



Australian Institute of Body Arts

RTO # 45235

Learner Handbook

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Learner Handbook Verification

It is a requirement that the learner access and read this learner handbook before they commence their enrolment with ***Australian Institute of Body Arts Pty Ltd***.

Signing the enrolment form, confirms that the learner has accessed, read and understood the Learner Handbook and indicates they have read, understood and agreed to the information provided within, and the ***Australian Institute of Body Arts Pty Ltd's*** Code of Practice and associated policies which it encompasses, including but not limited to:

- Enrolment processes
- Learning and assessment processes
- Policies and Procedures
- Access and equity
- Appeals and complaint processes
- Refund policy
- External Review
- Recognition of Prior Learning
- National Recognition
- Learner Standards

Please contact ***Australian Institute of Body Arts Pty Ltd*** if there are any questions relating to this information

Contact details:

Web address: aiba.edu.au

Phone: 0408 060 086

Mail: 11 Clare St Athol Park, SA 5012



Welcome

Welcome to Australian Institute of Body Arts Pty Ltd.

The **Australian Institute of Body Arts** team is proud to welcome all learners on board. We trust that each learner will find the time we share challenging, rewarding and enjoyable. Our aim is to equip the learner with the knowledge, skills and confidence they need to further their studies within the beauty industry.

During the learner's time with us, they will be exposed to a variety of experiences and challenges. The courses will provide a mix of theory and practical skill training. We will also offer each learner an opportunity to build their confidence and motivation with a view to prepare to further their career or forge a new career in the beauty industry.

Upon enrolling, the learner has rights and responsibilities, which are outlined in this handbook. The learner is welcome to ask for further information if they have questions.

The quality of the learner experience at **Australian Institute of Body Arts** depends not only of the learning and assessment experience we provide, but also on the motivation and commitment of the learner. We feel that we have in place an ideal learning experience. Meet the challenge and we will do our very best to ensure that the benefit exceeds expectations.

All the very best of luck from the team at **Australian Institute of Body Arts!**



Code Of Practice

Australian Institute of Body Arts Pty Ltd has agreed to operate within the Standards set down by the National VET Regulator.

We are committed to providing supportive and positive outcomes from all services provided to our clients. All staff recognise the rights of learners and provide information, advice and support that are consistent with our Code of Practice.

If, at any time, the learner feels that any staff member is not abiding by our Code of Practice then the complaint or grievance should be reported to the trainer or anyone in our organisation or complete the complaints and appeals form.

Mission Statement

OUR MISSION is to add value to our clients' businesses through providing world's best practice learning solutions in the beauty industry.

OUR VISION is to be the preferred supplier of workplace learning solutions to the beauty Industry.

We provide and support the following policies within our Code of Practice:

Access and Equity

Australian Institute of Body Arts Pty Ltd is committed to integrating Access and Equity principles within all our services provided to our clients. All staff recognises the rights of learners and provides information, advice and support that are consistent with our Code of Practice. Regardless of cultural background, religion, gender, sexuality, disability, location or age each learner has the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner whilst studying with us.

Appeals and Complaints Procedures

Our documented procedure covers any assessment appeals or general complaints. Should the learner have an academic appeal or complaint, information on the process is provided in the learner's handbook as well as in our policies listed on our website.

Client Support

We currently offer support in: Assessment options including recognition of prior learning (RPL): options in delivery modes: trainer support during course enrolment:

Training needs analysis: special needs, including Language, Literacy and Numeracy: clarifying information contained on our web site.

Copyright

Written permission to use Intellectual Property is to be gained from the property owner prior to any use of such material. Any reasonable use of excerpts from existing works will include attribution of its origin.

Written permission to use images published on our website is to be gained from the property owner: **Australian Institute of Body Arts Pty Ltd** prior to the use of any image.

Course Extension Policy

Australian Institute of Body Arts Pty Ltd will not be obliged under any circumstances to extend the period of a learner's enrolment if the learner has not completed the course in the allocated time.

Once the allocated time for a given course has ended, the learner will no longer be given access to the course material.

