

Melbourne institute of nails & beauty

Student Information Handbook



Welcome to MELBOURNE INSTITUTE OF NAILS & BEAUTY. The following information is provided to assist you in ensuring a smooth start to your training and introduction into the Beauty Industry. Please take the time to read through it carefully. If you have any further questions the Education Manager will be happy to assist either via the phone or in person on the first day of the course.

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INTRODUCTION



The Nationally Recognised Training logo must be used on all Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by RTOs.

Use of the logo means:

- the provider is an RTO
- the organisation is registered to offer the training and assessment services advertised
- training and assessment lead to nationally recognised Australian Qualifications Framework (AQF) qualifications or statements of attainment
- the organisation is complying with the quality requirements of the standards
- that information in the advertising is correct and ethical.

The Victorian Registration and Qualifications Authority (VRQA) is the regulator of schools, education and training providers and qualifications.

The VRQA incorporates and expands upon the former responsibilities of the Victorian Qualifications Authority (VQA), the Registered Schools Board (RSB) and some of the functions of the Office of Training and Tertiary Education (OTTE).

The VRQA:

- accredits courses and qualifications
- registers all education and training providers
- authorises education and training providers to deliver accredited courses and award registered qualifications
- monitors compliance of education and training providers with registration requirements, including the conduct of audits
- maintains a State Register of registered education and training providers and accredited courses and qualifications which is publicly available
- It supervises correct application of the law and Regulations regarding the RTO's
- It Manages complaints

Complaints about registered schools and education and training providers can be addressed to:

Complaints Unit

Phone: 9651 3290

Email: vrqa.complaints@edumail.vic.gov.au



ACPET is the Australian Council for Private Education and Training - the national industry association for independent providers of post-compulsory education and training, for Australian and international students, including:

- Higher Education
- Vocational Education and Training
- English Language Courses
- Senior Secondary Studies
- Foundation Studies

Australian Student Tuition Assurance Scheme (ASTAS)

The ACPET ASTAS is designed to satisfy the requirements of:

- the Higher Education Support Act 2003 or Guidelines under the Act. of Standard 3.4 of the Australian Quality Training Framework (the RTO must document and implement systems to protect fees paid in advance) for members who are registered training organisations, and any or all tuition assurance requirements of State and Territory accrediting bodies generally.

What qualification do I get?

Every student will be issued with a Certificate of completion or Statement of attainment.

- **Certificate of completion** will be issue when the student enrolled in a Certificate Course will complete and pass all the unit of competency.
- A **Statement of attainment** is a partial qualification.
- A **short course certificate** is not nationally accredited qualification within the Australian Qualification Framework.

Prerequisites

There are no academic pre-requisites for entry to MELBOURNE INSTITUTE OF NAILS & BEAUTY Courses.

However, the Government guidelines recommend that the candidate posses a competency level for English language, literacy and numeracy equivalent to Level 2 of the National Reporting System.

Reading and Writing – a learner will be able to read and comprehend a range of simple texts and write a range of short texts in a number of contexts which may be interrelated.

Oral Communication – a learner will be able to use and respond to language around everyday subject matter, which may include some unfamiliar aspects for a range of purposes in a number of contexts, which may be interrelated.

Numeracy and Mathematics – a learner will be able to deal easily with straightforward calculations either manually and/or using a calculator.

For this purpose the students has to attend an appointment with the Education Manager. At the venue, the student might be required the following:

- 1) Undertake a simple written English test
- 2) Answer a numeracy test
- 3) Respond to an interview conducted by the educator.

Good Luck!

Student Books and Materials

At the commencement of the Course the students will be provided will all the printed material necessary for his or her course, with learning activities that must be completed in order to pass the relevant assessment. During the course supplement material will be provided.

Student Kits

Students must purchase the student kit relevant for their course. It will be given to the student at the commencement of the course or at the commencement of the relevant units. The kit is a total responsibility of the student. Therefore, if you loose your material it will be your responsibility to replace it with an identical item. Products or materials that are not sold at Melbourne Institute of Nails & Beauty cannot be used, for obvious safety and health issues.

