertaking assessment. Students are advised of the appeals process at this time. For assessment requiring "live" models, the academy accepts no responsibility for providing those models for the student. Parlour Hair Academy will assist the student in finding models by offering services at student prices and offering product free services complimentary.
2. Students that choose to assess at qualified level must first satisfy the contact hour's requirement of the course before they can be approved to go to assessment. Students are assessed both during and at the end of each unit of competency. Assessments can be written, verbal or practical depending on the type of assessment. Once the student has completed all units of competency within the training package and have satisfied the requirements for contact hours, they then attend a meeting with the Education Coordinator who explains the process for final assessment. In general, final assessment is a two day practical assessment covering all aspects of the requirements of the hairdressing package. Students are to undertake all tasks on live models that they must source in the required time frame. Tasks not completed satisfactorily must be repeated until satisfactory as per the assessment criteria.

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ASSESSMENT PROCEDURE FOR STUDENTS (CONT'D)

Appeals procedure for students assessing at Parlour Hair Academy

1. Students have the right to appeal the assessment outcome if unhappy with the decision, they have the right throughout the appeals process to be accompanied by a family member, friend or counselor
2. Students can request a second chair (opinion) to see if the outcome is different. If a student is still not satisfied, the Education Coordinator is to be involved in the decision on assessment outcome. If the student is still unsatisfied with the result, the Director of Parlour Hair Academy is notified of the assessment outcome.
3. If a decision cannot be made by all parties involved, an independent dispute resolution process external to the academy is sought (**Training Advocate 1800 006 488**-free call).

Disclaimer: Please note that whilst Parlour Hair Academy takes all reasonable measures to ensure a successful outcome for students, we are unable to guarantee that a student will successfully complete the course or gain employment in the hairdressing industry.

Note: To minimize risk of fraud with assessment, photographic evidence of practical assessment is collected and written assessments must be presented to the educator with the provided assessment cover sheet where applicable.

COMPLAINTS

Parlour Hair Academy ensures that students and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for students to appeal against decisions which affect their progress. Every effort is made by our organization to resolve a student or client complaint.

We have a complaints policy and procedure where a member of staff and/or the Director are the reference people for any student matters and the Director for any client matters. The complaints procedure is made known to students at the time of enrolment and again during orientation.

Where a complaint cannot be resolved internally, Parlour Hair Academy advises students of the appropriate legal body where they can seek further assistance.

Should you have a complaint during the course at Parlour Hair Academy, please follow one of the following procedures. All complaints will be handled in a fair and impartial manner in order that a resolution can be reached. The following procedures have been put in place to guide students should an issue arise, and to be fair and reasonable to all parties concerned. No student will be discriminated against for lodging a personal complaint.

COMPLAINTS PROCEDURE

Complaint with a Fellow Student –

Seek a resolution with the person concerned. If the problem is unable to be resolved between both parties concerned, seek assistance from a teacher, or if unavailable go directly to the Director.

Complaint with a Teacher or Staff member -

If the issue cannot be resolved mutually the matter must be reported to the Director immediately. Additional time may be required to gather comprehensive and sufficient information. All parties concerned will be contacted by the Director for mediation within 48 hours to resolve the situation.

Complaint with a Client -

Consult with your teacher for assistance immediately and if the matter is not resolved satisfactorily, proceed directly to the Director of Parlour Hair Academy.

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COMPLAINTS PROCEDURE (CONT'D)

Complaint with a Parlour Hair Academy Matter or the Director -

Go directly to the Director – Paula Polgreen. You may need to make an appointment to discuss your issue.

Every effort will be made by our organization to resolve the complaint in a fair and impartial manner.

Receipt of complaint

When a complaint or appeal is received it will be acknowledged in writing through a letter to the complainant as soon as practically possible outlining the next step in the process of the complaint or appeal.

Recording the complaint

Complaints are recorded in the Complaints Register located on g drive under the Parlour folder, under the OHSW-Child Protection-Emergencies folder. Complaints are recorded to ensure they are followed up and resolved in a timely manner (within 30 days).