An enrolment can be extended with the payment of an additional fee.

Course Information

Specific course information is provided on our website for all of courses we currently offer.

Here at Australian Institute of Body Arts, we provide a blended delivery of Distance and Practical learning and assessment.

Learners will receive learning materials and theory assessments electronically so they may study at a time convenient.

Learners will receive an Individual Training Plan (ITP) which lists the order in which to complete the units of competency with a suggested time frame for completion.

The course is completed in part through distance learning and theory assessment tasks before moving on to practical learning and assessment in a workplace.

Student Support

Our trainers and assessors will contact the learner on a monthly basis through phone calls and emails to ensure the learner feels supported and so that the learner can discuss any area of the learning and assessment they chose.

Our trainer and assessors will also arrange regular Skype meetings at a time mutually agreeable with the learner to discuss specific areas in each unit of competency.

Learners can also make appointments for a one on one chat with their trainer throughout the course.

Throughout the learning and assessment, **Australian Institute of Body Arts Pty Ltd** are there to support and guide the learner.



Workplace Arrangements

The practical aspects of the course are trained and assessed in the workplace. This ensures each learner experiences a live beauty salon and works with live paying clients, whom they will be assessed on.

For learners that are already in the beauty industry and working in a salon, who wish to update their qualifications, or advance in their career, **Australian Institute of Body Arts Pty Ltd** will arrange with the employer a time for the learning and assessment to take place.

If the learner is not already working in the industry, **Australian Institute of Body Arts Pty Ltd** learners will apply their knowledge and skills within the beauty salon; Beautiful you cosmetic tattoo beauty and training.

Beautiful You Cosmetic Tattoo, Beauty and Training provides beauty and skin services to paying members of the public.

Each workplace will be audited to ensure that all equipment and tools required are in place and ready to use.

Learner Practical Assessment Requirements

Learners are required to provide their own models to perform treatments and procedures on. Learners must provide a minimum of six models. It is important to have extra models to call in case a model cannot make the appointment time on the day.

Models are required to pay a minimum fee of \$150.00 to Australian Institute of Body Arts for the services they receive.

Discrimination

Australian Institute of Body Arts Pty Ltd will not tolerate any unlawful discrimination or harassment by **Australian Institute of Body Arts Pty Ltd** staff, employee or client, based on their sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno- religion), homosexuality, disability or age, etc.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

Enrolment Process

We provide clear information on the courses that we offer. This includes the training and learning outcomes, any required skills or knowledge as well as any additional training pathways.

Our enrolment process requires the learner to participate in a very short informal interview with **Australian Institute of Body Arts Pty Ltd** to assess previous skills and knowledge and understanding of the commitment of studying through distance learning. This allows **Australian Institute of Body Arts Pty Ltd** to determine if the learner may be referred to Recognition of Prior



Learning (RP) or require additional support through the course. The learner completes an enrolment form and provide as much relevant information as possible to ensure we provide training to suit the learner needs. All information collected is kept confidential and subject to our Privacy Policy in this Code of Practice.

Before and during course enrolment we provide learners access to our learner hand book as well as our code of conduct to ensure all learners are aware and understand the information contained in both.

At time of course induction any questions relating to the learner handbook and code of conduct are answered and explained to learners.

Extenal Review

Australian Institute of Body Arts Pty Ltd agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

Fees and Charges

Information on fees, charges and refunds are clearly documented in our brochure and web site and information on refunds is provided in the learner hand book.

Learning and Assessment Procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

All required resources for the delivery of any course are in place and maintained in good working order.

Training and assessment will be conducted by qualified staff.

All training and assessment will be to the nationally set standard prescribed National VET Regulator.

Language, Literacy and Numeracy

Australian Institute of Body Arts Pty Ltd is committed to providing assistance to people seeking to undertake training who may have special language, literacy and numeracy requirements. Special needs are highlighted at time of enrolment and **Australian Institute of Body Arts Pty Ltd** will provide individual assistance where possible to learners who have literacy and numeracy skill needs.

