

CJE RTO - CODE OF PRACTICE

Student Information

Clip Joint Academy of Hairdressing P/L, T/A Clip Joint Education (CJE), is committed to meeting the Australian Quality Training Framework (AQTF) delivering fair, reasonable, and ethical dealings in all of its undertakings, in particular:

1. How the CJE ensures **clients' rights** as a consumer are protected and they receive the services detailed in the enrolment agreement.
2. How CJE adheres to principles of **access and equity** and meets its legal obligations and maximises outcomes for each client.
3. How **industry is engaged** in CJE's operations so that clients can be confident that the qualifications issued by CJE are recognised by industry.
4. How CJE **assures the quality** of training and assessment provided across all of its operations and
5. How CJE will **meet the individual needs of learners** by assessing student skills and knowledge prior to the commencement of training.

1. Students Rights

- Our marketing and advertising to prospective clients is ethical and accurate. Our marketing officer and management regularly review our marketing material and policies and provide this information to prospective clients before course commencement.
- You will be informed before you enrol of all course fees and charges you will incur throughout your course and relevant course information, including content and vocational outcomes.
- Our Registered Training Organisation (RTO) has a fair refund policy that is documented and provided to each client prior to enrolment. In the event that our RTO is not able to fulfil its obligations to you, we have measures in place to ensure that you are provided a refund or agree on a suitable alternative.
- We ensure that your academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you (or your parent/guardian if you are under 18 years of age) or under law. You may view your own records with a written request to the General Manager to confirm their accuracy and completeness.

All students in the RTO's courses and programs have a right to:

- Be treated with respect and dignity.
- A safe learning environment free from danger, abuse or harassment.
- Recognition of your particular needs and circumstances. Including: beliefs, ethnic background, cultural and religious practices.
- The opportunity for feedback on services provided.
- Receive a copy of and have access to our complaints process.
- **Student Responsibility**
- As a condition of entry into CJE's courses, students are expected to:
- Respect the rights of others

- Be punctual for classes and appointments
- Notify CJE if you are unable to attend classes or appointments
- Promote an effective learning environment through good personal behaviour
- Encourage equal opportunity
- Observe any non-smoking restrictions
- Seek approval from authorised CJE staff for the use of any RTO or other student equipment, assets, stationary, etc
- Be responsible for and clearly label their own possessions
- Be aware of and promote the safety of yourself and others
- Adhere to CJE's uniform policies

Conditions of Enrolment

CJE agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience, and ability to satisfactorily meet enrolment requirements. Including behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of CJE policy.

CJE may seek to terminate the enrolment of a student if they:

- Do not comply with proper safety procedures including the wearing of appropriate clothing and Personal Protective Equipment for a given workplace when training occurs in and on the job or in a simulated workplace situation.
- Fail to attend training sessions to a minimum level set for competence.
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with CJE including relevant matters relating to health, work history, skills and experience, (where appropriate) etc.
- Have provided false or misleading information.
- Committed an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise in a manner detrimental to the wellbeing of CJE staff, other students or persons, or themselves.
- Do not comply with the confidentiality rights of other persons.

Induction/Orientation

All students will undergo an induction/orientation prior to course commencement. This process will include more details on codes of conduct, course delivery and assessments, policies and procedures and a site tour, etc.

2. Access & Equity:

Principles

This Access and Equity Policy is based on the following principles:

- a. Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender, physical disability, or sexual orientation, regardless of the prevailing community values.
 - b. Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
 - c. Equality of outcome within vocational education and training for all people, without discrimination.
 - d. Increasing opportunity for people to participate in vocational education and training.
 - e. All applicants are to be given fair and reasonable opportunity to attend and complete training.
- For more information, please visit www.sa.gov.au or www.australia.gov.au

Access and Equity Policy

- We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about our services.
- CJE's General Manager is responsible for ensuring access and equity principles and practices apply across all RTO operations.
- CJE ensures our policies and procedures incorporate access and equity principles and that these documents are provided and adhered to by staff and students.
- Whilst all efforts are made to assist individuals with meeting the requirements of this Policy, any disregard for the Policy shall be viewed in the same manner as a breach of Business policies, rules and regulations.
- It is the responsibility of all stakeholders to bring to our attention any breaches of this Policy or any complaints relating to discrimination, harassment, bullying or victimisation in our work and training/assessment environment.