No resolution reached

If the issue is not resolved satisfactorily, the student may choose to contact the Office of the Training Advocate, at The Department of State Development (DSD) on 1800 006 488.

Conclusion and review

At the end of the complaints procedure and after a resolution has been reached all documents will be finalized and recorded in the complaints register. This information is then discussed at the next fortnightly staff meeting in an endeavor to resolve any issues that may have arisen from the complaint. This also serves to eliminate or reduce the likelihood of the complaint occurring again.

HARASSMENT POLICY AND PROCEDURE

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
- Rumors 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:

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HARASSMENT POLICY AND PROCEDURE (CONT'D)

- 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/or the relevant school will be notified immediately to discuss the matter further and to determine what action the school would prefer to take (where relevant).

Parents are also contacted to be made aware of the situation (when a student is under 18years 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 and no refund of fees will apply.
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 the AQTF 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).

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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 endeavor 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 POLICY AND PROCEDURE

This document 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.

DISCRIMINATION POLICY

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.

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DISCRIMINATION PROCEDURE

Procedures for dealing with discrimination

6. The Academy suggests that individuals initially attempt to resolve incidents through discussion with the instigator of the discrimination.
7. 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 academies complaints process.
8. When a formal complaint has been made, the following procedures will be followed:
 - (a) The complaint will be registered in the "complaints register" located on g drive under the Parlour folder, under OHSW-Child Protection-Emergencies folder.
 - (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.
9. The student will be advised of what actions have been taken to address the discrimination to ensure it doesn't happen again.
10. The Academy will maintain confidentiality throughout these matters to all parties involved.
11. 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.

STUDENT IDENTIFICATION CARDS

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.

PRODUCT TRAINING DAYS

You are required to attend product training days whenever possible. If you are absent, it is your responsibility to check with Administration for the next session available and notify your teacher. You are solely responsible for obtaining models for your training days when required. Students must adhere to the dress code on product days.

STRUCTURED WORK PLACEMENT

Structured work placement is a compulsory component of the course which aims to enable students to gain valuable industry experience as a hairdresser in a salon work/team environment. A Work Placement Manual will be given to you by your teacher prior to organizing your placement, together with an orientation explaining the Manual and the responsibilities of all parties concerned. SIH20111 Certificate II in Hairdressing students are expected to complete 10 days of work placement to satisfy the requirements of the course, prior industry experience will be taken into consideration. SIH30111 Certificate III in Hairdressing students are expected to complete 20 days of work placement to satisfy the requirements of the course, prior industry experience will be taken into consideration. Parlour Hair Academy can assist with work placement but cannot be held responsible for finding suitable work placements for students. It is expected that any student undertaking SIH30111 Certificate III in Hairdressing as a full-time student will attend the academy Monday to Thursday and undertake one day per week in an industry salon, this can

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STRUCTURED WORK PLACEMENT (CONT'D)

be either a work placement day or a part-time paid position but must continue for the entire length of the course. Once work placement is completed, it is the student's responsibility to ensure the work placement manual is completed and returned to the academy as evidence.

SICK LEAVE

Ten (10) days sick leave is allowed during the course for full-time students and fifteen (15) days for part-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.

REQUEST TO LEAVE

If a student needs to leave early or requires time off they must complete a "Request to leave" form 24 hours prior. These forms can be obtained from the Director, they must be completed and given to your teacher or Director for approval. Guardians are contacted to confirm the above details if you are under 18 years of age and haven't obtained a guardian signature.

LEAVE OF ABSENCE

Should a student need extended time off for personal reasons i.e. additional holidays, family issues, work, study/exams, sick leave, payment of course fees are still to be paid as per the student agreement. Should you require more than your sick leave allocation, you must seek approval from the Director to extend the duration of the course for the period of time absent, and additional fees per day may be enforced on completion date of your course if you have exceeded your time frame unless a deferment has been granted for exceptional circumstances, this is up to the discretion of the Director. The student must recommence training within 12 months from commencing the leave period. Should a student have more than three months absent, they may need additional training at a further cost to the student, due to the length of time off at \$50 per day.

