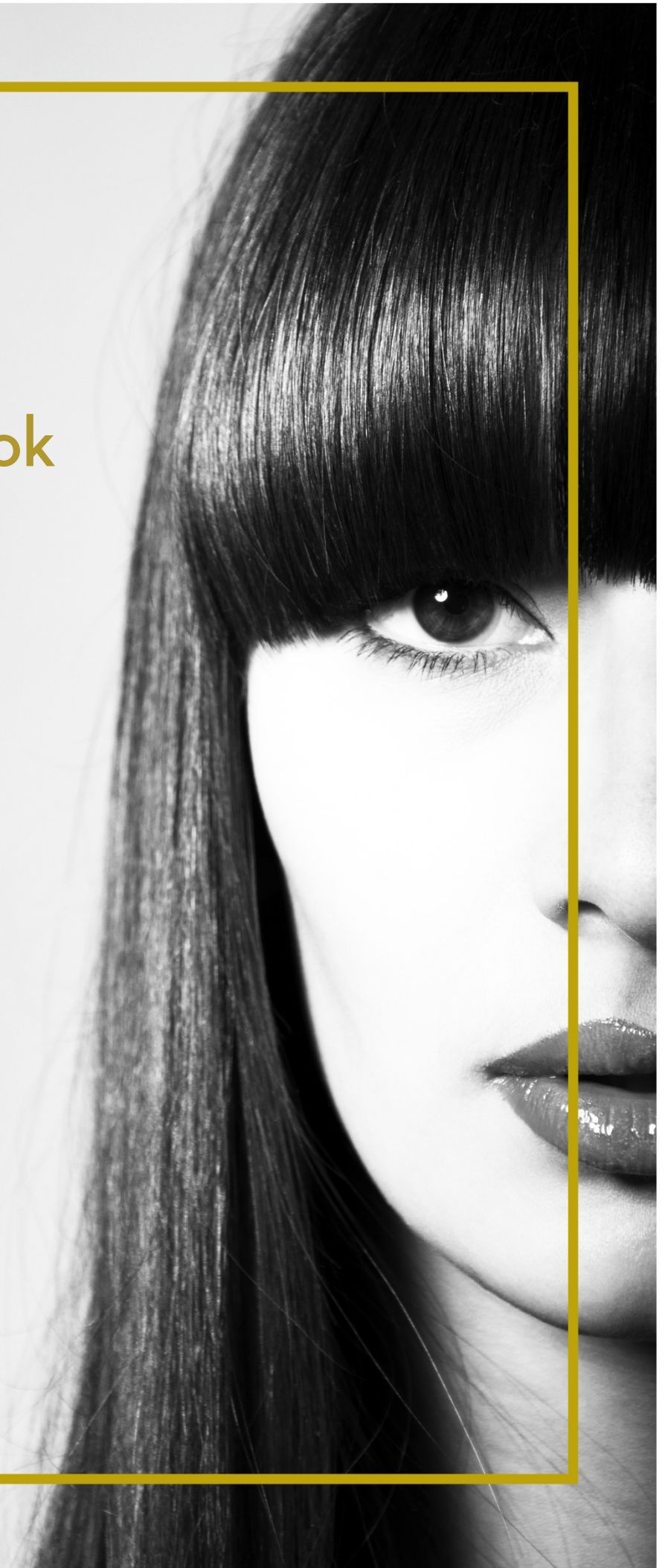




HAIR ASSEMBLY

Student Handbook 2017





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WELCOME TO HAIR ASSEMBLY

XSEED Pty Ltd trading as Hair Assembly (Hair Assembly) delivers nationally recognised training courses as a Registered Training Organisation (RTO) under the National Vocational Education and Training Regulator Act 2011. XSEED Pty Ltd delivers training under three trading entities: XSEED, Hair Assembly and Next Gear. In undertaking these services, we maintain compliance with the VET Quality Framework standards and requirements.

Hair Assembly is audited by Australian Skills Quality Authority (ASQA) to these requirements on an ongoing basis.

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for qualifications in the Australian education and training system. Hair Assembly complies with the AQF as a condition of its RTO registration.

The AQF recognises Hair Assembly as an 'authorised issuing organisation', able to issue AQF qualifications and statements of attainment to students that have satisfied the relevant competency requirements.

AQF Recognition

One of the most important features of the VET Quality Framework is the recognition of training organisations and AQF qualifications, including Statements of Attainment.

Hair Assembly accepts testamurs issued by another registered training organisation and ensures that all Certificates and Statements of Attainment issued by any other registered training organisation are accepted as valid.

A testamur may be a Statement of Attainment for specific topics or units of competency, or it may be a complete Qualification such as certificate or diploma.

UNIQUE STUDENT IDENTIFIER

Hair Assembly ensures that it handles an individual's personal information in accordance with the requirements of the Privacy Act 1988 and the Student Identifiers Act 2014. Please refer to the Privacy section of this manual for further information.

For more information about the USI, please refer to <https://www.usi.gov.au/> which can guide you through obtaining your USI. Alternatively, Hair Assembly can obtain a USI on your behalf. The USI authorization form is part of your enrolment pack.

Where Hair Assembly applies for a USI on behalf of an individual it ensures it has the authorisation of that individual. Hair Assembly provides the required USI Privacy Notice to all individuals, on whose behalf it is applying for a USI.

Hair Assembly ensures the security of USIs and all related documentation under its control, including information stored in its Student management systems. Where Hair Assembly has contracts with third parties under which it discloses information collected for the purposes of the Student Identifiers Act 2014, Hair Assembly ensures that any personal information is treated in accordance with the Privacy Act 1988 and the Student Identifiers Act 2014.



Hair Assembly securely destroys personal information which it collects from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after it has made the application or the information is no longer needed for that purpose, except in cases where Hair Assembly is required by or under any law to retain it.

Hair Assembly applies for or verifies students' USI at the time of enrolment.

Hair Assembly only issues a qualification or Statement of Attainment to a Student after the Student has provided their verified USI or Hair Assembly has applied for a USI on their behalf.

WORK HEALTH & SAFETY

Hair Assembly places a high priority on the health and safety of its personnel and clients. The well-being of individuals can directly affect their job satisfaction, motivation and overall morale in the work environment.

All personnel of Hair Assembly have specific responsibilities for ensuring the health and safety of personnel and students within the workplace at all times. These responsibilities are based on relevant state jurisdiction legislation and reinforced in this document. The specific implementation of health and safety responsibilities of personnel is dependent on their role within the RTO and is included in their Position Descriptions accordingly.

Hair Assembly is committed to providing a safe and healthy work environment for all individuals. Hair Assembly makes every reasonable effort to prevent accidents, protect individuals from injury and promote the health, safety and welfare of all individuals.

LEGISLATION

Current work health and safety legislation that effects Hair Assembly operations as a RTO includes, but is not limited to:

- ACT Work Health and Safety Act 2011;
- NSW Work Health and Safety Act 2011;
- NT Work Health and Safety (National Uniform Legislation) Act 2011;
- QLD Work Health and Safety Act 2011;
- SA Work Health and Safety Act 2012;
- VIC Occupational Health and Safety Act 2004;
- TAS Work Health and Safety Act 2012; and
- WA Occupational Safety and Health Act 1984.

RESPONSIBILITIES

All individuals:

- Have a responsibility to comply with all occupational health and safety procedures;
- Must take reasonable care of themselves and others on the premises;
- Must not interfere with or misuse items or facilities provided in the interest of health and safety; and
- Must report any incidents, actual or potential hazards and "near misses" to their relevant Hair Assembly contact.

All personnel have the responsibility to:

- Adhere to safe work practices, instructions and rules;
- Immediately report any unsafe work condition or equipment to management;
- Not misuse, damage, refuse to use, or interfere with anything provided in the interest of health and safety;



- Perform all work duties in a manner which ensures individual health and safety and that of all other employees;
- Encourage fellow personnel to create and maintain a safe and healthy work environment;
- Co-operate with all other personnel to enable the health and safety responsibilities of all individuals be achieved.

All personnel employed by Hair Assembly have a primary responsibility to ensure that the work they undertake or supervise is carried out in a safe manner. Hair Assembly personnel are required to:

- Take reasonable care of themselves and others that may be affected by their acts or omissions;
- Contribute to and be involved in the Hair Assembly's ongoing management of health and safety;
- Comply with all workplace policies and procedures implemented in relation to health and safety; and
- Report all situations that may adversely impact on health and safety.

PREMISES

All permanent delivery sites used by Hair Assembly comply with the Building Code of Australia (BCA) and local legislative requirements related to health and safety.

External Premises

A health and safety assessment will be made of each external training room and environment to enable risk management strategies to be implemented using the External WHS Site Checklist. Any identified risks must be raised with the relevant Training Manager for immediate attention and actions taken as required.

GENERAL HEALTH & SAFETY MATTERS

Hair Assembly operates and provides a workplace that is compliant with health and safety laws, codes of practice, and standards which impact upon its operations.

Hair Assembly makes every effort to identify, assess, and control hazards within all areas that are accessed by personnel or students. These objectives are achieved through the:

- Provision of a safe and healthy work environment and systems of work;
- Maintenance of equipment, facilities and equipment under the control of the Hair Assembly. All equipment must be checked prior to usage to ensure safe usage;
- Provision of training for personnel to enable them to perform their tasks safely;
- Ongoing inspection and review of the work place, work practices, and procedures; and
- Appropriate response in the event of an incident to ensure an investigation is conducted to prevent a recurrence.

Incident Reporting

If an incident, accident or near miss occurs it must be documented as soon as practical after the event using the Hair Assembly Internal Incident / Accident Report form. All forms are reviewed by the Compliance Manager to ensure appropriate and preventative actions occur as required.



External resources accessible include:

Police, Fire, Ambulance Phone: 000	Lifeline Phone: 13 11 14
1800Respect Phone: 1800 737 732	

The incident must be reported as soon as possible after the initial support has been provided, using the Hair Assembly Internal Incident / Accident Report form. All forms are reviewed by the Chief Executive Officer to ensure appropriate and preventative actions occur as required.

PRIVACY

Hair Assembly is committed to maintaining the privacy and confidentiality of its personnel and Student records. Hair Assembly complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Providing an overall framework for our privacy practices, Hair Assembly has developed and implemented this APP Privacy Policy.

This policy is designed to maintain requirements with additional state jurisdictional requirements including:

- Information Privacy Act 2014 (ACT);
- Privacy and Personal Information Protection Act 1998 (NSW);
- Information Act 2003 (NT);
- Information Privacy Act 2009 (QLD);
- Information Privacy Act 2000 (VIC); and
- Personal Information Protection Act 2004 (TAS).

Hair Assembly manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and systems we outline in this policy, that ensure our compliance with the APPs and any binding registered APP code, and provide suitable procedures for Hair Assembly personnel to be able to deal with related inquiries and complaints that may be received from time to time.

Australian Privacy Principles

Hair Assembly maintains compliance with the Australian Privacy Principles:

- Australian Privacy Principle 1 – Open and transparent management of personal information.
- Australian Privacy Principle 2 – Anonymity and pseudonymity.
- Australian Privacy Principle 3 – Collection of solicited personal information.
- Australian Privacy Principle 4 – Dealing with unsolicited personal information.
- Australian Privacy Principle 5 – Notification of the collection of personal information.
- Australian Privacy Principle 6 – Use or disclosure of personal information.
- Australian Privacy Principle 7 – Direct marketing.
- Australian Privacy Principle 8 – Cross-border disclosure of personal information.
- Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers.
- Australian Privacy Principle 10 – Quality of personal information.
- Australian Privacy Principle 11 – Security of personal information.
- Australian Privacy Principle 12 – Access to personal information.
- Australian Privacy Principle 13 – Correction of personal information.