3. Industry Engagement

- CJE regularly engage with relevant industry representatives including:
 - The Hair and Beauty Industry and Employers Association of SA
 - Service Skills SA (Local industry representative for Hair and Beauty training and career pathways).
 - Service Skills Australia (National industry representative for Hair and Beauty training and career pathways).
 - Sassoon (has been at the forefront of high quality education worldwide, in the hair business for more than 50 years).
 - Nuts and Bolts (This Training Company is the premier business and personal development training company in the health and beauty industry today).
- CJE regularly evaluates training and assessment services, has representation on key industry bodies and invites external validation of learning strategies and lesson plans.
- Our educators work on a regular basis with and within the industry to maintain current competencies and to keep abreast of current practices as a means of evaluating the relevance and appropriateness of training provided.
- We ensure that our Hairdressing and Make Up graduates hold the required skills and knowledge to the standard of performance required in the industry and workplace.
- Where training or assessment occurs in our simulated workplace, evidence of your performance will contribute to our assessments.
- Our teaching and assessment staff continuously engages with industry experts to ensure their knowledge and skills reflect current industry practice.

4. Quality Assurance

CJE is committed to continuously improving the services we offer:

- We will seek feedback from you about the services you have received from us
- We will seek feedback from clients about the initial consultation and services you have provided
- CJE is a Registered Training Organisation (RTO Number 0186 and CRICOS Number 02103K) under the *Training and Skills Development Act 2008*.
- We ensure that at all times our operations comply with the legislation and:
 - The Australian Quality Training Framework standards to be met by each Registered Training Organisation.
 - The National Code 2007 for International Students.
 - Utilise VETtrak for National data reporting.
- CJE has quality assurance systems and clearly documented policies and procedures for managing and monitoring all training operations and reviewing student/client satisfaction.

Risk Management:

CJE identifies risks associated with our business as an RTO and takes appropriate action to:

- Minimise the potential for those risks to occur.
- Minimise the potential of adverse consequences for us if a risk occurs.

Factors considered by CJE in managing risk are:

- The health and safety of employees, students and clients
- The reputation, credibility and status of CJE as an RTO
- Financial impact and implications
- Protection of individuals from legal liability
- Plant and equipment cost of maintenance, replacement and down-time
- The impact on the environment.

Continuous Improvement:

CJE endeavours to continuously improve our systems of operation.

CJE acts on opportunities for improvement identified through;

- Stakeholder, industry and client feedback,
- Satisfaction data on the services we provide,
- Annual internal review and external validation activities,
- Any other means.

CJE uses information gained through the methods listed above to review our policies and procedures.

5. Assess individual's learning needs prior to course commencement

- We recognise that you may possess prior skills and knowledge that are relevant to your course outcomes. We will conduct a pre-delivery assessment and if requested by you in your application or enrolment agreement, will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL).
- If you have completed relevant units of competency with another Registered Training Organisation (RTO) we will automatically credit these towards completion of your qualification.
- We offer learning and assessment services (including flexible assessment) that, as far as feasible, meet your individual learning needs. We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.

Pre-Delivery Assessment

Prior to enrolment you should discuss your needs and situation with the Recruitment Manager, an Educator and/or the Floor Coordinator, who can assist you with, or refer you to appropriate assistance for:

- Recognition of Prior Learning (RPL)
- Delivery Options
- Learning Pathways
- Client Support Services including Language Literacy & Numeracy (LLN) testing and support
- Assessment Procedures & Processes

Clip Joint Education Hairdressing Course – Learners Needs Being Met

Clip Joint Education, as a registered training organisation (RTO), has recruitment systems in place identify any special learning requirements a student has prior to the commencement of training.

Students must be able to read, write, speak and understand spoken English. Hairdressing is a visual craft and much of what you learn at Clip Joint Education is practical. You will need to understand English and be able to communicate verbally with your trainers, with other students and with salon clients. All our electronic media such as videos and DVDs also use English language.

This will help to identify any access and equity or learning support services that may be required to maximise the student's chances of successfully completing their apprenticeship or other study programs.

Learning support

The Australian Quality Training Framework (AQTF) requires all RTOs to ensure all learners receive training, assessment and support services that meet their individual needs.

Clip Joint Education ensures that:

- students' training and learning support needs are assessed
- students have access to relevant learning support services, including assistance with language, literacy and numeracy
- learning support services are consistent with the training and assessment strategies
- learning, assessment and support services are monitored and improved as necessary.

For more detailed information refer to [AQTF Users' Guide to the Essential Standards for Registration, Standard 2, Element 2.5](#).

Language, literacy and numeracy support

Registration under the AOTF requires Clip Joint Education to take account of language, literacy and numeracy (LLN) skills as a part of its core business.

Clip Joint Education does provide clear and up to date information to schools about the underpinning LLN skills that are required for successful participation in school-based apprenticeship and other program qualifications.