CONTINUAL NON ATTENDANCE

Should you be absent without contacting Parlour Hair Academy for over 10 working days (excluding sickness) Parlour Hair Academy has the right to withdraw you from the course and all remaining fees are due and payable immediately.

LENGTH OF COURSE

Students studying SIH20111 Certificate II in Hairdressing can expect to complete the course including work placement as per the following approximate time frames –

- One day per week, approx. 12 months
- Two days per week, approx. 6 months
- Three or four days per week, approx. 2-3 months

Students studying SIH30111 Certificate III in Hairdressing can expect to complete the course including work placement as per the following approximate time frames –

- Three days per week (minimum attendance), approx. 19 months
- Four days per week, approx. 16 months
- Four days per week at the academy and one day per week in an industry salon, approx. 13 months

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LENGTH OF COURSE (CONT'D)

Note: Training is self-paced and therefore the above timeframes are an estimate only and don't take into account those students requiring extra time and assistance (within reason) to reach competency. If a student takes more than the allocated time off from the course and doesn't negotiate with the Director for a deferment from the course, the daily rate of \$50 per day will apply until the said student has satisfied the duration requirements of the course as stipulated above and is deemed competent by an assessor.

CHANGE OF DETAILS

Should your personal details change during the course i.e. address, phone numbers etc, it is your responsibility to notify Reception immediately and complete a new enrolment form for our records. To ensure our records are kept up to date, students will be required to fill out a new enrolment form each calendar year.

GROOMING DAY

Students may participate in the 6 weekly Grooming Day which is designed for students to maintain well groomed hair. There is a student price list of services available at Reception. All services must be paid for on grooming day.

Should course fees be outstanding you will be unable to participate in Grooming Day, and you will need to continue with your training. Should a student exceed the absent day allocation or demonstrate poor punctuality, Parlour Hair Academy has the right to decline Grooming Day and you will be required to continue with your usual training. Students do not need to adhere to the Academy dress code on this day, but must remember to be appropriately dressed and must abide by the OHS&W guidelines (closed in shoes). If a student chooses not to participate in Grooming Day, they are still required to attend school and will continue their usual training. All new students will be required to have a skin test 48 hours prior to any colour service being undertaken.

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.

LOST PROPERTY

Lost property will be held by Parlour Hair Academy for up to 1 month. Proof of ownership is required by the student to retrieve any such property i.e. equipment, money, and personal belongings. Property will not be given to friends/family without your consent. Should you have any outstanding fees due, you will not be permitted to retrieve any equipment left at Parlour Hair Academy until fees are paid in full.

MOBILE PHONES

Mobile phones, MP3 players and Ipods are not allowed in class, please be considerate of others including your educator and only use these devices on break/lunch times.

MEDICATION

At no time will Parlour Hair Academy be responsible for any student taking medication nor will it issue any kind of medication to students. Should a student take medication it must be recorded on their enrolment form and signed by parent/guardian if under 18 years old. Parlour Hair Academy will not be held responsible if a student accepts medication from another student.

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MEDICATION (CONT'D)

If Parlour Hair Academy feel it necessary to call an Ambulance for a student, and/or all emergency contacts have failed, Parlour Hair Academy will not be held responsible for the payment of the Ambulance or any other medical charges incurred.

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.

INTELLECTUAL PROPERTY

Students are not permitted to take any intellectual property off the premises or keep in their locker. All Parlour Hair Academy resources must be returned to the correct place prior to close of day.

SUPPLIES

Students are only to use product from the salon dispensaries under direction from an educator and must follow manufacturer's instructions at all times. Material Safety Data Sheets are available as well as gloves, face masks and eye goggles for your protection. Blade disposal units are located at both dispensary areas. Hot water facilities are available for coffee/tea and students are requested to use the disposable cups located in the kitchen cupboard (to take outside the premises on break time only), water is available at all times from the water purifier located in the kitchen.