Learners may be provided with details of specialist literacy and numeracy assistance agencies where appropriate.



Each learner will be provided with a mandatory Language, Literacy and Numeracy (LLN) test at time of enrolment. The results of this test, and enrolment interview will determine the level of support **Australian Institute of Body Arts Pty Ltd** will provide.

Australian Institute of Body Arts Pty Ltd will make every effort to assess a prospective learner's ability to carry out all the learning tasks and required assessments before enrolment. Where possible, the learning activities/assessments may undergo reasonable adjustment for clients/learners with specific needs.

Special Needs Support

Language, Literacy and Numeracy (LLN):

- Website: <http://www.centrelink.gov.au/internet/internet.nsf/services>
- Phone: 13 23 07

- Website: <https://www.tafesa.edu.au/courses/education-languages/literacy-numeracy/>
- TAFE SA | 1800 882 661
- TAFE offer a number of intense language, literacy and numeracy support programs. Look for one near you.

Specialist support:

Support learning or for more personal issues which may impact on learning.

- Website: <http://www.centrelink.gov.au/internet/internet.nsf/services>
- Phone: 13 23 07
- Website: <http://education.gov.au/search/site/LLN%20program>

Counselling services:

Assistance will be made available to assist students with:

- career and vocational options
- options for students experiencing financial difficulties
- family and relationship problems
- depression

Websites:

- <http://www.vic.gov.au/health-community/medical-services/counselling-services.html>
- <https://www.lifeline.org.au/?gclid=CKLMhP3PgMMCFU0GvAodwrYA9g>
- <http://www.headspace.org.au/>

Phone contacts:

- SA Health | (08) 8226 0795 Drug and alcohol services

Website:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Health+services/Drug+and+alcohol+services/>

- ATODs Cairns | 07 4226 3900 Alcohol, Tobacco and Other Drugs provides help and support options for individuals to make informed choices about alcohol, tobacco and other drug use.
- Mates in Construction Queensland Helpline | 1300 642 111 MATES in Construction is about MATES helping MATES and is regarded as the best practice solution for suicide and mental health issues on construction and building, provided at no cost to construction companies or workers.
 - Headspace | 07 4041 3780
 - Headspace is the National Youth Mental Health Foundation who supports young people aged 12-25 years
 - Centacare Migrant Services | 07 4041 7699 Centacare Migrant Services provides free support for eligible individuals, families and migrant communities in Cairns and the surrounding regions. Look for one near you.

Disability services:

Disability services are available to students with a disability requiring assistance to achieve their training and career goals which may include:

- Coordinating personal support services including disability support workers, sign language interpreters, mentors and tutors
- Arranging exam accommodations and further reasonable adjustments with teaching staff
- Organising adaptive equipment and assistive software loans on behalf of the student
- Arranging professional assessment services
- Arranging professional assessment services.

Contacts:

- SA.GOV.AU 13 23 24 provides a wide range of approved support service providers

Website: <https://www.sa.gov.au/topics/care-and-support/disability/access-services>

- <http://www.vic.gov.au/health-community/disability-services.html>
- Phone 1800 008 149
- Disability Support Services | 07 4048 9900 The Department of Communities, Child Safety and Disability Services helps people with a disability to access support and services.

Aboriginal and Torres Strait Islander Communities:

- Wuchopperen Health Service Ltd | 07 4080 1000 Wuchopperen Health Service Limited is a community controlled organisation that delivers a suite of holistic primary health care services to Aboriginal and Torres Strait Islander communities across far north Queensland.

Legislative Requirements

Australian Institute of Body Arts Pty Ltd will meet all legislative requirements of State and Federal Government, which is further detailed in our learner handbook.

Recognition of Prior Learning (RPL)



Australian Institute of Body Arts Pty Ltd offer recognition of prior learning (RPL) assessment in an easy to understand format with straightforward processes that we will help the learner with.