Clip Joint Education incorporates LLN into all delivery and assessment strategies. When developing delivery and assessment strategies, Clip Joint Education considers:

- the LLN skills of the learner
- the LLN skills required to participate in training
- the LLN skills required in the workplace.

When creating the training plan, Clip Joint Education conducts a literacy/numeracy assessment to determine if the student has the pre-requisite literacy and numeracy skills.

Following this assessment, Clip Joint Education, the school and employer (if applicable) work together to give the student the best opportunity to acquire the necessary LLN skills.

If it is identified that the student does not have the required underpinning LLN skills, Clip Joint Education, the school, the student and their parent discuss and carefully consider whether the chosen qualification is appropriate for the student to undertake as a school-based apprenticeship.

School-based apprentices with disabilities

Under the Australian government's *Disability Discrimination Act (DDA) 1992* all RTOs must ensure equal access to education for people with a disability.

The *Disability Standards for Education 2005* is subordinate legislation to the DDA and elaborate on the legal obligations of RTOs. They clearly identify rights and responsibilities to assist people to understand and comply with their obligations.

Clip Joint Education will, assist students and as an RTO meet it's obligations under the Disability Standards for Education, and whenever possible will make reasonable adjustments for learners with disabilities.

International students and LLN

International students wishing to study at Clip Joint Education may be subjected to English language Assessment before beginning their hairdresser training. If further training is required we can arrange this at the student's own expense. It is preferred that students have achieved an IELTS (English test) score of general 6.0 or higher, as per their country's immigration requirements. For more information visit www.immi.gov.au or speak to your Australian Embassy or Consulate.

Nearby RTOs with specialist LLN courses

If a student wants to improve their LLN skills there are many courses available. If required we are able to package an English language literacy and numeracy course with your hairdressing training. You can find more information regarding English Language Courses in Adelaide at **Eynesbury College** www.eynesbury.sa.edu.au or

TAFE SA English Language Serviceswww.els.sa.edu.au.

Lesson Requirements

All Students are required to complete a minimum of one and a half (1½) lessons per day. If this is not met, your educator will speak to you in regards to this matter. A history of non-academic progress will place you at risk of not completing your course by your expected completion date.

Assessments

Throughout your training at Clip Joint Education, you will be required to participate in various assessments. The assessments will vary in delivery and will most often be in the form of practical demonstration of the skills studied. Occasionally theoretical assessments are required to be completed. We take every effort to make all assessments as relevant, fair and as stress-free as possible. If for any reason you cannot undertake the assessments given, please speak to the coordinator of your program area to help you with strategies to succeed. The completion of each stage/term marks the academic progress of your studies.

As part of your course, you will be expected to provide your own models to complete all stage assessments and some lesson requirements. Your class educator will help you understand the criteria required for these models. All assessment fees are included in your total course fees, unless you need to re-attempt assessment tasks, in which case, a re-assessment fee is charged for product used.

Flexible Assessment

Clip Joint Education will help structure your course to allow some flexibility in the topics and times that are given to you on enrolment.

1. If you are unable to attend a scheduled training day, you must notify the Coordinator for your study area.
2. In consultation with the class educator you can work out equitable times for the missed lesson, time to be made up and whether any additional fees may apply.

If you feel that you are being disadvantaged in any way, you are encouraged to see your program Coordinator immediately. Clip Joint Education is committed to your learning and progress throughout your determined course.

Academic Participation

Students enrolled with Clip Joint Education are expected to participate in all scheduled class activities. A daily record is taken of each student's participation.

For full time and part time students enrolled in the Certificate III in Hairdressing, two (2) days sick leave with a Doctors Certificate for all days is permitted during the first six months of study. A total of five (5) days sick leave with Doctors Certificate for all days is allowed during the remaining qualification duration period. Should there be any further absences during the course, the hours missed are to be made up. A daily tuition fee will be incurred in order for the student to complete their studies as set out in the Enrolment Agreement Schedule.

For students enrolled in study three (3) days or less per week, two (2) days sick leave with Doctors Certificate for all days is allowed during the course duration period. Should there be any further absences during the course, the hours missed are to be made up. A daily tuition fee will be incurred in order for the student to complete their studies as set out in the Enrolment Agreement Schedule.

In the event that you exceed the specified absent days, a letter of warning will be issued through a meeting arranged to discuss participation with your class Educator and/or the Coordinator. If participation levels do not improve and a second report is made, a recommendation to suspend or cancel your studies can be made by the General Manager following a joint decision by the CJE Management & Academic Committee.