WORKBOOK/ASSESSMENT PACK

Your student work book and assessment pack is to remain at Parlour Hair academy, we do not recommend taking assessment packs home in case they are lost, if assessment packs are lost Parlour Hair academy has no evidence of assessments completed and the student will need to repeat the assessment. Once the assessment pack is completed for the particular unit, the educator will retain the completion sheet at the back of the assessment pack for our records and the student will be then permitted to take the remainder of the content of the assessment pack home for their records (following a 6 month holding period). Students must not tamper or write in these documents unless instructed to do so. Work books remain the property of Parlour Hair academy at all times and should never be taken home or written in under any circumstances.

MODELS

Parlour Hair Academy provides a variety of models in the simulated salon, however students are expected to also assist in finding models for the simulated salon on the odd occasion when required. Complimentary cut/blow dry vouchers are available at Reception to assist you at all times.

OCCUPATIONAL HEALTH AND SAFETY

Students must abide by the Occupational Health and Safety guidelines set out by Parlour Hair academy as indicated in the Occupational Health and Safety section of this handbook. Should you notice an area not safe please report the matter to your class teacher for further action immediately. MSDS (material safety data sheets) are located in the cupboard by the first dispensary for your safety. Protective equipment (such as gloves, aprons, face masks and eye goggles) are available from your educator. All electrical equipment provided by Parlour Hair academy for student use has been electrically tagged and tested for safety purposes (it is the responsibility of the student to ensure that their own personal items are tagged and tested).

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OCCUPATIONAL HEALTH AND SAFETY (CONT'D)

Parlour Hair Academy has several Fire Wardens and First Aid Officers (Refer to Student Handbook for Staff Directory). Fire alarms are tested monthly by the Fire Brigade Service.

RECORD KEEPING

Parlour Hair Academy keeps complete and accurate records of the attendance and progress of all students, together with financial records that reflect charges, payments and balance of fees due. We provide receipts of course fees and copies of records to students on request. Should you require copies of the above, you may incur an administration cost (refer to Director for costs). All student files are moved offsite for archiving once the student has completed or withdrawn from the course and the results have been scanned into the computer. Certificates, Statements of Attainment and Academic reports are retained for a period of not less than 30 years. Attendance records are retained for a period of not less than 5 years.

STUDENT RECORD RETRIEVAL POLICY & PROCEDURE

This policy and procedure indicates 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 Paula Polgreen.
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. Re-issuance 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 and textbooks 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

PARLOUR HAIR ACADEMY

EQUIPMENT (CONT'D)

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.

CLEANING

You are required to participate in daily cleaning of Parlour Hair Academy including but not limited to, kitchen area (dishes), floor, mirrors, trolleys, workstations, emptying bins etc. It is expected that Parlour Hair Academy will look clean and professional at all times. The dispensary areas are to be left clean and tidy at all times during the day. For example, if colour is spilt it must be wiped up immediately to avoid accidents, perm rollers to be rinsed, dried and returned to the appropriate place, caps put back on product bottles and returned to the cupboard after each use. Used basin towels must be placed in the towel bins provided at each dispensary area, basins and chairs wiped over ready for the next salon client. It is your responsibility to leave your salon area and class rooms in a clean and tidy manner at the end of every day. All equipment is to be hygienically maintained throughout the duration of the course as per OHS&W requirements. A student cleaning roster is available for your information and convenience and is located on the noticeboard.

LOCKERS

Institutional Pathway students attending more than two days per week are offered the use of a personal locker on commencement. A \$10.00 deposit is required on commencement and is refunded on completion of the course when you return the key to reception. If you lose your locker key, please contact reception to organize a replacement key. There will be no refund of your \$10.00 deposit if you lose the key. Students are not permitted to leave food and drinks in their lockers. If food or drinks are found they will be confiscated and disposed of in the rubbish bin.