For the full detail of our APP compliance, please refer to the Privacy link on our website at [.xseed.edu.au](https://xseed.edu.au)



Request for Records Access

Individuals or third parties may at any stage request access to records held by Hair Assembly relating to their personal information. The following procedure is followed on each individual request for access:

1. A request for access is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting access to.
2. This request may be in any form, or preferably using Hair Assembly's Records Access or Update Request Form.
3. Upon receiving a request for access, Hair Assembly then:
 - a. Confirms the identity of the individual or party requesting access;
 - b. Confirms that this individual or party is appropriately authorised to receive the information requested;
 - c. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
 - d. Collates any personal information found ready for access to be provided.

Confirming identity

Hair Assembly personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's identity is sought, which is generally an individual's name, date of birth, last known address and signature.

When meeting the requesting party in person, identification may be sighted.

If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details must be confirmed before information is provided.

4. Once identity and access authorisation is confirmed, and personal information is collated, access is provided to the requester within 30 calendar days of receipt of the original request. We will provide access to personal information in the specific manner or format requested by the individual, wherever it is reasonable and practicable to do so, free of charge.

Where the requested format is not practical, we consult with the requester to ensure a format is provided that meets the requester's needs.

5. If the identity or authorisation access cannot be confirmed, or there is another valid reason why Hair Assembly is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 30 calendar days of receipt of the original request.



Request for Records Update

Individuals or third parties may at any stage request that their records held by Hair Assembly relating to their personal information be updated. The following procedure is followed on each individual request for records updates:

1. A request for records update is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting be updated on their records.

This request may be in any form, or preferably using Hair Assembly's Records Access or Update Request Form.

2. Upon receiving a request for records update, Hair Assembly then:
 - a. Confirms the identity of the individual or party to whom the record relates;
 - b. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
 - c. Assesses the information already on record, and the requested update, to determine whether the requested update should proceed.

Assessing Update

Hair Assembly personnel assess the relevant personal information we hold, and the requested updated information, to determine which version of the information is considered accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

This may include checking information against other records held by us, or within government databases, in order to complete an assessment of the correct version of the information to be used.

3. Once identity and information assessment is confirmed, personal information is:
 - a. Updated, free of charge, within 14 calendar days of receipt of the original request; and
 - b. Notified to any third parties of corrections made to personal information, if this information was previously provided to these parties.
4. If the identity of the individual cannot be confirmed, or there is another valid reason why Hair Assembly is unable to update the personal information, refusal to update records will be provided to the requester in writing, free of charge, within 14 calendar days.

Our notification will include the reasons for the refusal and the complaint mechanisms available to the individual.
5. Upon request by the individual whose correction request has been refused, we will also take reasonable steps to associate a 'statement' with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading. This statement will be applied, free of charge, to all personal information relevant across Hair Assembly systems within 30 calendar days of receipt of the statement request.



Privacy Complaints

If an individual feels that Hair Assembly has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their Hair Assembly representative in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible, in writing to Hair Assembly:

Compliance Manager

info@xseed.edu.au

570 St Kilda Road Melbourne

Hair Assembly will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.

2. After considering this response, if the individual is still not satisfied they may escalate their complaint directly
3. to the Information Commissioner for investigation:

Office of the Australian Information Commissioner

www.oaic.gov.au

Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.

4. Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

www.asqa.gov.au

Phone: 1300 701 801



ACCESS AND EQUITY

In line with obligations under Commonwealth legislation, Hair Assembly is committed to promoting a fair and equitable environment for personnel and clients that is free from discrimination, harassment and vilification.

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources;
- Equality of opportunity for all people without discrimination;
- Access for all people to appropriate quality training and assessment services; and
- Increased opportunity for people to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

- People with a disability;
- Aboriginals and Torres Strait Islanders;
- Women;
- People from non-English speaking backgrounds;
- People in rural and remote areas; and
- Long term unemployed.

Hair Assembly is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This legislation includes the Disability Discrimination Act (1992) and the Anti-Discrimination Act (1998)

Hair Assembly also maintains compliance with the Disability Standards for Education (2005) including processes relating to:

- Enrolment;
- Participation;
- Curriculum development, accreditation and delivery;
- Student support services; and
- Elimination of harassment and victimisation.

Hair Assembly strives to maximise opportunities for access, participation and outcomes for all students within the vocational education, training and employment system.



Equal benefits & opportunity

Hair Assembly treats all students and all individuals seeking to enrol equally and fairly. Hair Assembly has implemented open, fair and transparent procedures that are based on merit for making decisions about:

- The selection of individuals who seek to enrol; and
- The treatment of individuals undertaking courses.

Hair Assembly undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. Hair Assembly is committed to treating all prospective and actual students on the same basis.

On the same basis

A person with a disability is able to seek admission to, or apply for enrolment in, an institution on the same basis as a prospective Student without a disability if the person has opportunities and choices in admission or enrolment that are comparable with those offered to other prospective Student without disabilities.

Hair Assembly ensures it treats prospective students with a disability on the same basis as prospective students without a disability as it makes any decisions about admission or enrolment on the basis that reasonable adjustments will be provided.

An adjustment is a measure or action (or a group of measures or actions) taken by Hair Assembly that has the effect of assisting a Student with a disability:

- In relation to an admission or enrolment – to apply for the admission or enrolment;
- In relation to a course or program – to participate in the course or program; and
- In relation to facilities or services – to use the facilities or services;

On the same basis as a Student without a disability, and includes an aid, a facility, or a service that the Student requires because of his or her disability.

Reasonable adjustments

An adjustment is reasonable in relation to a Student with a disability if it balances the interests of all parties affected. In assessing whether a particular adjustment for a Student is reasonable, Hair Assembly has regard to all the relevant circumstances and interests, including the following:

- The Student's disability;
- The views of the Student or the Student's associate;
- The effect of the adjustment on the Student, including the effect on the Student's:
 - Ability to achieve learning outcomes; and
 - Ability to participate in courses or programs; and
 - Independence;
- The effect of the proposed adjustment on anyone else affected, including Hair Assembly, personnel and other students; and
- The costs and benefits of making the adjustment.



STUDENT RIGHTS AND HAIR ASSEMBLY RESPONSIBILITIES

Enrolment	
Students' Rights	Hair Assembly Responsibilities
<ul style="list-style-type: none">• Right to seek admission and enrol on the same basis as prospective students without disability including the right to reasonable adjustments.	<ul style="list-style-type: none">• Take reasonable steps to ensure that the enrolment process is accessible.• Consider students with disability in the same way as students without disability when deciding to offer a place.• Consult with the prospective students or their associates about the effect of the disability on their ability to seek enrolment; and any reasonable adjustments necessary.
Participation	
Students' Rights	Hair Assembly Responsibilities
<ul style="list-style-type: none">• Right to access courses and programs; use services and facilities; and have reasonable adjustments, to ensure students with disability are able to participate in education and training on the same basis as students without disability.	<ul style="list-style-type: none">• Take reasonable steps to ensure participation.• Consult with the Student or their associate about the effect of the disability on their ability to participate.• Make a reasonable adjustment if necessary.• Repeating this process over time as necessary.
Curriculum Development, Accreditation and Delivery	
Students' Rights	Hair Assembly Responsibilities
<ul style="list-style-type: none">• Right to participate in courses and relevant supplementary programs that are designed to develop their skills, knowledge and understanding, on the same basis as students without disability and to have reasonable adjustments to ensure they are able to participate in education and training.	<ul style="list-style-type: none">• Enable students with disability to participate in learning experiences (including assessment and certification).• Consult with the Student or their associate.• Take into consideration whether the disability affects the Student's ability to participate in the learning experiences.



Student Support Services	
Students' Rights	Hair Assembly Responsibilities
<ul style="list-style-type: none">• Right to access Student support services provided by education institutions, on the same basis as students without disability. students with disability have the right to specialised services needed to participate in the educational activities they are enrolled in.	<ul style="list-style-type: none">• Ensure that students with disability are able to use general support services.• Ensure that students have access to specialised support services.• Facilitate the provision of specialised support services.
Harassment & Victimisation	
Students' Rights	Hair Assembly Responsibilities
<ul style="list-style-type: none">• Right to education and training in an environment that is free from discrimination caused by harassment and victimisation on the basis of their disability.	<ul style="list-style-type: none">• Implement strategies to prevent harassment or victimisation.• Take reasonable steps to ensure that personnel and students are informed about their obligation not to harass or victimise students with disability.• Take appropriate action if harassment or victimisation occurs.• Ensure complaint mechanisms are available to students.

Process for Considering Adjustments

Hair Assembly provides equitable access to all required educational and support services, so that no Student is disadvantaged regardless of their mode of study or location. Where there may be limitations regarding access to these resources, Hair Assembly provides clear advice in pre-enrolment information so all clients can make an informed choice about which RTO and course of study best meets their needs.

Hair Assembly embraces the responsibility of ensuring that all personnel acquire the knowledge and skills to relate to students without direct or indirect discrimination. All personnel are aware of and know how to use available Hair Assembly or external resources or be able to confidently refer students to appropriate tutoring and community support services.

All personnel continue to expand their knowledge or access and equity issues through induction processes when joining Hair Assembly, and in structured professional development on a regular basis (at least annually) in access and equity issues and resources.

Hair Assembly personnel have access to a range of access and equity materials designed to assist students in undertaking and completing courses and qualifications.

In assessing whether an adjustment to the course of the course or program in which the Student is enrolled, or proposes to be enrolled, is reasonable, Hair Assembly is entitled to maintain the academic requirements of the course or program, and other requirements or components that are inherent in or essential to its nature.



Consulting the Student

Before Hair Assembly makes an adjustment for the Student, the Student or their associate is consulted about:

- Whether the adjustment is reasonable; and
- The extent to which the adjustment would achieve the aims in relation to the Student; and
- Whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the student.

Deciding on an adjustment to be made

In deciding whether to make a particular reasonable adjustment for a Student, Hair Assembly:

- Assesses whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the Student; and
- Assesses whether the adjustment may need to be changed over the period of a Student's education or training.

A detailed assessment, which might include an independent expert assessment, may be required in order to determine what adjustments are necessary for a Student. The type and extent of the adjustments may vary depending on the individual requirements of the Student and other relevant circumstances. Multiple adjustments may be required and may include multiple activities.

Assessing reasonable adjustments

In assessing whether a particular adjustment is reasonable for the Student with a disability, Hair Assembly takes into account:

- The nature of the student's disability;
- The information provided by, or on behalf of, the Student about how the disability affects the Student's ability to participate;
- Views of the Student, or an associate of the Student, about whether a proposed adjustment is reasonable and will enable the Student with a disability to access and participate in education and training opportunities on the same basis as students without disabilities;
- Information provided by, or on behalf of, the Student about his or her preferred adjustments;
- The effect of the proposed adjustment on the Student, including the Student's ability to participate in courses or programmes and achieve learning outcomes;
- The effect of the proposed adjustment on anyone else affected, including Hair Assembly operations, personnel and other students; and
- The costs and benefits of making the adjustment.

In making a reasonable adjustment, Hair Assembly ensures that the integrity of the course or program and assessment requirements and processes are maintained.