If the learner has relevant skills and abilities that have been learned in current or past positions, they are invited to contact us here at **Australian Institute of Body Arts Pty Ltd**. We will discuss the evidence requirements and support documentation required and how we can help with those.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how or where the learning occurred. Under the Australian Quality Framework (AQF), competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to approve an RPL application, **Australian Institute of Body Arts Pty Ltd** must be confident that the candidate is currently competent against the endorsed unit competency outcomes.

The evidence may take a variety of forms and could include copies of certificates, references from employers, testimonials from clients and work samples. **Australian Institute of Body Arts Pty Ltd** needs proof that the evidence supplied is authentic, valid, reliable, current and sufficient.

An RPL application kit which provides information on evidence requirements as well as mapping guides will be provided to assist the learner in arranging a portfolio of evidence for each unit or course. Please refer to our RPL Policy for further information.

Credit Transfer

A credit transfer is the recognition of equivalence between a previously obtained unit of competency and a unit that you are wishing to obtain. This means you if you have obtained a unit you do not need to study the unit again.

AIBA accepts and provides credit to students for units of competency which are evidenced by directly accessing the student's USI transcript, or certification documentation issued by an RTO or at any other authorised issuing organisation, such as a university or school.

With student authorisation, AIBA will authenticate a qualification, statement of attainment or record of results by contacting the organisation that issued the document and confirming validity.

The possibility of a credit transfer will be discussed in your pre-enrolment interview.

You may apply for a credit transfer after you have purchased and enrolled in your course.

Refund Policy

The learner pays an agreed fee upon commencement of a course in which they are enrolled. Our refund policy is as follows:

Cancellation of course or program by Australian Institute of Body Arts Pty Ltd

Should **Australian Institute of Body Arts Pty Ltd** cancel a course for any reason, learners enrolled at the time the cancellation is announced, will be entitled to a full refund and this will incur no administrative charges or penalties. Learners who have units that have already been assessed

as competent will be issued a statement of attainment and have the cost of these units deducted from the refund.

Withdrawal prior to course or module commencement

If a candidate withdraws from a course before the commencement of the course, full refund of the fees paid will be made, less a 25% non-refundable administration fee.

Withdrawal after course commencement

Once enrolled and the learner has commenced the course, a refund will not apply. A learner is considered to have commenced a course once course material has been sent.

Withdraw due to illness or hardship

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, **Australian Institute of Body Arts Pty Ltd** may, at its discretion, allow a refund of the course fees. The following conditions apply:

- Learner must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.
- The person will forfeit the 25% non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course.

Sanctions

Australian Institute of Body Arts Pty Ltd will honour all guarantees outlined in this Code of Practice.

Staff Responsibilities for Access And Equity Issues

At **Australian Institute of Body Arts Pty Ltd**, all staff has been inducted in their responsibilities for our access and equity principles. **Australian Institute of Body Arts Pty Ltd** staff act in accordance with the Code of Practice and all learners are made aware of their rights and responsibilities. All learners have the same access to courses offered irrespective of gender, culture, linguistic background, race, or disability.

Learner Standards

Learners are required to ensure all work they submit for assessment is their own work. Learners confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment.

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all enrolled learners:

Learners are required to maintain minimum standards of etiquette and courtesy during their interaction with other learners, models, trainer and with all stakeholders in the learning.

These standards include, but are not restricted to:

- Use of appropriate language in all forms of communication.

- Timely communication particularly in relation to non attendance at any practical workshops or assessments.
- Learner must produce satisfactory evidence of the circumstances of his/her withdrawal or non attendance with medical certificates, etc.
- The client /learner will forfeit the 25% non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course.

Termination of Enrolment

Consequences for inappropriate and discriminatory communication may result in the enrolment being terminated and a statement of attainment issued for any units completed to date.

Any person who has had their enrolment suspended or terminated has the right of appeal through our appeals process.

Training and Assessment Standards

Australian Institute of Body Arts Pty Ltd staff has the appropriate qualifications and experience to deliver the training and assess competence relevant to the training products offered. Assessment meets the Principles of Assessment and Rules of Evidence as stated in the Standards for Registered Training Organisations (RTOs) 2015 (including Recognition of Prior Learning).