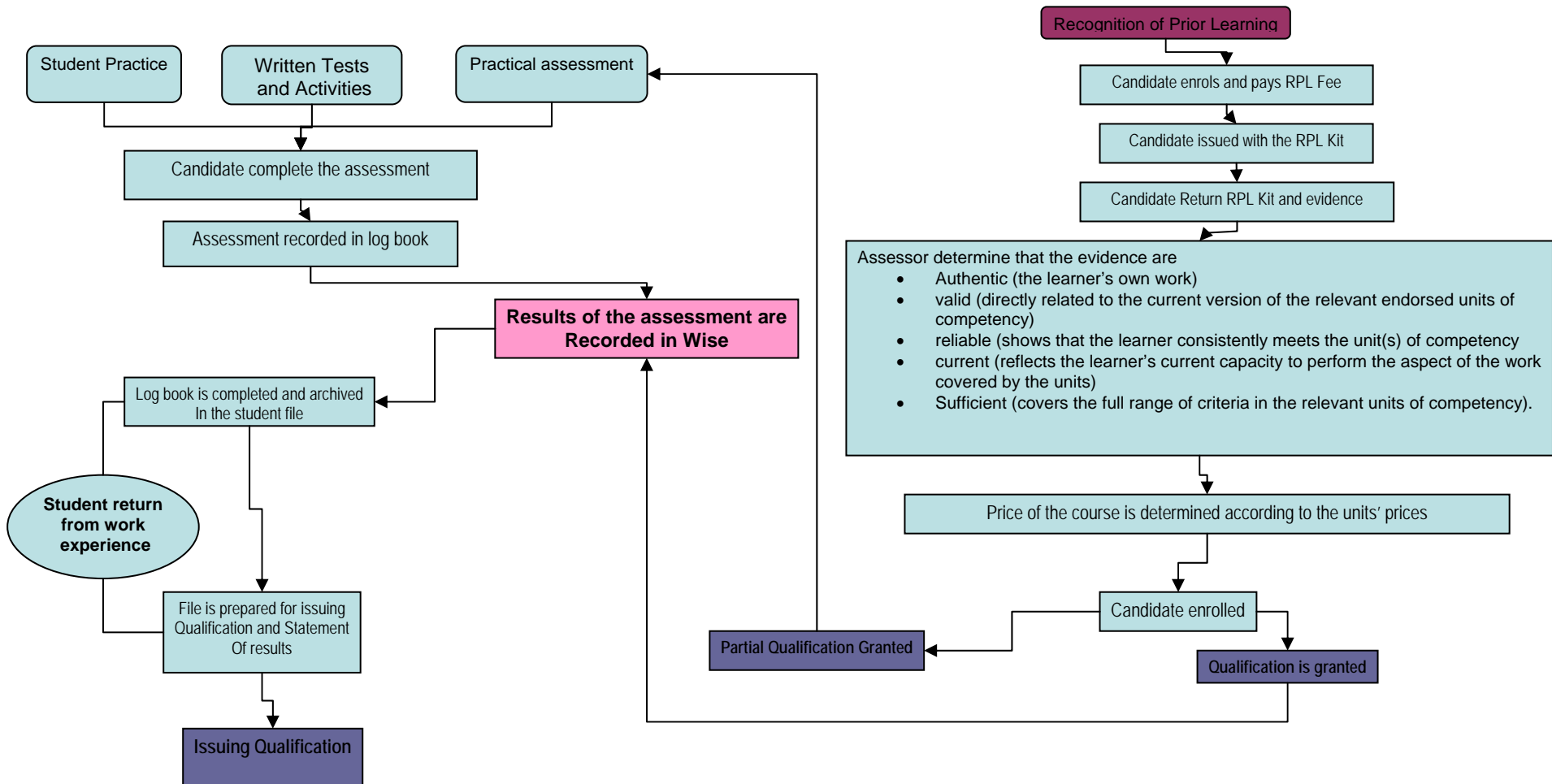
Assessments

11. All assessments are based on clearly documented criteria (log book), and are undertaken through appropriate assessment methods which will ensure that accurate judgements can be made as to the standard achieved. In doing this, one or more of the following assessment methods may be used:

- (a) Visual assessment;
- (b) Assignment;
- (c) Class presentation;
- (d) Written test;
- (e) Essay/Report writing
- (f) Practical Exercise
- (g) Practical Demonstration
- (h) Oral examination
- (i) Research Study or Major Study

The method of assessment used from time to time will be communicated to you during the course.