Hair Assembly acts upon information about an adjustment in a timely way that optimises the Student's participation in education or training.

In meeting its obligations to provide reasonable adjustments, Hair Assembly may provide an alternative adjustment to the Student's preferred form of adjustment, if the alternative is effective in achieving the desired purpose.



Unjustifiable Hardship

Once a reasonable adjustment has been determined, Hair Assembly may consider if the adjustment would impose unjustifiable hardship on its operations.

In determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are taken into account including:

- The nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
- The effect of the disability of a person concerned; and
- The financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship.

In determining whether unjustifiable hardship applies, Hair Assembly:

- Takes into account information about the nature of the Student's disability, his or her preferred adjustment, any adjustments that have been provided previously and any recommended or alternative adjustments. This information may be provided by the Student, an associate of the Student or independent experts (or a combination of those persons);
- Ensures that timely information is available to the Student, or an associate of the Student about the processes for determining whether the proposed adjustment would cause unjustifiable hardship; and
- Ensures that these processes maintain the dignity, respect, privacy and confidentiality of the Student and the associates of the Student, consistent with the rights of the rest of the community.

Where a claim of unjustifiable hardship is made, Hair Assembly has taken into account all the financial and other resources that are reasonably available for the purpose of making any necessary adjustments for the Student, and the impact of those adjustments on its capacity to provide education of high quality to all students while remaining financially viable.

Hair Assembly considers all costs and benefits both direct and indirect that are likely to result, the Student and any associates of the Student, and any other persons in the learning or wider community, including:

- Costs associated with additional personnel, the provision of special resources or modification of the curriculum;
- Costs resulting from the Student's participation in the learning environment, including any adverse impact on learning and social outcomes for the Student, other students and teachers; and
- Benefits deriving from the Student's participation in the learning environment, including positive learning and social outcomes for the Student, other students and teachers, and any financial incentives, such as subsidies or grants, available to the provider as a result of the Student's participation.

Where Hair Assembly decides to rely on unjustifiable hardship, it ensures that a notice stating the decision and the reasons for the decision is given to the Student, or an associate of the Student, as soon as practicable after the decision is made.



Implementing Reasonable Adjustments

Hair Assembly takes reasonable steps to ensure that any adjustment required to be made is made within a reasonable time. Whether the time is reasonable depends, in particular, on whether and when the Student, or his or her associate, has provided:

- In a timely way, any relevant information in the possession of the Student or associate about how the disability affects the Student in relation to education or training; and
- The Student's or the associate's opinion about the matters.

Where reasonable adjustments are implemented, a detailed training and assessment plan including timetables, notes regarding the required adjustments, and any related communications regarding the adjustments is maintained in the Student's file.

SUPPORT SERVICES

The following support services are available and accessible for all students studying with Hair Assembly. Hair Assembly will provide students with contact details to refer any matters that require further follow up with relevant professionals.

Referral Service Available	Contact Details
Lifeline Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.	Phone: 13 11 14
Kids Helpline If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).	Phone: 1800 551 800
Drug Info DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms	Phone: 1300 85 85 84 www.druginfo.adf.org.au/contact-numbers/help-and-support



Referral Service Available	Contact Details
<p>Reading and Writing Hotline</p> <p>For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.</p>	<p>Phone: 1300 655 506</p> <p>www.readingwritinghotline.edu.au</p>
Referral Service Available	Contact Details
<p>Centrelink</p>	<p>Phone: 1800 057 111</p> <p>www.humanservices.gov.au/customer/dhs/centrelink</p>
<p>Australian Apprenticeship Support Network (AASN)</p> <p>Australian Apprenticeship Support Network handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AASN about this now.</p>	<p>Phone : 13 38 73</p> <p>australianapprenticeships.gov.au</p>
<p>QLD Subsidised students</p> <p>Hair Assembly can also access adaptive technologies and support services for QLD students learners with a disability through QLD DET's Skills Disability Support service.</p>	<p>http://www.training.qld.gov.au/training-organisations/inclusive-practices/disability-support/skills-disability-support.html</p>



Discrimination

Discrimination can be direct, indirect or systemic.

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Bullying & Harassment

Bullying is repeated, unreasonable behaviour directed towards an individual or a group of individuals that creates a risk to health and safety and is unlawful. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating intimidating or threatening. Examples of bullying may include (but are not limited to):

- A manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an individual or group of individuals in private or in front of their peers;
- An individual being treated less favourably by another individual or group of individual, including, but not limited to, bullying or intimidation; forcing an individual to participate in an "initiation" process; the playing of practical jokes or forcing an individual to undertake demeaning tasks;
- Sniggering or gossiping behind someone's back;
- Laughing at someone which is intended to make them feel uncomfortable or distressed;
- A manager setting unreasonable timelines or constantly changing deadlines for an individual to meet, or setting tasks that are unreasonably below or beyond a person's skill level; and/or
- Continuously and deliberately excluding someone from workplace activities including ignoring or keeping individuals isolated from relevant communications about work issues.

Hair Assembly is committed to providing a workplace and client services which are free from bullying, harassment and unlawful discrimination. Hair Assembly aims to ensure all those participating in the workplace and services are treated with respect, dignity and fairness with an aim of creating an environment which promotes positive working relationships.



Hair Assembly ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents and clients engaging in Hair Assembly's services.

Hair Assembly expectations are not limited to the workplace or working hours, and will include all work related events which includes, but is not limited to; lunches, client functions, meetings and conferences as well as social events.

Hair Assembly expectations relate to, but are not limited by the following types of communication:

- Verbal communication either over the telephone or in person in the workplace, and outside of it;
- Written communication including; letters, notes, minutes of meetings etc.;
- Internal and external electronic communication including:
 - Email;
 - Instant messaging services;
 - Internal intranet;
 - Faxes;
 - Social media and networking forums including; Facebook, LinkedIn, Twitter, Instagram, Snapchat and other forms of social media; and
 - Communications via text message.

In line with Hair Assembly's commitment to creating a workplace which is free from workplace health and safety risks and one which strives to create positive working relationships, all individuals are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between people and their circumstances;
- Ensuring they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace which includes all individuals;
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type;
- Adhering to the complaint procedure if they experience any bullying behaviour(s) personally;
- Reporting any bullying behaviour(s) they see happening to others in the workplace, or connected with the workplace in line with the complaint procedure; and
- Keeping information confidential if involved in any investigation of bullying.

Fair and reasonable management action taken in order to counsel an individual for instances of underperformance, investigating complaints made against personnel, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

All individuals are expected to adhere to the standards of behaviour contained herein at all times. Any individual who is found to have breached these expectations will be disciplined accordingly, which may lead up to, and include termination of employment. If a contractor of Hair Assembly is found to have breached these expectations, their contract stands to be terminated, or may not be renewed in the future.



Equity & Bullying Complaints

Any individual who believes that they have been subject to actions or words that may constitute discrimination or bullying should act upon such bullying as soon as possible by following the procedure set out below. Individuals who believe they have witnessed discriminatory or bullying behaviour by another individual in the workplace are also able to make complaints.

In the first instance, the aggrieved individual should, wherever practicable and if they feel comfortable doing so, attempt to amicably resolve the matter with the individual(s) who are alleged to have engaged in bullying. When confronting the issue, the individual should clearly state the offensive behaviour experienced, explain that the behaviour is unwelcome and offensive and ask that the behaviour does not continue. The person may not be aware that their behaviour or conduct was causing offense or was unwelcome.

This is not a compulsory part of the complaint procedure, and if an individual does not wish to confront the person directly, then this is not encouraged.

Where the alleged bullying involves the individual's direct manager and it is not practical for them to directly resolve the matter, they shall immediately notify the Chief Human Resources Officer who, with the individual's approval will endeavour to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

Informal Complaint Procedure

An informal complaint procedure includes a range of alternatives which can be applied in a flexible manner in order to address different complaints in consideration of the relevant circumstances. The informal complaint procedure is intended to be used for less serious allegations of bullying and instances which generally do not warrant disciplinary action being taken. An individual who is unsure of whether or not to make a formal or informal complaint may make an informal complaint first and decide if they want to escalate the complaint to a formal complaint.

Different options for handling informal complaints may include, but are not limited to:

- Hair Assembly relevant manager having a conversation with the alleged bully about the behaviour complained of; and
- Hair Assembly relevant manager having a meeting with the individuals concerned in an attempt to reach a resolution.

Formal Complaint Procedure

Where an individual wishes to lodge a formal complaint, they will be required to do so by communicating this in writing to the Compliance Manager.

A written complaint shall include the names of individuals concerned, details of the incident(s) and the names of any witnesses present.

Where a written complaint has been lodged, a formal investigation procedure will commence immediately.

Formal investigations may be conducted by the Compliance Manager or an external person who is appointed by Hair Assembly e.g. an independent mediator.



Regardless of whether the investigation is carried out by a Hair Assembly personnel member, or by an independent body/person, the investigator will aim to follow the procedure set out below:

- Clarify details of what took place and ensure that all necessary information is obtained;
- Identify the outcome the complainant is seeking;
- Discuss with the complainant their legal rights, including lodging a formal complaint with the relevant state or federal tribunal;
- Discuss the complaint made with the person/s accused of bullying; and
- Making a determination as to whether the alleged behaviour occurred and if it constituted bullying.

If Hair Assembly feels it is appropriate in the interests of health and safety of individuals concerned, and / or the efficiency of the investigation process, individuals may be requested to refrain from attending work / course services for a period of time whilst the investigation is underway. Alternatively, individuals may be given different duties or work to perform while the investigation is being conducted. Employees who are requested to do either of these will be paid at their normal rate of pay during this period.

Where it becomes apparent that the complaint made relates to conduct which constitutes misconduct or otherwise warrants disciplinary action, the investigator is to refer to the Discipline section of this manual for further action and resolution.

Whilst the investigator will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, Hair Assembly will alert the appropriate authorities. Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

Outcomes

The outcomes of a formal or informal complaint procedure will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation procedure suggest that an individual is guilty of bullying, appropriate disciplinary procedures will be followed in line with the Discipline Policy. The disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

Where the complaint involves a contractor or agent of Hair Assembly and an investigation process reveals that a person has engaged in unlawful conduct or other behaviour which is prohibited by this policy, those concerned may face termination of their contracts immediately, or will not be renewed in the future.

In addition to the remedies provided above, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- Providing training to employees concerned regarding bullying;
- Requiring employees who have breached this policy to apologise to appropriate person(s);
- Adjusting working arrangements where appropriate;
- Providing counselling to employees (complainant and the person complained of);
- Placing employees on performance improvement plans to ensure improved behaviour; and/or
- Providing coaching and mentoring.



Appeals Procedure

If any parties involved are unhappy with the outcome, or the way the complaint handling procedure was managed by Hair Assembly please contact the Hair Assembly Compliance Manager to discuss your concerns.

Once notified the Compliance Manager will conduct a review of the procedure followed, and the outcome issued, and make a final determination on the issue. Once this determination is made, the person who has made the appeal will be notified of the outcome and this determination will be final.