Upon signing this contract, the student gives Parlour Hair Academy permission to open and access their personal locker should the need arise. If a student has not contacted the academy for a period of 10 days it will be assumed that the student has withdrawn from the course and Parlour Hair Academy will empty out the locker for re-allocation. All reasonable efforts will be made by the academy to contact the student for them to pick up any equipment left behind but will not be held responsible for missing or damaged equipment. Any equipment left behind by a student for more than 30 days will be absorbed by the academy for training purposes as it will be assumed that the student has donated their unwanted equipment to Parlour Hair Academy.

INFORMATION TECHNOLOGY

All IT (information technology) equipment (computers, photocopier, fax machine etc) is for training purposes only, absolutely no personal use of the above mentioned equipment is allowed.

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

PARLOUR HAIR ACADEMY

GENERAL (CONT'D)

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 willful 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, spouse's 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 it's 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 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 Parlour Hair Academy.

PARLOUR HAIR ACADEMY

CODE OF PRACTICE (CONT'D)

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 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 Parlour Hair 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 Parlour Hair 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. 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 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.

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 Officer and Fire Warden

Please refer to the staff directory at the back of the student handbook to identify the first aid officers and fire wardens. 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.

PARLOUR HAIR ACADEMY

SUPPORT SERVICES (CONT'D)

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.

Referral Services for assistance with reading and writing difficulties

Parlour Hair Academy refers anyone interested in seeking assistance with reading and writing difficulties to Speld (Specific Learning Difficulties Association of South Australia), the Speld centre is located at 298 Portrush Road Kensington South Australia and can be contacted on 08 8431 1655 or at www.speld-sa.org.au. Information booklets are distributed at induction.

Referral Services for Mentoring Apprentices

MAAP (Mentoring Australia's Apprentices Project) is an initiative of VETnetwork Australia and is funded by the Department of Industry through the Australian Apprenticeships Mentoring Package. Parlour Hair Academy support and promote this project and further information is provided to apprentices upon induction.

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 issue 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 of the Australian Quality Framework (AQF).

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.

PARLOUR HAIR ACADEMY

TRANSITION OF TRAINING PRODUCTS – POLICY (CONT'D)

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.

Note: Where an AQF qualification is no longer current and has not been superseded, all learner's training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.

QUALITY CONTROL

Parlour Hair Academy seeks feedback from students and clients on their satisfaction with services they have received by completion of feedback forms located at Reception and seeks continuous improvement at all times.

Access is made available to all students and staff of the following:

Occupational Health and Safety Act 1986
Workers Rehabilitation and Compensation Act 1986
Equal Opportunity Act 1984
Racial Vilification Act 1996
Disability Services Act 1993
Hairdressers Act 1988
Child Protection Act 1993
Copyright Act 1968

Access is via the Internet and anyone wishing to use this information will need to make an appointment with a teacher. You will be guided through the process, or if you have your own access please ask for the net guide at the following address: www.legislation.sa.gov.au select Acts and then the first letter of the particular Act you would like to view.

Disclaimer: Parlour Hair Academy reserves the right to make changes to Policies and Procedures at any time without written notice.

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.

PARLOUR HAIR ACADEMY

CONSENT FOR DISCLOSURE OF INFORMATION

It is understood that signing of this contract gives Parlour Hair Academy authority to release information about the student to prospective employers and The Department of Further Education, Employment, Science and Technology from time to time as the need may arise.

The student gives Parlour Hair Academy permission to contact the parent/guardian regarding any matters of concern.

Should a parent/guardian be responsible for payment of course fees on behalf of the student and the student is over 18 years of age or turns 18 years old during the course, the student must sign below giving permission for Parlour Hair Academy to release student information to a parent/guardian whilst at or on completion of the course.

_____	_____
Student Signature	Print Name

Date	

SIGNATURES REQUIRED

Please read all pages of the Student Handbook thoroughly and initial every page on the bottom right hand corner and the section below. I hereby acknowledge that by signing below I fully understand the Student Handbook and I agree to abide by the Course Agreement/Student Handbook.