12. The assessment must be completed by the course completion date. If the student has not completed all assessments they must refer to the Education Manager. The Education Manager can:
 - (a) Grant an extension based on the circumstances and attendance. In any event the Education Manager cannot grant any extension if the attendance is less than 60% of the time allocated for the course.
 - (b) Refused of an extension. In this case the student can appeal according to the appeal procedure. may
13. Students who have not completed assessments and have no extension granted can decide to complete their assessment after the due date. In this event they will be liable to pay \$50.00 per subject to be assessed.



DEFERMENT AND WITHDRAWAL

1. Students can defer for a maximum of 12 months.¹
2. Students who wish to defer must submit a written request (doc 67) outlining the reason(s) for the request and submit this to the student's administration office.
3. The student who wants to defer must pay all the enrolment fee, kit levy fee, tuition fee up to date according with the refund policy.

Length of Deferment

4. The student can resume the course within 12 months from the day of deferment. Students will be charged the new price for the course once resumed.

Withdrawal

The student can withdraw at any time.

STUDENTS MUST BE AWARE OF THE REFUND POLICY SINCE THEY MIGHT BE LIABLE TO PAY FEE IN FULL.

RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFERS

Recognition of Prior Learning

1. Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience. If you believe you have the relevant skills and/or experience please inform your trainer or complete the RPL application form out at the end of this document.
2. Students RPL applicants can be given full qualification where RPL indicates that they have achieved all the learning outcomes of a course.
3. The Education Manager can refer the issue to the Education Committee when in first instance decides that there are reasonable grounds for a determination. The Education Committee must facilitate the student's submissions.
4. The competencies in the relevant Training Package may be attained in a number of ways:
 - (a) formal or informal training and education;
 - (b) work experience;
 - (c) general life experience;
 - (d) any combination of the above.
5. All assessment pathways must provide for the recognition of competencies previously attained. Competencies achieved and currently held by individuals can be formally assessed against the units of competency and qualifications in the relevant Training Package, and should be recognised regardless of how, when or where they were achieved. In assessing the competency of individual learners, assessors must ensure that assessment processes take into account the skills and knowledge that learners already possess. This can be done by conducting pre-assessment where the learner provides evidence of prior learning.
6. In order for prior learning to be recognised, the assessor must be confident that the evidence indicates that the learner is currently competent against the endorsed industry or enterprise units of competency.

¹ STUDENTS MUST BE AWARE THAT IF THEY PARTICIPATE TO SKILL VOUCHER PROGRAMME THEY CAN ONLY DEFER IN SITUATION LIKE THE ONE ABOVE.

This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients, work samples. Ultimately test might be organized and conducted at the presence of a trainer and assessor.

7. The onus is on the learner to provide sufficient evidence to satisfy the assessor that they currently hold the relevant competencies. In determining whether a learner has presented sufficient evidence, the assessor must ensure that the evidence of prior learning is:
 - (a) **authentic** (the learner's own work)
 - (b) **valid** (directly related to the current version of the relevant endorsed units of competency)
 - (c) **reliable** (shows that the learner consistently meets the unit(s) of competency)
 - (d) **current** (reflects the learner's current capacity to perform the aspect of the work covered by the units)
 - (e) **sufficient** (covers the full range of criteria in the relevant units of competency).
8. The Assessor must facilitate the process of recognition of prior learning.