The following external bodies can also provide further information:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Human Rights Commission 02 6205 2222 http://www.hrc.act.gov.au
New South Wales	Anti-Discrimination Board of NSW 02 9268 5544 http://www.antidiscrimination.lawlink.nsw.gov.au
Jurisdiction	Contact Details
Northern Territory	Northern Territory Anti-Discrimination Commission 1800 813 846 http://www.adc.nt.gov.au
Queensland	Anti-Discrimination Commission Queensland 1300 130 670 http://www.adcq.qld.gov.au
South Australia	Equal Opportunity Commission SA 08 8207 1977 http://www.eoc.sa.gov.au
Tasmania	Office of Anti-Discrimination Commissioner Tasmania 03 6165 7515 http://www.antidiscrimination.tas.gov.au
Victoria	Victorian Human Rights Commission 1300 292 153 http://www.humanrightscommission.vic.gov.au



Western Australia	Equal Opportunity Commission WA 08 9216 3900 http://www.eoc.wa.gov.au
National	Australian Human Rights Commission 1800 620 241 https://www.humanrights.gov.au

CONSUMER PROTECTION

Australian Consumer Law

Hair Assembly maintains compliance with the national Competition and Consumer Act 2010 and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

Hair Assembly has implemented this Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of all clients. A designated Consumer Protection Officer has also been implemented:

Compliance Manager

1300 497 333

compliance@xseed.edu.au

Guarantee

As a course services provider, Hair Assembly supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

Hair Assembly ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Consumer Protection Strategy

Hair Assembly Obligations

Hair Assembly ensures it:

- Provides the training and support necessary to allow students to achieve competency;
- Provides a quality training and assessment experience for all students;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information – please refer to the Privacy section of this manual for further information;
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.



Clients Rights and Obligations

Hair Assembly clients have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access Hair Assembly's consumer protection complaints process.

Clients' obligations include:

- Providing accurate information to Hair Assembly; and
- Behaving in a responsible and ethical manner.

Cooling Off Period

Specifically, for unsolicited consumer agreements, clients have 10 business days to change their mind and cancel the Statement of Fees. During the cooling-off period Hair Assembly does not provide any services or accept any payment.

For agreements negotiated by telephone, the cooling-off period begins on the first business day after the client receives the agreement document. For other agreements, the cooling-off period begins on the first business day after the agreement was made.

A client may terminate an agreement verbally or in writing. The termination date is when the client gives or sends the notice.

Course Fees Agreement

Hair Assembly's Course Fees Agreement including Statement of Fees is transparent - expressed in plain language, legible and clear - and clearly states:

- The client's cooling-off and termination rights;
- The full terms of the agreement;
- The total fees payable, including fees for all additional items;
- The relevant Hair Assembly entities'
 - Business address (not a post box number);
 - Australian Business Number (ABN) or Australian Company Number (ACN); and
 - Fax number and email address, where they have these.
- Information regarding the impact of accepting government funding on future entitlements to funding under government subsidies

Consumer Protection Complaints

If an individual feels that Hair Assembly or one of its third party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their Hair Assembly representative in the first instance, before making a complaint.



The complaints handling process is as follows:

- The individual should make the complaint including as much detail about the issue as possible, in writing to Hair Assembly:
Hair Assembly Consumer Protection Officer
1300 497 33
info@xseed.edu.au
- Hair Assembly will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
- After considering this response, if the individual is still not satisfied they may escalate their complaint directly to the Consumer Protection Agency in the relevant jurisdiction for investigation:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Office of Regulatory Services 02 62073000 - fair.trading@act.gov.au
New South Wales	NSW Office of Fair Trading 13 32 20 - www.fairtrading.nsw.gov.au Smart & Skilled students Smart & Skilled students can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. 13 28 11 or 1300 77 21 04 enquiries@smartandskilled.nsw.gov.au Support is also available in person at a State Training Services Centre: www.training.nsw.gov.au/about_us/sts_contacts.html
Northern Territory	NT Consumer Affairs 1800 01 93 19 - consumer@nt.gov.au
Queensland	QLD Office of Fair Trading 13 74 68 - www.fairtrading.qld.gov.au/lodge-your-complaint
South Australia	SA Office of Business and Consumer Services 13 18 82 - www.cbs.sa.gov.au
Tasmania	TAS Consumer Affairs & Fair Trading 1300 65 44 99 - www.consumer.tas.gov.au/fair_trading
Victoria	Consumer Affairs Victoria 1300 55 81 81 - www.consumer.vic.gov.au
Western Australia	WA Department of Commerce 1300 30 40 54 - www.commerce.wa.gov.au



Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

www.asqa.gov.au - Phone: 1300 701 801

MARKETING & ADVERTISING

Hair Assembly enables informed choice for clients and students by providing clear and factual information, whether this is done directly or by a third party. Hair Assembly is responsible for all marketing or other material disseminated on its behalf, regardless of the channel or method used.

Hair Assembly is conscious of the national requirements for the marketing of nationally recognised training and ensures that the information used is accurate, clear and managed ethically. Hair Assembly is subject to all relevant consumer protection law that applies in any jurisdiction where it operates and ensures it honours all commitments it makes.

Hair Assembly's marketing or advertising material is consistent with its training and assessment strategies.

Hair Assembly ensures its marketing of AQF qualifications to prospective students is ethical, factual and accurately represents the services it provides and the training products on its scope of registration.

Pre-Enrolment Information

Hair Assembly provides extensive current and accurate information about its course services via publishing publicly on its website. This public information includes the relevant handbook for each stakeholder group that contains information about:

- Hair Assembly itself;
- Student rights & responsibilities;
- General regulatory and legislative compliance;
- Student attendance and behaviour expectations;
- Equity commitment;
- Work health and safety requirements;
- Privacy arrangements;
- Fees, charges and refunds;
- Language, literacy and numeracy arrangements;
- Recognition of prior learning (RPL) and credit transfer;
- Competency-based training and assessment processes;
- Complaints and appeals processes;
- Records, release of information and access to Student records;
- Cheating, plagiarism and discipline arrangements;
- Evaluation and feedback arrangements; and
- Further information contact details.



Course Services Information

Once a course information request, client expression of interest or course registration and application for enrolment has been received, Hair Assembly provides further current and accurate information to prospective students to enable them to decide if Hair Assembly as a training organisation and the relevant course service of interest is suitable for them, taking into account their existing skills and knowledge and any specific individual needs.

Hair Assembly ensures information provision for all course services is accurate and conforms to the planned training and assessment described in Hair Assembly's training and assessment strategies.

Prior to enrolment, Hair Assembly provides clear information to prospective clients via the Course Guide including the following:

- Full course code and title of the training product(s) of interest;
- Any relevant currency information, such as whether a qualification has been superseded or removed from a training package;
- Where the training and/or assessment will be undertaken, how long it will take and mode/s involved;
- Information regarding any entry requirements and/or specific requirements they need to meet to successfully complete the course program of interest;
- Any requirements of the client to provide any materials and/or equipment;
- Information about educational and support services available to students and any cost associated with them;
- Any limitations regarding access to educational and support services and resources;
- Whether the training includes mandatory work placements. If mandatory work placements are part of the training, clients are provided with clear information on who will arrange this, the duration and schedule applicable and what outcomes are expected of the work placement;
- Hair Assembly is responsible for the quality of the training and assessment during all course services in compliance with the VET Quality Framework and the Standards for RTOs 2015; and
- Hair Assembly is responsible for the issuance of AQF certification documentation the Student is entitled to as course services are undertaken.

Fee Information

Hair Assembly provides fee information to clients prior to enrolment, via the Statement of Fees. Please refer to the Fees, Charges and Refunds section of this manual for further information.

Consumer Rights

Hair Assembly informs prospective clients about their rights as a consumer in accordance with relevant state and territory laws. This includes information on cooling-off periods where relevant. Please refer to the Consumer Protection section of this manual for further information.

Hair Assembly informs prospective clients about its complaints and appeals processes that may be relevant for course services and other business activities. These processes include provisions for the lodgement of a complaint or appeal against any relevant third party engaged by Hair Assembly, and are outlined in the Hair Assembly relevant handbook for each stakeholder group.

Hair Assembly notifies clients as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to, or new third party arrangements Hair Assembly puts in place, for the delivery of services to specific clients; and
- A change in ownership of an RTO entity should that occur.

Notification occurs in writing, via letter, email or an amended Statement of Fees in cases where this is relevant.



Credit Transfer

As a component of the Pre-Enrolment Review process, Hair Assembly ensures students are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Credit transfer is a process that provides students with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies.

Where a Student provides suitable evidence they have successfully completed a unit or module at any RTO, Hair Assembly provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Hair Assembly is not obliged however to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs. In such cases, the student would be referred to the RTO issuing the majority of units required for that qualification to issue the qualification.

Note that providing credit for previous studies is not a Recognition of Prior Learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

Where a student provides evidence of completion of units that appear to be similar in name, but the current training package does not list those units as being equivalent to the current units, Credit Transfer will not be granted. In this case, however, it would be more appropriate to undertake an RPL process for existing skills accompanied by gap training and assessment.

Student Request for Credit Transfer

If a Student wishes to apply for Credit Transfer, it is mandatory that they complete the Credit Transfer / RPL Application Form and include appropriate evidence to support the Credit Transfer application.

All Credit Transfer applications must be supported by the appropriate evidence. This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating exactly the same code and title as those included in the Student application, or other documents of equivalence.

Where appropriate evidence is provided with the Credit Transfer application the Training Manager must grant the Credit Transfer. Where Credit Transfer is granted, the Student will be advised within five working days of completion of the assessment and the training program adjusted accordingly.

Where Credit Transfer is not granted, the Student will be notified in writing of the outcome within five working days of completion of the assessment. The written communication to the Student includes a reason for refusal, and information on how to lodge a complaint or appeal if desired.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and



- Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

RPL assesses this prior learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. RPL keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of everyday living in a continuum of learning throughout one's life.

In order to recognise prior learning it is necessary to:

- Compare the informal or non-formal learning the individual has achieved against the learning outcomes or performance criteria of the course or qualification for which the Student is using as a basis for seeking entry or the award of credit; and
- Determine appropriate evidence to support the claim of prior learning.

The processes used to assess RPL applications may take several (not mutually exclusive) forms, for example:

- Participation in exactly the same or modified versions of the assessment the Student would be required to complete as part of the full course;
- Assessment based on a portfolio of evidence;
- Direct observation of demonstration of skill or competence;
- Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification;
- Provision of examples of the Student's work drawn from the workplace, social, community or other setting in which the Student applies their learning, skill or competence;
- Testimonials of learning, skill or competence; and
- Combinations of any of the above.

Hair Assembly ensures that trainers and assessors remain current in their professional development and in their knowledge and understanding of issues related to recognition.

RPL Process

As a component of the Pre-Enrolment Review process, Hair Assembly implements a robust RPL process to ensure that:

- The uptake of RPL is encouraged and RPL processes are reviewed to streamline the RPL application process;
- Where possible, the Student is able to complete the qualification in less time;
- RPL information is provided to students prior to enrolment and prior to commencement of formal training delivery in a course program;
- RPL processes offered provide adequate information, support and opportunities for students to engage in the RPL process;
- RPL decisions are made prior to the commencement of the course, subject or unit for which the RPL is being claimed; and
- RPL assessment processes and procedures meet the same delivery and quality assurance requirements as all other assessment arrangements.

RPL Requirements

To achieve RPL, students must:

- Apply for RPL;
- Provide appropriate RPL evidence (including documents, demonstrations and interviews as may be relevant); and
- Have this evidence assessed as meeting all of the requirements of the entire Unit of Competency.



Where students have gaps, or require additional mentoring and support, RPL is not applicable. In these cases, learning is occurring, and a 'Competent' result is achieved on completion of assessment.