CJE Management & Academic Committee

The CJE Management & Academic Committee is a team that make decisions on academic outcomes and decisions pivotal to a student's future study and progress. This group is made up of the General Manager, Class Educator and/or Floor Coordinator, Administration Manager and the Company Director.

The CJE Management & Academic Committee serves to evaluate student's competency regarding assessment, in the instance that the principal assessor is not able to solely make the decision, or is unable to give counsel or guidance to the class educator, where they see fit. If a decision requires further consideration, the committee is also responsible for making joint decisions in the case of;

- Student academic non-attendance
- Student academic non-performance
- Student exits regarding special circumstances
- Reporting for notifications of International student Visa Breaches
- Disciplinary measures, including inappropriate behaviour.
- Counselling requiring referral to an external provider
- Complaints or appeals resolution.

This by no means is a comprehensive list of the services the committee may undertake. The committee's sole purpose is to ensure informed and equitable student decisions are made, based on sufficient and clear evidence provided to the group.

Academic Performance incorporating re-assessment and further training

Assessment process for Certificate II – VET and Pre Voc, Certificate II and III - Apprentices, Certificate IV and Diploma

- Assessment process after the completion of lesson requirements for each unit.

Assessment process for Full/Part time students on Certificate III

- Assessment process after the completion of lesson requirements for each unit.
- Stage C Assessment (2 Day Assessment)
- Stage D Assessment (1 Day Assessment)

All assessment tasks must be completed to a level that is deemed to be competent within the provided skills assessment time frame, including the time allocated for each individual task, as identified above.

100% competence of all tasks is measured by successful completion of the prescribed assessment process for each course.

If competence of only 50% – 99% is achieved, students will be required to re-sit the non-completed tasks. This must be achieved within a one (1) month time frame, or all tasks for that stage will need to be re-assessed.

Should a student achieve a competency level of less than 50% for the allotted tasks of any stage, this will result in the student being required to undertake a full re-assessment of that stage. This will be at a time negotiated with your Educator and the Academic Committee.

Each student is provided with two opportunities to undertake their stage assessment. Failure to achieve competency within these two attempts, will result in an Intervention Plan being put into place. This plan will include strategies to assist you to achieve competency of the tasks, as well as a third assessment opportunity. Should competency not be achieved following the implementation of the Intervention Plan, the Academic Committee may require the student to undertake all lessons and assessments for that stage again, or possible suspension or cancellation from the course may result.

Some tasks that require re-assessment (such as chemical services) will incur a fee for products of AUS\$15 per task.

All assessments conducted by CJE will conform to the assessment guidelines for Nationally Endorsed Training Packages, or the assessment criteria attached to specific courses.

Assessment usually takes place with a written test and practical demonstration. However, this can be flexible at the educator's discretion in some courses, provided the AQTF guidelines are met and minimum requirements for competency in the specific course.

Students are required to be competent in all areas to receive an overall competency mark (C).

In the instance that a student is assessed as being Not Yet Competent (NYC), CJE offers further opportunities for reassessment.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing, and where applicable, will be forwarded to or included in, reports to the Registering Authority. In line with CJE policies, clients will have access to personal information and will be advised of all outcomes in writing.

Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC), Credit Transfer (CT), and Overseas Recognition.

Some people possess prior skills and knowledge that enable them to gain a qualification without completing a standard training program or course.

Clip Joint Education, as a Registered Training Organisation (RTO), can formally recognise a student's existing level of skill and knowledge in four ways:

1. Recognition of Prior Learning (RPL)
2. Credit Transfer (CT)
3. Overseas Recognition.
4. Recognition of Current Competencies (RCC)

All RPL, RCC, CT and Overseas Recognition processes will be made available to you throughout your enrolment period. We encourage you to apply prior to enrolment or soon after course commencement.

These skills and knowledge that would have otherwise been developed through undertaking an National training package qualification may have been gained through some other form of study, formal training, self-tuition, work experience or life experience.

Recognition of Prior Learning

Definitions:

Recognition of Prior Learning (RPL): The recognition of competencies currently held, regardless of how, when or where the learning occurred. RPL assesses the individual's prior learning to determine the extent to which that individual is currently competent against the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification. (From AQTF Standards for RTOs.)

Assessment: The process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the endorsed competency standards or learning outcomes of an accredited course. (From AQTF Standards for RTOs.)

Evidence: Information gathered which, when matched against the performance criteria, provides proof of competency. Evidence can take many forms and be gathered from a number of sources. Direct evidence is observation of performance under real or simulated work conditions. Indirect evidence can be gathered from a third person.

Supplementary sources of evidence may include answers to oral or written questions, documented information about past and current achievements (portfolios, resumes), videos or audio-visual records of prior performance.