Procedure

9. The procedure for prior learning is as follow:
 - (a) **Step 1** Student arrange a preliminary interview
 - (b) **Step 2** Enroll and pay RPL enrolment fee (\$200.00) not refundable. Assessment kit is given to the student.
 - (c) **Step 3** The candidate gathers all the evidence according to the instructions contained in the RPL Kit.
 - (d) **Step 4** Return the documents.
 - (e) **Step 5** A preliminary assessment will be made by an assessor in order to verify the sufficiency of the evidence. The assessor will assess the evidence provided. It may be alleged as evidence but a not limited to
 - I. formal qualification
 - II. determine the need for further evidence gathering
 - III. Determine the method of evidence gathering. A TRADE Test can be arranged at this stage.
10. **Step 6:** Notification will be forwarded to the student with the outcome of the application or the need for further evidence or the need to sit an assessment.
11. **Step 7:** Supplementary assessment can be required. Students must pay fee according to the schedule set out in doc. 45.

Recognition of qualifications issued by other RTO.

Definitions

12. 'Mutual recognition' is the process of recognition of title acquired through formal education or training.
13. 'Credit transfer' refers to credit that is awarded on the basis of prior formal learning or study. This learning could have occurred at school, in a neighbourhood house or community centre, at a TAFE institute or college, and at a university. It can also include formal learning that occurred at work, in a community organisation, or in a private training or education college or institution.
14. Credit transfer can be used in two ways.
 - (a) To gain access to any if the Insitute Courses
 - (b) To gain exemption from units already completed elsewhere.
31. Credit Transfer is subject to the following condition:

12. Enrolment fee is not refundable in any circumstance.

13. Kit levy and tuition fees are refundable according to the following table:

Withdrawal	Prior commencement			After commencement within				
	30 days	14 days	1 day	1 week	2 weeks	3 weeks	4 Weeks	5 weeks
Enrolment Fee	0%	0%	0%	0%	0%	0%	0%	0%
Kit Levy	100%	50%	20%	0%	0%	0%	0%	0%
Tuition Fee	100%	100%	100%	90%	70%	50%	30%	10%

14. Refund is granted only when the student signs a withdrawal application. In any other circumstance the student will be in default according to clause (4). Refund is calculated on the date of application for withdrawal.

Fee for recognition of prior learning

15. Application fees for Recognition of Prior Learning are charged at the time of application as specified from time to time.

16. Application fees for RPL are not refundable once the assessment has been conducted, even in the event of a negative outcome.

Impossibility to recover fee

17. Unless the student is in a condition of proven and documented hardship, the impossibility to recover fee will result in the cancellation of the enrolment. The student will be issued with a statement of attainment in the units of competency completed.

18. The student will be readmitted to the course only if tuition will be paid in full.

Personal Hardship

19. The Institute will grant an extension of the length determined by the RTO Chief executive and taking in consideration all the circumstances, when the student had proven and documented his or her status of personal hardship. Hardship may include:

- (a) Personal illness;
- (b) Close family member illness;
- (c) Financial difficulty due to an unforeseeable event.

All the circumstances of hardship must be proven beyond reasonable doubt. The RTO Chief executive is the only person who can grant a deferment for the payment of the tuition.

AT SCHOOL

Induction

1. On commencement of any new course the following information about each Qualification is provided to students. The relevant curriculum documentation or training package
 - (a) Course and unit/module codes, titles and hours
 - (b) Outline of the module's/unit's of competency
 - (c) Learning outcomes
 - (d) Grading categories
 - (e) Assessment criteria and methods including relevant information regarding, where, when and how.
2. Additional Information will be provided regarding
 - (a) Attendance
 - (b) Arrangements for the Recognition of Prior Learning

- (c) Appeal procedure
- (d) Fee refund policy
- (e) Listings of facilities, services and equipment
- (f) Staff names and contact numbers
- (g) Disciplinary procedures
- (h) Staff responsibilities for access and equity

Class time

- 3. Full time courses are held Monday to Friday 10 am - 12 30 pm (morning session) and 1.30 – 4.00 (afternoon session)
- 4. Part time courses are held Thursday evening 4.00 -7.00 pm, Friday 4.00 to 8.00pm and Saturday 10 am – 5 pm.