RPL Applications

It is mandatory that students wishing to achieve RPL with Hair Assembly complete a Credit Transfer / RPL Application Form and provide this form with their evidence submission for assessment. This application form ensures:

- The Application for RPL is recorded effectively;
- The start date for each Unit of Competency is correctly identified; and
- The appropriate declarations of authenticity of prior work are recorded.

EMPLOYER ENGAGEMENT

As a component of the Pre-Enrolment Review process, Hair Assembly ensures that employers or other parties who contribute to each Student's course services and outcome are informed and engaged in the training and assessment on the development, delivery and monitoring of training and assessment. This may include course services involving work placements, employer sponsored courses and apprenticeship or traineeship arrangements.

- All employers involved in Hair Assembly course services receive the NSW Department of Industry "Supervising your apprentice or trainee" handbook that provides a range of important information for employer involvement including:
 - Employer and RTO responsibilities;
 - The role of a workplace supervisor
 - Apprenticeship and traineeship arrangements
 - Assistance for coaching in the workplace
 - Description of what it means to be competent
 - Details of assessment,
 - Recordkeeping requirements
 - Resources to assist supervisors
 - Details of the roles of
 - The employer
 - The Australian Apprenticeship Support Network
 - Group Training organisations
 - The RTO
 - The apprentice / trainee
- Any relevant required release from work or study.

Hair Assembly ensures all students involved in workplace delivery have a range of processes and mechanisms implemented to engage the employer in the training and assessment process. This includes but is not limited to:

- Consultation prior to and during enrolment, and subsequent training and assessment sessions to gain input from the employer in areas such as the development of the training plan;
- Providing employer guidance on how to assist students to achieve competency through undertaking specific workplace tasks. This is undertaken through various contact and employer specific information and documents;
- Ensuring the assessment process is supported with supplementary evidence from the employer to contribute to the assessment outcome (such as Third Party Reports);
- Regular contact with the employer to confirm the Student's progress; and
- Formal evaluation processes to gain further feedback on the training and assessment processes provided.



TRAINING PLAN

All students are issued with a training plan which details each of the competencies to be completed as part of the course, the scheduled or anticipated start and end dates for the achievement of competencies, the trainer details, the employer details and the method of training and assessment to be undertaken.

Trainers will complete the Training Plan in consultation with the student and employer at the commencement of the course and will be responsible for updating the training plan throughout the progress of the course.

Each training event or workplace visit will be recorded on a Student Contact record, which will detail which units of competency were trained and assessed at each visit. It will also record the structured training being delivered in the workplace for the period. The Student Contact Record must be signed by the trainer, the Student and the employer as evidence that the training has taken place.

FEES, CHARGES AND REFUNDS

Hair Assembly undertakes to provide course services as outlined in client Course Fees Agreements including Statements of Fees.

Fees and Charges

Prior to enrolment, Hair Assembly notifies clients of a range of fee information in a Statement of Fees. This fee information includes:

- All fees payable to Hair Assembly, clearly describing all costs involved with the course;
- How and when fees must be paid;
- How to request a refund;
- The conditions under which a refund would be provided; and
- The Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.

This information forms part of the Statement of Fees. Information provided to clients is consistent with Hair Assembly course services arrangements.

Fee Arrangements

Hair Assembly fees are designed to minimise the impact of fees and charges, through flexible payment plans, dependent on service type. Hair Assembly is committed to cost efficiency for Recognition of Prior Learning (RPL) applications, and will at all times seek to complete RPL applications at the same cost or lower than normal course delivery costs.

Course Services Fees

All course services fees are published and available on the Hair Assembly website. Published fees information includes fee rates for each training product, including full fee for service, subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.



Student Support Services Fees

If any specific Student support options available attract an additional cost to the client, Hair Assembly makes this clear in pre-enrolment information and as a part of the Statement of Fees. Similarly, if there are limitations to the support Hair Assembly is able to provide to particular client cohorts, these limitations are also made clear in information provided to potential students.

Clear and accurate information on these items is included in the Hair Assembly's relevant handbook for each stakeholder group.

Incidental Expenses

For each qualification, Hair Assembly publishes on its website any additional costs that a Student will or may incur and ensure that students are aware of these costs prior to enrolment.

Hair Assembly provides the Student or employer (where relevant) with receipts for any monies collected by Hair Assembly for incidental expenses. Hair Assembly retains copies of receipts issued.

Embedded qualifications

In some cases a qualification may include all the units of competency required to complete a lower level qualification, an 'embedded' qualification. The Student may wish to be issued with a testamur for the lower level qualification in addition to the higher one they enrolled in.

In this case the Student has paid the fee for the higher level qualification. Hair Assembly charges an administrative fee to produce the additional testamur (set at \$385 including GST) but the Student is required to pay additional Student fees for the lower level qualification.

Repeated Assessment

Students are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial Student course fee. Hair Assembly does not levy additional fees for these attempts.

Withdrawal without penalty

Hair Assembly advises prospective students, prior to any fees being paid, of the 'withdrawal with no penalty' cut-off date. That is, the date by which the Student can withdraw and be refunded any fees paid on enrolment. Withdrawal without penalty does not apply once the first training session has been completed.



GOVERNMENT LOAN, FUNDING, SUBSIDY AND SUPPORT ENTITLEMENTS

In cases where students are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), Hair Assembly also provides advice on these arrangements prior to enrolment, via the Statement of Fees.

The total course fee for a government subsidised course is divided into two components:

- The tuition Fee (to the Student / employer / client); and
- Materials or resource fees payable by the student/employer which are non-refundable after commencement
- The Subsidy (paid by the relevant government body).

In cases of government funding or subsidy, the Statement of Fees also includes the approximate value of the contribution from government towards the qualification(s) in which the Student is considering enrolment.

Skills First

Skills First is an exciting initiative of the Victorian Government-to subsidise training for eligible Victorians to gain new skills or upgrade your existing qualifications. It aims to make vocational training more accessible to people who do not hold a post-school qualification, or to those who wish to gain a higher-level qualification.

Through Skills First, eligible applicants may access Victorian and Commonwealth government subsidised training for courses at Hair Assembly, making it much more affordable to study.

If you're an Australian citizen, Permanent Resident (holder of a permanent visa), or a New Zealand citizen wishing to train in Victoria, you may apply. Skills First subsidies are available if you are:

- Under 20 years of age or are enrolling into a course that is a higher level than your current highest qualification; and
- Commencing no more than two courses in this calendar year
- Are currently undertaking no more than two courses
- Have not commenced two courses at the same level as this course in a lifetime.

Refer to the Statement of Fees for details of the fees and charges for your chosen course and the Course Guide for full details of the course curriculum and requirements. Concessions on tuition fees may apply for holders of current and valid health care card or pension card. Concessions do not apply for materials fees or tool kits.

This training is delivered with Victoria and Commonwealth Government funding. Participants who access Skills First subsidised training programs must be aware that accessing this program may impact on their ability to access further government-funded programs in the future.

Third Party Fee Arrangements

Hair Assembly third party representatives do not collect fees on behalf of Hair Assembly.

Notifications and Guarantee

Hair Assembly notifies clients as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to, or new third party arrangements Hair Assembly puts in place, for the delivery of services to those specific clients; and
- A change in ownership of an RTO entity should that occur.



Hair Assembly guarantees that no additional charges will be imposed during the period covered by the Course Fees Agreement and Statement of Fees.

Recovery of Outstanding Student Fees

Hair Assembly collects all fees to be paid by the Student by the time they complete their subsidised training. Hair Assembly retains Student fees that it collects.

Hair Assembly has a robust process for the recovery of outstanding fees from a Student. The failure by a Student to pay a fee owing is considered to be a breach of discipline and can lead to penalties being imposed on the Student under Discipline arrangements.

One of the penalties that may be considered is the delay in release of results or testamur(s) as relevant to the Student until all fees are recovered. For significant Student debts, formal debt collection actions may also be undertaken.

Fee Concessions and Exemptions

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by Hair Assembly across jurisdictions.

Fee concession and exemption arrangements do vary depending on the jurisdiction and government support program available.

Fee Protection

Hair Assembly does not collect more than \$1,500 in prepaid fees (fees in advance) from students for the majority of course services. The requirements that apply to prepaid fees include all fees that a Student is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

Hair Assembly is only required to protect prepaid fees from individual students and prospective students. These requirements do not apply for other clients - for example, where an employer engages Hair Assembly to provide training and/or assessment to its personnel.

Refunds

Hair Assembly does not collect more than \$1500 in prepaid fees (fees in advance) from students for the majority of students. From time to time however a refund may be required for specific Student cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Hair Assembly's relevant handbook for each stakeholder group;
- Hair Assembly website; and
- As a part of the Course Fees Agreement and Statement of Fees completed with the client prior to enrolment.

Refunds may be paid automatically, or sought and negotiated on an individual basis with Hair Assembly, on a case by case basis.

Hair Assembly has publicly published on its website, and makes students aware of this Refund policy before enrolment.



Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision, and are often mandatory fees in the cases of publicly funded course services. In these cases, enrolment fees are non-refundable once the course service has commenced.

Co-enrolments

Hair Assembly charges a fee for each government subsidised course that a Student enrolls in, as relevant to the relevant government contractual requirements.

Refunds Prior to Course Services Commencement or Services Termination

Hair Assembly's general refund arrangements for all clients and all course services are as follows:

Refund Arrangements	
Fee for Service Course Services	
Withdrawal prior to commencement	Full refund of course services fees paid.
Withdrawal after course commencement	Refund of pro rata course services fees paid.
Government Subsidised Course Services	
Withdrawal prior to commencement of studies	Full refund of course services fees paid.
Withdrawal after course commencement	Refund of pro rata course services fees paid. Note: In all cases of a mandatory government enrolment fee in relevant jurisdictions, these fees are non-refundable once the course service has commenced.

Refunds Due to Non-Provision of Services

Course fees are to be refunded in full if Hair Assembly is unable to commence the course service as agreed due to a lack of minimum Student numbers or unforeseen circumstances.

Where Hair Assembly or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Hair Assembly default due to unforeseen circumstances, Hair Assembly will endeavour arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Hair Assembly will not refund fees paid.



Refund Arrangements	
Recognition of Prior Learning and/or Credit Transfer has been granted.	Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.
Hair Assembly is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course, as per the clients' preference.
Hair Assembly is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course, as per the clients' preference.

Refunds Due to Client Request / Hardship Application

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the Student's circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the Chief Executive Officer and shall be assessed on a case by case situation.

Where delivery has commenced, course fees have been paid and a client believes a special circumstance refund is warranted, the client may apply for a refund in writing to:

Compliance Manager

1300 497 333

compliance@xseed.com.au

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The client will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

Hair Assembly does not typically provide a refund in cases where a Student has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower Student fee.

All clients have the right to appeal a refund decision made by Hair Assembly. Please refer to the Complaints section for further information.

Third Party Refunds

If course services fees have been paid to Hair Assembly by a third party, any refunds payable will be remitted to that third party.



Statement of Fees

All prospective students, prior to enrolment, receive a Course Fees Agreement including Statement of Fees from Hair Assembly. This agreement makes a formal enrolment offer to the prospective Student and/or relevant supporting client, and includes all relevant fees, charges, refunds and government support information relevant to the Student's course selection.

Enrolment and Induction

Hair Assembly course services meet strict Student services standards, to maintain an exceptional standard of Student service, and meet compliance with the conditions and standards of the VET Quality Framework, Standards for RTOs 2015 and various other guidelines and contractual requirements.