Student Signature: _____	Parent Signature: _____ <small>(required if student under 18 years of age)</small>
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Print Name: _____	Print Name: _____
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Date: _____	Date: _____
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Witness Signature: _____	Director Signature: _____
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Print Name: _____	Print Name: _____
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Date: _____	Date: _____
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PARLOUR HAIR ACADEMY

STAFF DIRECTORY

Robert Bava	Director/CEO/Fire Warden/Child Protection Contact Person
Johnny Georgiou	Educator/Deputy Fire Warden/First Aid Officer/Education-Assessment Coordinator/Accountable Officer/School Student Officer
Lynette Micale	Educator
Lisa Ielasi	Educator

PARLOUR HAIR ACADEMY

OCCUPATIONAL HEALTH SAFETY AND WELFARE – CHILD PROTECTION SECTION OF HANDBOOK

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 favoritism through the provision of gifts or inappropriate attention.

THE CHILD SAFE ENVIRONMENT/CHILD PROTECTION POLICY

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.

PARLOUR HAIR ACADEMY

THE CHILD SAFE ENVIRONMENT/CHILD PROTECTION POLICY (CONT'D)

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.

Reporting and responding to suspected abuse and neglect

We Parlour Hair Academy will not tolerate incidents of child abuse.

We Parlour Hair Academy are responsible for ensuring that employees and volunteers are aware how to make appropriate report of abuse or neglect.

Employees and volunteers must notify the Child Abuse Report Line on 13 14 78 as soon as practicable if they have a reasonable suspicion that a young person has been or is being abused or neglected.

We will also provide opportunities for employees and volunteers to undertake child safe environment training.

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 P. A. Polgreen 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.

We Parlour Hair Academy will have an identified Child Protection Contact Person.

Definitions of the following terms are included in the attached appendix:

Child, Child Abuse, Child Protection Contact Person, Trainer, Young Person.

PARLOUR HAIR ACADEMY

THE CHILD SAFE ENVIRONMENT/CHILD PROTECTION POLICY (CONT'D)

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** name.

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

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.

PARLOUR HAIR ACADEMY

EMERGENCY PROCEDURES (CONT'D)

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.

Student or Client illness (extreme)

In the event that a student falls immediately ill whether by fainting, nausea, dizziness, migraine etc, the student's enrolment form should be consulted to determine an existing medical condition. A parent/guardian/partner should then be contacted for advice/instruction, in the event that a parent/guardian/partner cannot be contacted and first aid has been administered without success, an ambulance should be called immediately. If the student is under 18years of age, a lecturer will accompany the student to the hospital and remain with the student until a parent/guardian/partner arrives.

In the event that a client falls immediately ill whether by fainting, nausea, dizziness, migraine etc, the clients record card should be consulted for a home contact number and an attempt to contact a family member or close friend should be undertaken, should first aid administered not be successful, an ambulance should be called immediately.

In both circumstances, an Accident incident report form will need to be filled out and kept on file. This form is located on G drive, under the OHSW-Child Protection-Emergencies folder.

PARLOUR HAIR ACADEMY

FIRE DRILL PROCEDURE

- At the sounding of the Alarm
- Stop what you are doing and wait for instructions from your educator, secure your belongings
- Move in an orderly manner to the nearest **CLEAR** Fire Exit and leave the building once instructed to do so
- Go down stairs to ground floor / foyer level
- **DO NOT** ENTER THE **LIFT** AT ANY TIME
- Gather at the designated meeting point at the water feature opposite Ferrari House
- Ensure you inform your lecturer of your safe exit (DO NOT LEAVE THE AREA)
- When situation is clear, follow instructions as requested by your educator
- IF YOU ARE WORKING ON A CLIENT/MODEL IT IS **YOUR RESPONSIBILITY** TO ENSURE THEY LEAVE THE BUILDING WITH YOU.