Attendance Requirement

- 5. Students' attendance will be monitored to ensure that Melbourne Institute of Nails & Beauty both facilitates the highest quality of learning possible with its students, and, at the same time, complies with relevant regulatory requirements. Students are expected to be in class 100% of the time, but some leeway is given due to the independent nature of learning at this level. Students whose attendance falls below acceptable levels will trigger the Attendance Monitoring process, and students may ultimately face exclusion as outlined in the supporting procedures.
- 6. Students whose projected attendance has fallen below 80 per cent by the will receive a warning letter from the Student Administration, informing them of the requirement to attend.
- 7. Consequence might follow as your capacity to pass assessment competently. (See Assessment policy)
- 8. Late attendance or early leave is noted in the student records (Wise.NET).

Dress code

- 9. Students will be provided with a uniform top with Melbourne Institute of Nails & Beauty logo and are required to wear it throughout the course of the day. Black pants and ***flat closed toe*** shoes are required for safety purposes. Uniforms must be worn without fail and be neat and clean at all times. Running shoes are allowed as long as they are white or black.
- 10. Hair must be pulled back.
- 11. Students must refrain from wearing large items of jewellery, especially rings, as these can interfere with the practical aspects of your training.

Personal hygiene

- 12. It is necessary that faultless personal and oral hygiene be practiced at all times.

Servicing models

- 13. Melbourne Institute of Nails & Beauty and the associated salons will endeavour to provide the student's with models. However, it is not the responsibility of the training salon to provide the models. It is recommended that the student provide their own models in order to facilitate the completion of the course if necessary.
- 14. Students are required to be ready to service models at any time during the day.
- 15. Before consultation with the model, students must have a consent form signed by the model. **STUDENTS CANNOT SERVICE CLIENTS UNLESS A CONSENT FORM IS SIGNED BY THE CLIENT.** This is to protect the students and to inform the clients that they are being serviced by a student.

16. All models must be assessed by the educator. Student must ensure that the model has washed their hands and the Log Book is ready to be filled out, before the assessment can be performed.
17. Students must act promptly when asked to service a model. A student cannot refuse a service. This is an essential part of the preparation for salon work.
18. The financial transaction with the client must be followed through by the student with supervision from the educator or a senior staff member.
19. Consultation form and clients card must, then, be filled away.
20. Remember that models are clients and full communication in English is essential throughout the service in the same way you would do in your own salon.
21. Sanitization procedure must be performed after all services. This is to ensure spreading of diseases and cross infections are eliminated according to health regulations and to what you learn in the theory session.

Children

22. Our School and Salon is an environment containing chemicals and machinery and therefore it is an inappropriate environment for young children and we cannot ensure their safety. Therefore we request that no children be brought into the premises whilst studying or working.

Consumption of drug and alcohol

23. The school has no tolerance policy for drug and alcohol use. As you will be performing services on members of the public, in the interest of their safety we have no alternative but to send home any student who attends the school or salon under the influence of either. Repetitive consumption can lead to expulsion without refund.

COMPLAINT AND APPEAL POLICY

1. We accept the National Code of Good Practice for Responding to Complaints about Vocational Education and Training Quality, which requires us to take prompt action and be consistent in our responses to complaints about training:
2. A complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of Melbourne Institute of Nails & Beauty in relation to, but not limited to, the following processes:
 - (a) Enrolment;
 - (b) training delivery;
 - (c) training/competency assessment, including recognition of prior learning;
 - (d) Issuing of results, certificates and/or statements of attainment;
 - (e) any other activities associated with the delivery of training and assessment services;
 - (f) other issues such as discrimination, sexual harassment, student amenities, etc.
 - (g) It may also include any dissatisfaction or complaint about refund policy of other money related issues.
3. The Complaint and Appeal procedure must be conducted according with the following principles:
 - (a) The complaint must be considered in a impartial, equitable and unbiased manner;
 - (b) Access to Complaint and Appeal procedure must be made readily available to the students;
 - (c) All employees or contractors and prospective trainees are provided with a copy of the Complaint and Appeal Policy.
 - (d) All appeals are to be heard, in ultimate instance, by an independent person.