Enrolment

Hair Assembly assesses all potential Student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the requested training product.

Where the enrolment of the Student would require unreasonable adjustments to the course program, the Student's admission for enrolment will not be processed. Decisions on the acceptance or otherwise of Student enrolment applications are free from bias and discrimination.

Confirmation of Enrolment

A Student's enrolment application into a course program is accepted and enrolment confirmed once:

- All pre-enrolment information has been provided and discussed;
- Student identity has been confirmed;
- Student individual needs assessment has been completed;
- Enrolment information collection has been completed and confirmed;
- Course entry requirements and admission requirements have been reviewed and confirmed;
- Any government subsidy or support eligibility process has been undertaken and concluded;
- Any final Pre Training Review processes are conducted; and
- A Statement of Fees has been completed and signed by all parties.

The date on which the Statement of Fees is completed and signed by all parties is confirmed as being the official date of enrolment.

Induction

Hair Assembly induction sessions with students may be individual or in groups, and include:

- Further explanation of course content, competency standards, timelines and stakeholders;
- Preparation and signing of the Training Plan; and
- Provision of initial course resources, information or activities.

Hair Assembly personnel conducting the induction process are responsible to ensure all paperwork is completed.



TRAINING SERVICES

Competency Based Training and Assessment (CBT&A) is a flexible form of training that aims to produce a workforce with the knowledge and skills which industry requires. Under CBT, we have competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Competency is a broad concept that includes all aspects of work performance and not only narrow task skills.

The dimensions of competency encompass:

- The requirement to perform individual tasks (task skills);
- The requirement to manage a number of different tasks within the job (task management skills);
- The requirement to respond to irregularities and breakdowns in routine (contingency management skills);
- The requirement to deal with responsibilities and expectations of the work environment (job role environment skills), including working with others.

Each Unit of Competency describes the work performed in the workplace. Students undertaking training and assessment receive a competent result when successful workplace performance is demonstrated.

Volume of Learning

Hair Assembly is required to develop and implement approaches, including providing access to suitable resources, facilities and trainers, to ensure students gain all relevant skills and knowledge.

The Australian Qualifications Framework (AQF) provides a guide to the volume of learning which describes how long a Student who does not hold any of the competencies identified in the relevant units of competency or modules would take to develop all the required skills and knowledge.

The volume of learning includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities. The amount of training provided by Hair Assembly is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

Training & Assessment Strategies

Hair Assembly develops a strategy (or strategies as relevant) for each training product it is registered to deliver. Different strategies may be developed for different delivery models or target groups.

Guarantee

Hair Assembly has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- Trainers and assessors to deliver the training and assessment;
- Provision of or referral to educational and support services to meet the needs of the Student cohort/s undertaking the training and assessment;
- Learning resources to enable students to meet the requirements for each Unit of Competency, and which are accessible to the Student regardless of location or mode of delivery; and
- Facilities, whether physical or virtual, and equipment to accommodate and support the number of students undertaking the training and assessment.



Hair Assembly meets all requirements specified in the relevant training package or VET accredited course for each training product delivered. Hair Assembly training and assessment strategies and practices, including the amount of training provided, are consistent with the requirements of training packages and VET accredited courses relevant to the training products being delivered, and enable each Student to meet the requirements for each Unit of Competency or module in which they are enrolled.

Hair Assembly determines the amount of training provided when documenting and implementing training and assessment strategies with regard to:

- The existing skills, knowledge and the experience of the Student target group;
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Training Delivery

Hair Assembly is committed to quality Student centred course services provision that meets each individual Student's needs. Hair Assembly personnel strive to ensure that their teaching meets this commitment and:

- *Provides a learning environment which recognises differences in students' ages, experiences, aptitudes, learning styles and background; and*
- *Incorporates flexible delivery methods based on students' needs.*

Services Delivery

Hair Assembly:

- Provides students with initial course materials and documentation within ten (10) days of finalising and signing their training plan;
- Delivers the training and assessment services in accordance with the training plan through the appropriate mode as identified in that plan;
- Where relevant, assists employer representatives to access appropriate materials to record achievements of the Student in the workplace;
- Monitors the progress of the Student throughout the program;
- Reviews progress of the Student at regular intervals - typically on a monthly basis;
- Provides additional support as planned or required; and
- Conducts training and assessment services in a safe and accessible environment.

If at any stage prior to commencing delivery of the structured training and assessment, Hair Assembly is unable to deliver the structured training and assessment identified in the training plan, it:

- Assists the Student to identify an alternative RTO;
- Manages the transfer of that Student to the new RTO with all appropriate records;
- In accordance with the Fees, Charges and Refunds policy, refund relevant fees paid by the Student; and
- In the case of students under a training contract, notify the relevant STA that it will no longer be providing training relating to that particular qualification outcome and provide information confirming that the Student has been transferred to another RTO.



Flexible Delivery Methods

Hair Assembly provides a structured framework and learning pathways for students involved in flexible delivery methods.

A turnaround policy of 'within one working day' is in place for all client queries, whether in verbal or written format. All Hair Assembly personnel strive to meet this client expectation.

An assessment turnaround policy of 'within fourteen (14) days' is also in place for the assessment and return of assignments, recognition portfolios and other Student documentation, to ensure that students receive accurate and timely information and feedback as they complete their course.

Workplace Delivery

In the case of workplace delivery, many of the required resources for course services may be readily available. Hair Assembly confirms all resources required for delivery are available using the Workplace Resources Checklist.

Where workplaces do not have access to all required resources Hair Assembly addresses resource gaps through a variety of options including:

- Provision of additional resources;
- Placement of the Student in a simulated or alternate workplace environment; or
- Provision of alternate elective unit options that better reflect the workplace environment.

Providing Student Support

Hair Assembly embraces the responsibility of ensuring all students are supported in acquiring the knowledge and skills sought through their training and assessment program. Hair Assembly determines the support needs of individual students prior to enrolment and ensures access is provided to the educational and support services necessary for the individual Student to meet the requirements of the training product as specified in training packages or VET accredited courses.

All Hair Assembly personnel are aware of available internal or external resources, or are able to confidently refer students to appropriate tutoring and community support services. For further information, please refer to the Meeting Individual Student Needs section of this manual.

Work Placements

Hair Assembly organises and administers work placements to students during course services where required. The opportunity of work placement provides:

- The Student with the opportunity to gain real world experience in their chosen industry;
- The Student to gain initial access to a potential future employer; and
- The host employer to support and 'test' a Student as a potential employee.

Workplace learning programs are to achieve curriculum outcomes and enhance the vocational, educational and social development of students.

Hair Assembly ensures that students with special needs are provided with opportunities on the same basis as other students. This includes identifying and liaising with the workplace around adjustments and accommodations that students with disabilities may require.



Relevant National Criminal Checks or Working with Children Checks

If students are entering an industry requiring a character check (for example, aged care or children's services):

- Students are made aware of the requirement prior to enrolment, including the process and costs to secure the relevant check;
- Checks should be processed by students as soon as practicable after course enrolment, so that they have received their police check in time for their work placement (the processing time can be up to six weeks); and
- Students may select an industry area without this requirement for their placement, or opt out of placement altogether, instead of undergoing the required check, but only in cases where the work placement is not a mandatory component of the course services.

STUDENTS TRANSFERRING, DEFERRING OR DISCONTINUING

Withdrawals

If a current student is thinking of withdrawing from study, the student should contact the Hair Assembly Student Support Centre for specific support and advice on their individual situation

If a student wishes to withdraw from a unit/subject or a course, they can do so at any time.

Notification of withdrawal can occur in any written form, including but not limited to email, letter or form. Key contact details for withdrawal include:

info@xseed.edu.au

570 St Kilda Road Melbourne

Hair Assembly ensures there are no financial, administrative or other barriers that would result in a student not being able to withdraw from a VET unit of study on or before the census date.

If, on or before a census date, a student gives notice to Hair Assembly that he or she wishes to withdraw from a VET unit of study or cancel his or her enrolment in the VET unit of study or VET course of study or cancel their request for Commonwealth assistance, Hair Assembly ensure the student is not enrolled in that VET unit of study or VET course of study from the time of notification.

Notification of withdrawal can occur in any written form, including but not limited to email, fax, letter or form.

If a student withdraws from a VET unit of study, Hair Assembly does not enrol that student in subsequent unit/s of study without written instructions from the student and the provider must have a process in place for the student to select, initiate or request enrolment in subsequent VET unit/s of study.

Hair Assembly publishes on its website and make readily available its withdrawal procedures.

Hair Assembly does not charge a student any fine, penalty or fee to allow the student to withdraw from a course or unit of study.



Student Transfer Out Process

If a Student elects to transfer to Hair Assembly from another registered training organisation, Hair Assembly provides advice to the Student as soon as practically possible.

Where the enrolled Student elects to transfer out, Hair Assembly:

- Provides options for continuing training, which may include:
 - Refers the Student to relevant government authorities to identify an alternative RTO who can provide Subsidised Training;
 - The enrolled Student opting to remain and continue training on an alternate basis or arrangement; or
 - Suggesting an alternative Provider.
- Issues Statements of Attainment/Qualification credentials reflective of their actual training and assessment progress to date;
- Issues an updated Training Plan listing all units of competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- Ensures any refunds owed are paid;
- Return results of any outstanding completed training activities and/or assessments to the Student;
- Submits any government reporting required; and
- If the Student is an Apprentice or Trainee, follows the process required for the change of RTO named on the Training Contract.

Hair Assembly keeps records of all requests for/notices of discontinuation or keep a file note or log of such requests/notices together with evidence of all discontinuations made including evidence that it fulfilled its obligations above.

Student Transfer In Process

A Student transferring in to Hair Assembly is treated as a new Student and Hair Assembly carries out all standard enrolment processes.

Students Deferring Training

If a Student indicates that they wish to defer their studies, Hair Assembly makes every effort to assist students to continue training where possible.

If a Student proceeds with the deferral of their studies, Hair Assembly only permit a deferral of no more than twelve (12) months from the date of receipt of notice from the Student.

Hair Assembly advises students of the fee implications of deferring their studies in accordance with the individual's relevant fee arrangements.

Students who do not recommence studies within a twelve (12) month period of deferral are considered to have discontinued their studies with all records and reports processed as per the discontinuance process below.

Hair Assembly keeps records of all requests for/notices of deferral or keep a file note or log of such requests/notices together with evidence of all deferrals made.



Discontinuing Students

If a Student indicates they wish to discontinue their studies without completing their course, Hair Assembly ascertains if the reason for discontinuing relates to the performance of Hair Assembly.

If that is the case, Hair Assembly ensure that reasonable efforts are made to address concerns of the Student related to the delivery and assessment of training.

If a Student proceeds to discontinue their studies, Hair Assembly

- Attempts to obtain formal notification from the Student of the date their studies will end;
- Provides any refund of any applicable fee;
- Gives the exiting Student a statement of fees that includes all fees applied and any fees refunded, if applicable;
- Issues the Student with a Statement of Attainment and associated transcript for completed units of competency;
- Updates the Training Plan listing all units of competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- Provides the updated Training Plan to the Student;
- Returns results of any outstanding completed training activities and/or assessments to the Student;
- For Apprentices or Trainees, notifies the relevant AASN and government authorities within 14 days of notification of the discontinuation of training; and
- Finalises any other government reporting requirements.