CJE ensures that Recognition of Prior Learning (RPL) is offered to all students on enrolment CJE has an RPL process that:

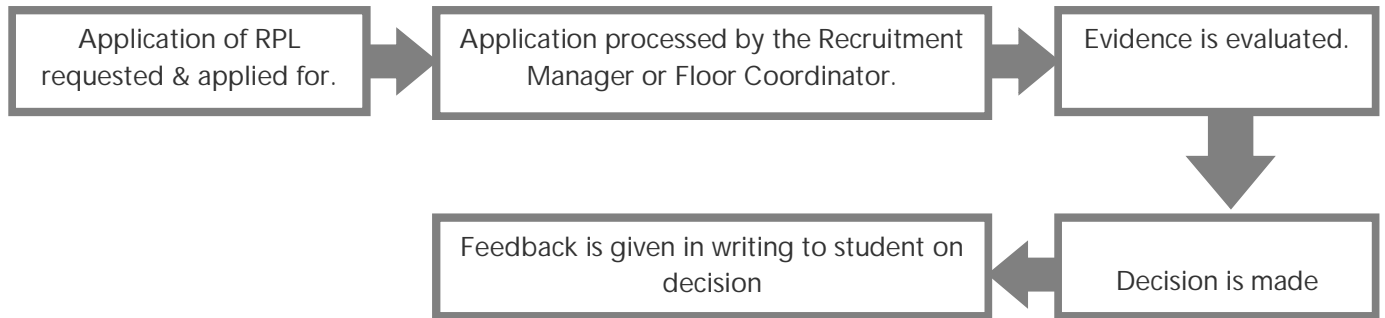
- a) is structured to minimise the time to applicants; and
- b) provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred

The student needs to provide Clip Joint Education with evidence of their prior learning if they wish to have their knowledge and skills recognised under RPL. Clip Joint Education has a right and responsibility to take previous experience and study into account whether it was achieved in Australia or overseas.

Note: If CJE determines that the course duration is changed as a result of RPL, then the expected completion date of the course will be varied in your enrolment agreement and you will be notified. In the case of international students, where RPL may affect your course duration, your Electronic Confirmation of Enrolment (eCoe) will need to reflect this change. If this is the case the Clip Joint Education will inform you of this and discuss alternative options to increase or supplement your study load.

CJE records RPL assessment outcomes and issues relevant Qualifications/Statements of Attainment where applicable.

The process that we take when recognising this form of RPL is;



RPL Fee Structure

RPL fees will vary. As part of your course enquiries, contact the Recruitment Manager if you decide to pursue an RPL assessment option.

The RPL fee allows for processing, administration and all costs associated with issuing recognition of the units applied for.

If an applicant is unsuccessful in their RPL application, you will still incur the established RPL fee. You will still need to enrol in the unit where the RPL was not successful and will incur the full cost of the specific unit(s) needed to successfully complete the course.

Clip Joint Education will inform you in writing, within 14 days from initial application the total cost to be incurred for processing your RPL. From this point, with your approval, Clip Joint Education will continue with the application process and notify you again in writing within a further 14 days of your RPL outcome.

RPL Process

CJE will provide the RPL Application pack to students upon request and explain the RPL process to you. Applicants need to complete the RPL pack and submit evidence including payment for processing the RPL.

Recognition of Current Competencies

RCC is the acknowledgement of competencies currently held by a person acquired through; training, work or life experience, more commonly known as recognition of prior learning.

Recognition of Qualifications and Credit Transfer:

CJE recognises AQF Qualifications and Statements of Attainment issued by any other RTO.

Credit Transfer is the assessment of a course/subject used by an individual to claim access to, or credit in, a destination course. The assessment determines the extent to which it is relevant to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework.

No fees apply for the granting of Credit Transfer.

Credit transfer allows students to count relevant, successfully completed studies – achieved at TAFE SA, Private Registered Training Organisations, professional organisations or enterprises and universities – towards their current course or qualifications.

Credit transfer works in two ways:

- Students receive credit for units or modules that they have previously completed and are exempt from retaking them, therefore reducing the study load.
- Students are exempt from certain introductory units but are still required to complete the total credit points or hours for the course.

If you have any questions or would like this process explained further please talk to the Recruitment Manager prior to course commencement or your floor coordinator after course commencement.

Throughout your induction period (the initial signing of your Agreement with the Clip Joint Education) we will explain the process of RPL, RCC, CT and Overseas course recognition.

Procedures for Granting Credit Transfer:

CJE will explain the granting of Credit Transfer process to you. Applicants need to submit the required evidence of the units completed. There is no fee for granting Credit Transfer.