- (e) All disputes must be handled professionally and confidentially in order to achieve a satisfactory resolution.
- (f) Each appellant/complaint will be provided with the opportunity to present his or her case at each stage of the process.
- (g) All grievances will be managed fairly and equitably and as efficiently as possible.
- (h) All discussions relating to complaints, grievances and appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.

Internal complaint procedures

4. Any issue or complaint can be addressed to the Educator or the Education Manager (joesphine@mionab.com.au) or the RTO chief executive (fabrizio@mionab.com.au) even by e mail. The Educator records the complaint and the discussion outcome in the Complaint and Appeal Form (Doc 24) and gives a copy to the student.
5. If the issue has been solved, a proper note has to be taken in the appropriate space of the form. All the complaints are filed into the Complaint and Appeal register along with the action taken.
6. If a suitable outcome is not reached the issue can be referred to the RTO Chief Executive or in alternative to the Human Resources Manager. If a complaint is associated with assessment results, the staff member, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly.

Appeal

7. If the complaint is unable to be resolved, the Institute contacts and arranges for an appropriate external and independent agent to act as mediator between the parties.
8. The appeal can be referred to the Institute of Arbitrators & Mediators Australia (IAMA) Direct: 03 9607 6908 FAX: 03 9602 2833 or any other independent body chosen by the parties, except when the appeals regards
 - (a) Assessment of competencies;
 - (b) Assessment in the RPL Process.
9. When the appeal regards assessment the student will be referred to an independent trainer and assessor from another RTO.
10. Melbourne Institute of Nails & Beauty bears the cost associated with the appeal procedure.

Action to be taken

11. Where a complaint is found to be sustained Melbourne Institute of Nails & Beauty will take whatever action has been recommended or/and needed to ensure that the issues are addressed in the most appropriate manner according to the mediator suggestions.
12. All complaints and appeals are reviewed at least once a year to evaluate the action that needs to be taken.

DISCIPLINARY PROCESS

Sanctions

1. Any failure to abide with the present policy might result in
 - (a) Warning;
 - (b) Suspension;
 - (c) Expulsion.

Warning

2. A warning can be issued by the Educator Manager or other staff in any case that the student fails to

abide with Melbourne Institute of Nails & Beauty Policy and Procedure.

3. The person who issues the warning must record it in a file note. Copy of the file note must be given to the student.
4. The student can complain or appeal according to the complaint and appeal policy.
5. The RTO Chief Executive can:
 - (a) Withdraw the file note;
 - (b) Take any resolution he/she thinks fit within the limit of the present policy.
 - (c) Refer the matter to the Human Resources Manager.

Suspension

6. A student can be suspended in the following cases:
 - (a) Failure to pay the school fees;
 - (b) Failure to pay for the damaged equipment;
 - (c) Failure to take care of the student log – book;
 - (d) Refusing to service a model;
 - (e) Failure to perform cleaning duties;
 - (f) Failure to abide with the dress code;
 - (g) Use of offensive language to the Educators, staff or fellow student according to section 18.
7. Suspension can be:
 - (a) For a day;
 - (b) For two days;
 - (c) For three days

According to the circumstances and gravity of the student behaviour.

8. The Education Manager must issue a file note indicating the reason of suspension.
9. The student must be given opportunity of defense. Any comment has to be recorded in a file note.
10. The student can appeal according to the policy.
11. Suspension is recorded in the student's log – book.

Expulsion

12. A student can be expelled in the following circumstances:
 - (a) In case of theft;
 - (b) A grave violation of the Institute's policy or of the law;
 - (c) Refusal to pay school fee;
13. The training organization can not expel a student unless:
 - (a) A student is given fair access to the complaint and appeal policy;
 - (b) A student has been given the opportunity to nominate a friend to help with the appeal procedure.