Hair Assembly keeps records of all requests for/notices of discontinuation or keep a file note or log of such requests/notices together with evidence of all discontinuations made.

APPRENTICESHIPS & TRAINEESHIPS

Apprenticeships and traineeships offer many benefits to employers and employees. Employers can develop an employee who is trained to understand the specific requirements of their workplace and has the skills that match business objectives. Employees have the chance to gain valuable work experience, develop skills and acquire a nationally recognised qualification.

Employee & Employer Agreement

Both parties understand that there is a formal agreement to train the Australian Apprentice known as the National Training Contract that sets out the legal obligations binding on the employer and the employee.

Both parties enter into the employment and training arrangement with a commitment to mutual respect, honesty and fairness. Both parties agree to determine the qualification and the competencies that the employee is working to attain.

Both parties have a clear understanding of their contractual obligations including the duration of the training contract. Both parties are clear about available dispute resolution avenues and understand what is required to terminate the contract.



The employer will:

1. Meet legal obligations. This involves:
 - Conforming with relevant Commonwealth and State/Territory legislation, including that relating to apprenticeship/traineeship arrangements.
2. Provide a safe working environment. This involves:
 - Providing a safe workplace, free from workplace, verbal, physical, racial and sexual abuse;
 - Ensuring that all Workplace health and safety requirements are addressed; and
 - Provision of an appropriate introduction to the workplace, stressing Workplace health and safety requirements essential to workplace safety.
3. Support structured training. This involves:
 - Providing opportunities to develop knowledge and skills;
 - Lodging training contract documentation with the relevant authorities;
 - Participating in the development of the training plan and providing facilities and expertise to assist in the training of the trainee/apprentice in the agreed qualification (this may include on-the-job training, supervision from competent people, mentoring, or time off for off-the-job training);
 - Ensuring that a record of training is maintained; and
 - Ensuring that the relevant authorities are notified on the completion of the training contract, or advising them in instances where the training contract is in danger of not being completed.
4. Provide supervision and support. This involves:
 - Providing the trainee/apprentice with a nominated workplace supervisor and could involve a coaching or mentoring arrangement, especially for trainees/apprentices with little experience of work; and
 - Being mindful that trainees/apprentices under the age of 18 are minors, and that their parents or guardians have legal responsibility for them.
5. Advise Trainee/Apprentices of their rights and responsibilities. This involves:
 - Ensuring that trainees/apprentices are encouraged to raise issues and problems both in the workplace and with Hair Assembly;
 - Advising trainees/apprentices of entitlements, such as wages and conditions;
 - Ensuring that the trainee/apprentice is aware that help and assistance is also available from the relevant State/Territory Training Authority; and
 - Providing comprehensive induction processes for commencing trainees/apprentices to ensure that they are aware, from the time of commencement, of the proposed training program, workplace safety requirements and their rights and responsibilities.

The trainee/apprentice will:

1. Be aware of and make a commitment to fulfil work responsibilities. This involves:
 - Attending and performing work in a professional and courteous manner in accordance with the employer's requirements;
 - Taking care of workplace property and resources;
 - Respecting the rights of other Australian Apprentices and employees in the workplace;
 - Remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer; and
 - Consent from a parent or guardian, if you are less than 18 years of age.
2. Be aware of and make a commitment to fulfil training responsibilities. This involves:
 - Making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required;
 - Participating in the development of the training plan;
 - Attending training sessions or supervised workplace activities and taking advantage of learning opportunities; and
 - Maintaining a record of training.



Hair Assembly Responsibilities

Hair Assembly confirms its responsibilities under National Training Contract arrangements as follows:

- Confirm the employer's capacity to train;
- Provide training as nominated on the Training Contract to full time or part time Apprentices/Trainees.
- Make all reasonable provisions for the Apprentice/Trainee to achieve all competencies required for the Structured Training within the nominal duration of the Training Contract
- Advise the Apprentice/Trainee and their employer that an application for an extension to the term of the Training Contract must be made if they are unable to complete the Structured Training prior to the nominal completion date of the Training Contract (this application should be lodged by the employer via the relevant AASN).

Delivery Practices

Hair Assembly does not commence Structured Training before:

- The commencement date of the Training Contract;
- Creation of the State Training Authority record or approval (as relevant in each jurisdiction); and
- The trainer has contacted the employer/workplace supervisor of the Apprentice/Trainee to:
 - Outline the supervisor's responsibilities;
 - Outline the purpose of further contacts; and
 - Develop the Training Plan (in conjunction with the Apprentice/Trainee).

Structured training

Hair Assembly may deliver structured training within one or a combination of both of the following modes:

- Off-the-job Structured Training refers to training that is conducted by Hair Assembly personnel at an Hair Assembly training site or nominated training facility; and/or
- Workplace based Structured Training refers to training that is conducted by Hair Assembly training staff at the Apprentice/Trainee's workplace. The Apprentice/Trainee must be withdrawn from regular work duties in order to participate in the training.

For every Apprentice/Trainee who is undertaking some workplace based training, Hair Assembly:

- Conducts a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
- Makes a minimum of four contacts per year (at least one in each calendar quarter) with the employer in person, in writing or electronically to discuss the Apprentice/Trainee's progress against the Training Plan and obtain employer confirmation in writing of the Apprentice/Trainee's competence in the workplace;
- Obtains verification of the face to face visits by acquiring the dated signature of the employer/workplace supervisor and Apprentice/Trainee;
- During the course of the visit:
 - Meets with the Apprentice/Trainee to discuss progress in relation to the Training Plan;
 - Delivers training and/or assessment in accordance with the Training Plan; and
 - Documents the training and/or assessment provided in reference to the competencies;
- Ensures withdrawal time from routine work duties for Structured Training activities, as follows:
 - At Certificates III and above, a minimum of three hours per week, averaged over a four week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training);
 - At Certificates I and II a minimum of one and half hours per week, averaged over an eight week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training); and
 - A maximum of 40 hours of the annual withdrawal time may be delivered as block training within the first 3 months of training for all certificates. This training should focus on compliance and regulatory units and generic skills.



- Where an employer/supervisor is not allowing the Apprentice/Trainee to be withdrawn from routine work duties for the applicable minimum specified time, report the non-compliance if initial consultation with the employer/supervisor does not resolve the issue.
- Make monthly contact by either e-mail, phone with both the Apprentice/Trainee and the workplace supervisor to:
 - Monitor and document the progress of training against the Training Plan;
 - Monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
 - Document the dates and time periods logged as withdrawal time in the previous month.

Progress

Hair Assembly keeps employers, and their trainees and apprentices, informed of an apprentice's progress toward completing their apprenticeship qualification.

Some industrial arrangements increase an apprentice's wages based on the apprentice's progress through their apprenticeship (typically at 25, 50 and 75 percent through the apprenticeship). Most Modern Awards with these provisions require the employer to notify Hair Assembly within 21 days if they disagree with the assessment.

These industrial arrangements relate to the employment relationship and do not remove the requirement for Hair Assembly to continue to seek employer confirmation of competency.

Competency Based Training and Completion requirements

For all Trainees, and Apprentices, Hair Assembly may issue the qualification only when:

- All competencies of the Structured Training have been achieved; and
- The employer has returned written confirmation of the Apprentice/Trainee's competence in the workplace (if the employer is a GTO, final confirmation must be from the GTO, not the host employer). Hair Assembly retains the written confirmation of the Apprentice/Trainee's competence from the employer for audit purposes; and
- Hair Assembly has given clear advice to the employer that final confirmation completes the Training Contract.

ASSESSMENT SERVICES

Hair Assembly has implemented an assessment system that ensures that assessment (including recognition of prior learning):

- Complies with the assessment requirements of the relevant training package or VET accredited course; and
- Is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment and the Rules of Evidence.

Assessors are persons who assess a Student's competence.

Hair Assembly has developed and implemented a rigorous assessment system to ensure:

- Assessment judgements are consistently made on a sound basis; and
- Validation of assessment judgements is carried out.



The assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents that inform the way assessment is conducted within Hair Assembly.

For a Student to be assessed as competent, Hair Assembly ensures the Student demonstrates their:

- Ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations;
- Understanding of what they are doing, and why, when performing tasks; and
- Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

All students:

- Are assessed against all of the tasks identified in the elements of the unit or module;
- Demonstrate they are capable of performing these tasks to an acceptable level;
- Must demonstrate they hold all of the required skills and knowledge, as specified in the unit or module assessment requirements.

EVIDENCE

Evidence of Participation

All Hair Assembly nationally recognised course services require participation evidence to be retained on file for each Unit of Competency. This evidence is used for confirmation of enrolment, confirmation of participation and financial billing requirements across a wide range of Student contracts in all jurisdictions.

Assessment Evidence

All Hair Assembly nationally recognised course services require assessment evidence to be retained on file for each Unit of Competency. This evidence is used to record the assessment process and result, confirming how Hair Assembly personnel came to their decision to award competency or other result.

Hair Assembly maintains compliance with ASQA's General direction: Retention requirements for completed assessment Student assessment items and other contractual obligations in relation to the retention of assessment evidence.

Hair Assembly securely retains and is able to produce in full audit if requested to do so all completed Student assessment items for a Student for a period of two (2) years from the date on which the Student completed or withdrew from their course program.

Completed Student assessment items refers to the actual piece(s) of work completed by a Student or evidence of that work, including evidence collected for an RPL process. An assessor's completed marking guide, criteria, and observation checklist for each Student may be sufficient where it is not possible to retain the Student's actual work.

However, the retained evidence must have enough detail to demonstrate the assessor's judgement of the Student's performance against the standard required.



DISCIPLINE

Hair Assembly is committed to the principle of ensuring that every Student has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals.

Student Responsibilities

Each Hair Assembly Student is expected to:

- Treat other students and Hair Assembly personnel with respect and fairness;
- Follow any reasonable direction from Hair Assembly personnel;
- Be punctual and regular in attendance;
- Refrain from using mobile phones in workshops;
- Refrain from excessive or offensive swearing;
- Return Hair Assembly equipment / materials on time;
- Observe normal safety practices, such as wearing approved clothing and protective equipment;
- Refrain from smoking in Hair Assembly buildings and designated areas; and
- Submit assessment events by the due date or seek approval to extend the due date.

Hair Assembly Student must not at any time:

- *Harass fellow students or Hair Assembly personnel;*
- *Damage, steal, modify or misuse property (including electronic records);*
- *Be under the influence of alcohol or drugs;*
- *Engage in any other behaviour which could offend, embarrass or threaten others; or*
- *Engage in plagiarism, collusion or cheating in any assessment activity.*

Cheating & Plagiarism

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious acts and may result in a students' exclusion from a unit, module or a course overall. Where a Student has any doubts about including the work of other authors in their assessments, they should consult with their Hair Assembly trainer and assessor.

The following list outlines some of the activities for which a Student can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally;
- Handing in assessments markedly similar to or copied from another Student;
- Presenting the work of another individual or group as their own work; and
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Students are required to submit a signed cover sheet with every assessment. This includes a declaration that all work submitted is their own work except where there is clear acknowledgement or reference to the work of others.



Breaches

Breach of discipline means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work, or is in breach of the Hair Assembly's expectations.

A Student commits a breach of discipline if she/he:

- Assaults a person on the premises of the Hair Assembly training site or nominated facility;
- Unlawfully removes, damages or uses any property of another person or Hair Assembly;
- Obstructs personnel of Hair Assembly in the performance of their duties;
- Obstructs the teaching / training of a group or an assessment activity;
- Commits or engages in any dishonest or unfair act in relation to an assessment activity, such as plagiarism or cheating;
- Wilfully disobeys or disregards any lawful order or direction given by a member of personnel;
- Enters part of the Hair Assembly 's premises when directed not to do so by a member of personnel;
- Fails to leave part of the Hair Assembly 's premises when directed to do so by a member of personnel;
- Fails to return Hair Assembly property or pay replacement costs when instructed to do so;
- Fails to pay financial commitments to Hair Assembly;
- Enters part of the Hair Assembly's premises whilst under the influence of alcohol or a drug;
- Engages in any unlawful activity on the Hair Assembly 's premises such as using, possessing or supplying any prohibited drug, substance or weapon;
- Discriminates against a person on the grounds of the person's age, race, sex, sexuality, gender, marital status, physical or intellectual disability, background or religion;
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group; or
- Commits any other act which could reasonably be considered to be in breach of Hair Assembly expectations.

Addressing Breaches

Hair Assembly personnel and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones. Any individual who believes that a breach of discipline has occurred should report the breach of discipline to Hair Assembly without delay.

1. All cases of breach of discipline committed by a Hair Assembly representative must be reported to the Compliance Manager.
2. In the case of a Student breach, the breach must be reported to Hair Assembly's Compliance Manager in writing with the following information:
 - Student name and program;
 - Description of the breach of discipline;
 - Damage or inconvenience caused by the breach;
 - Level of cooperation given by the Student;
 - Witnesses to the breach; and
 - Evidence available to support the claim of a breach.
3. If appropriate, the Student can be ordered off the Hair Assembly's premises for the remainder of the day on which the breach takes place. Circumstances where it may be appropriate to exclude the Student from the Hair Assembly's premises include serious cases of breach of discipline such as violence, abusive behaviour, discrimination, vandalism or willful disobedience of a personnel direction.

In situations of greater urgency, such as cheating or violence, an oral report may be made to Hair Assembly's Compliance Manager in the first instance, followed by the written report as soon as practicable thereafter.

4. Within two working days of the report, the Compliance Manager will speak to the Student concerned, in the presence of the relevant member of personnel if possible and if not then in the presence of a third party chosen by the Compliance Manager.



The Student may also have a representative present to act as a witness to the discussion. Where appropriate, the students are cautioned and advised of the possible consequences and the grounds for such report. Confidentiality of all meetings is maintained.

5. Hair Assembly's Compliance Manager may apply any of the following penalties where satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:

- A verbal or written reprimand;
- A requirement to attend counselling at a specified time and place;
- Payment of compensation by Student for damages or loss of resources;
- Restitution of property removed or damaged;
- Use of specified equipment only in accordance with certain conditions (for a set period); or
- Exclusion from Hair Assembly.

Attempts are to be made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedures is invoked.

6. Any penalty imposed is communicated to the Student in writing within five days of the meeting. The Student is also advised of the right to appeal the penalty under Hair Assembly Complaints arrangements.

COMPLAINTS

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Hair Assembly undertakes to provide a mechanism allowing allows for the fair and equitable resolution of any issues.

Hair Assembly complaints process is available to manage and respond to allegations involving the conduct of:

- Hair Assembly, its trainers, assessors or other personnel; or
- A Hair Assembly contracted third party providing services of Hair Assembly, including the third party representatives trainers, assessors or other personnel; or
- A Student of Hair Assembly.

Allowing students to easily engage with the personnel of Hair Assembly about any concerns they have can stop minor issues becoming larger.

Hair Assembly's complaints process is publicly available on the Hair Assembly website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where Hair Assembly uses third parties to deliver services, complaints information is also made available to prospective clients of these third party representatives.

Hair Assembly's complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Hair Assembly, or anyone who has allegations made against them, to tell their side of the story before a decision is made.



Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from students;
- Academic matters from Employers
- Non-academic matters from students; and
- Non-academic matters from Employers
- Non-academic matters from persons seeking to enrol with the Hair Assembly in a VET course or unit of study.

1. In the first instance a Student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Hair Assembly management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to Hair Assembly in writing. Complaints are to include the following information:

- Submission date of complaint;
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint; and
- Any other relevant information or attachments (if applicable).

3. The Hair Assembly Compliance Manager will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.

4. The Compliance Manager will investigate the complaint, or refer the matter to appropriate Hair Assembly personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.

In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Hair Assembly Chief Executive Officer.

7. Escalated complaints are to include the following information:

- Submission date of complaint;
- Name of complainant;
- Nature of complaint;
- Reasons why the complainant is not satisfied with the outcome of the original complaint; and
- Any other relevant information or attachments (if applicable).

8. The Hair Assembly Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.

9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by Hair Assembly. The default external body will be drawn from accredited LEADR practitioners in the relevant region / context of the complaint:

LEADR – Association of Dispute Resolvers

1800 651 650

www.leadriama.org

In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.



10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the Hair Assembly Chief Executive Officer. In this situation, the Chief Executive Officer will:
 - Acknowledge receipt of the escalated complaint in writing within five working days; and
 - Refer the matter to an external dispute resolution process by a body appointed for this purpose by Hair Assembly.
 - Hair Assembly will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
 - The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.
12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the Complaints Register.

If the internal or external complaint handling or appeal process results in a decision that supports the student, Hair Assembly immediately implements any decision and/or corrective and preventative action required and advises the student of the outcome.

At all times records of complaints and grievances are maintained confidentially. Hair Assembly retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.



Complaints Key Contacts

If the Student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
Australia Skills & Quality Authority (ASQA)	1300 701 801 enquiries@asqa.gov.au
ACT Department of Education & Communities	www.det.act.gov.au
NSW Department of Education & Training	www.training.nsw.gov.au
NT Department of Education and Training	www.det.nt.gov.au
QLD Department of Education, Training & Employment	www.training.qld.gov.au
SA Department of Further Education, Employment, Science and Technology	www.training.sa.gov.au
Skills Tasmania	www.skills.tas.gov.au
Victorian Department of Education & Training	www.skills.vic.gov.au
WA Department of Training and Workforce Development	www.dtwd.wa.gov.au

Improvement Actions

Hair Assembly confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Hair Assembly endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an Improvement Record. Hair Assembly maintains a Continuous Improvement Register for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.



ASSESSMENT APPEALS

Hair Assembly provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to Hair Assembly's complaints processes.

Hair Assembly's appeals process facilitates requests for a review of decisions, including assessment decisions, made by Hair Assembly or a third party representative providing services on Hair Assembly's behalf.

Hair Assembly's appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Hair Assembly, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Hair Assembly's process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a Student objects to actions taken or decisions made by Hair Assembly personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Students also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

Appeals Process

Hair Assembly's appeals process is publicly available on the Hair Assembly's website.

1. Before making a formal appeal, students are required to discuss the matter with the relevant Hair Assembly personnel in an effort to reach an agreement. Hair Assembly personnel will undertake to reassess the decision that has been made.
2. If a Student is still unhappy, they must lodge a formal appeal in writing to Hair Assembly Compliance Manager.
3. Upon receiving a formal appeal, Hair Assembly Compliance Manager will:
 - Acknowledge receipt of the appeal in writing within five working days; and
 - Appoint an independent member of personnel as a third party to try to resolve the issue. Any decision recommended by the third party is not binding to either party.

The independent member will review the information provided by all parties and either reject or uphold the appeal. The Student will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

4. If a Student, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Hair Assembly Chief Executive Officer. The Hair Assembly Chief Executive Officer will:
 - Acknowledge receipt of the further appeal in writing within five working days; and
 - Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the Student. This second registered training organisation will:
 - Uphold the appeal;
 - Reject the appeal; or
 - Recommend further evidence gathering by either party.

The Student will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.



5. If a Student, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:
- Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship based course; or
 - Alternatively, to the Australian Skills & Quality Authority (ASQA) via the appropriate process.

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

All stages of the appeals process are documented and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Each appeal and its outcome is recorded in writing and stored on the Appeals Register. This register is located on the Hair Assembly Portal available at:

<https://xseed.rtomanagement.com/lennox/>

Improvement Actions

Hair Assembly confirms its commitment to investigate and act on any appeal raised, and also to take appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, Hair Assembly endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are raised via an Improvement Record. Hair Assembly maintains a Continuous Improvement Register for recording the receipt and management of improvement records.

Once improvement records are raised, activities review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

EVALUATION

Hair Assembly systematically evaluates and uses the outcomes of the evaluations to continually improve its training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data, validation outcomes, client, trainer and assessor feedback and complaints and appeals.

Hair Assembly is committed to ensuring quality delivery and assessment of all training. The formal evaluation process is a major strategy in the continual improvement of all service provision. The following process is exercised for all course services undertaken by Hair Assembly:

Ad Hoc Feedback

All clients are encouraged to bring any issues of concern they may have to the attention of appropriate personnel as soon as possible. This ensures the ability for Hair Assembly to address any immediate areas of concern.

Resources Feedback

All Hair Assembly resources note and include the request for students to provide ad hoc feedback as may be relevant to the feedback@hairassembly.edu.au email address for review and action.



Evaluation Review & Actions

Any issues arising from the evaluation process that cannot be dealt with in the training environment by relevant Hair Assembly personnel are referred to Hair Assembly management to be rectified in accordance with the appropriate resolution processes.

All surveys collected are systematically processed for analysis for both Hair Assembly internal KPIs and also VET Quality Framework Quality Indicator data reporting.

QUALIFICATIONS ISSUANCE

Hair Assembly entities issue AQF certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Hair Assembly has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the Student has completed all requirements. While Hair Assembly delivers at multiple locations, it has centralised issuance of certification to strengthen these controls.

Qualifications are issued directly to the student at the nominated student address provided at enrolment or notified as their preferred postal address thereafter. The testamur will not be provided to the employer even if the employer has paid tuition or other fees on behalf of the student.

Qualifications will be issued within 30 days of the completion of the final unit of competency in the qualification, which includes employer confirmation of workplace competency in the case of apprenticeships and traineeships. If there are any outstanding fees at the time of issuance of the qualification, Hair Assembly will only deliver the testamur once the outstanding fees have been paid.

Fraud Prevention

Hair Assembly confirms its responsibility for authentication and verification of a Student's certification and statement of attainment documentation.

Hair Assembly has mechanisms in place to reduce fraudulent reproduction of its certification. All Hair Assembly entities documentation includes the Hair Assembly seal and logo. Additional fraud prevention measures implemented include:

- Printing documentation on commercially printed shells that make it clear when a document is not the original;
- Using an embossed seal;
- Using document numbers for verification purposes; and
- Including information about what security measures are used on Hair Assembly's website (with references to this information on the documents).

Third Parties

Hair Assembly does not allow third parties to create qualifications or statements of attainment on behalf of any Hair Assembly entity.

Hair Assembly may include additional relevant information on AQF certification documentation, including the name and/or logo of a third party involved in the training and assessment. Whenever used, Hair Assembly ensures such information is accurate and does not introduce confusion about which organisation is issuing the certification.



Reissue of Testamur Documentation

Hair Assembly ensures that current and past students are able to access records of their achievements.

All Hair Assembly students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system.

Where a Student's achievements have not been recorded through the USI system, Hair Assembly has processes in place to ensure that this student can access re-issues of their testamur documentation via a written request.

A fee of \$66.00 including GST per request applies to all re-issue of documentation requests. All documentation re-issues occur within twenty-one (21) calendar days of receipt of the request and accompanying fee payment.