Welfare and Guidance Services

We will endeavour to provide information and guidance to all learners. This includes but is not limited to:

- (i) Learning pathways and possible RPL opportunities;
- (ii) Provision for special learning needs including Language, Literacy and Numeracy

Study Assistance

Centrelink supports learners with a range of payments:

ABSTUDY - www.centrelink.gov.au Tel 132317

For a person who is an Indigenous secondary or tertiary learner or a full-time Australian Apprentice, ABSTUDY may help the learner stay at school or go on to further studies.

AUSTUDY – www.centrelink.gov.au Tel 132490

Austudy provides financial help to those aged 25 years or more and studying or are Undertaking an Australian Apprenticeship full-time.

YOUTH ALLOWANCE - www.centrelink.gov.au Tel 13 2490

Youth Allowance helps a young person who is studying, undertaking training or an Australian Apprenticeship, looking for work, or sick.

Complaints

Complaints are taken seriously by **Australian Institute of Body Arts Pty Ltd**, and a record is maintained as part of our continuous improvement strategy. To ensure a satisfactory outcome for all, **Australian Institute of Body Arts Pty Ltd** provide a detailed process for learners and potential learners to follow so that **Australian Institute of Body Arts Pty Ltd** may have the opportunity of rectifying the matter immediately.

Raising a complaint

If a learner or potential learner has a complaint this should be raised, in the first instance, to their trainer/assessor in writing providing details of the complaint and any relevant persons involved.

The details of the concern will be directed to the CEO of **Australian Institute of Body Arts Pty Ltd** and a response will be generated within three (3) business days of receipt of the complaint.

If the learner has found the results of this unsatisfactory, they can initiate a complaint by instigating an external appeal.

External appeal

If the learner is not satisfied with the outcome, and it has not been resolved within sixty (60) days, the student may request that the matter be referred to the Australian Skills Quality Authority (ASQA) or an independent third party for review. **Australian Institute of Body Arts Pty Ltd** are not responsible for any third party costs incurred by the student. For information regarding making a complaint to ASQA use the following link: <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/submit-complaint-asqa>

Appeals

The learner has 3 attempts at each assessment task and will be provided with constructive feedback and direction on each attempt. A learner has the right to appeal any assessment decision of Not Satisfactory, including RPL evidence. Decisions will be discussed informally with the trainer/assessor by phone or email. If the learner does not agree with the reviewed outcome, the learner has the right to formalise their case as follows:

Re-Assessment Appeal

Each assessment task can be attempted 3 times.

If a learner does not agree with a decision of Not Satisfactory, they must appeal with-in 21 days of the result being posted or advised to the learner.

Appeal Against Recognition of Prior Learning (RPL)

A learner can appeal a decision of not yet competent, if the learner believes their application for RPL:

- provides sufficient evidence entitling them to be granted RPL

- Can be supplemented with additional evidence to adequately demonstrate the skills and experience required as long as it is with-in 21 days from the result being posted or advised to the learner:

Academic Appeals

A learner must appeal a final result of assessment with-in 21 days from the Result of Assessment being issued if:

- The learner has been assessed as not yet competent against specific competency standards
- The learner feels they have sufficient grounds and evidence entitling them to be assessed as competent
- That learner can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units they are appealing against.

If a learner considers the response to their formal appeal unsatisfactory, they have the right to further appeal to **Australian Institute of Body Arts Pty Ltd** or the national regulator of Australian vocational education and training (VET) providers; Australian Skills Quality Authority (ASQA) uses information received through learner complaints to ensure that those providers are delivering quality training and assessment services.

Email enquiries@asqa.gov.au

Intellectual Property

The material and images contained on our web site, brochures and learning material are protected by copyright. The learner may use the website for personal and non-commercial purposes only.

The learner may not reproduce, publish or in any manner commercially exploit any part of **Australian Institute of Body Arts Pty Ltd** content unless expressly authorised by **Australian Institute of Body Arts Pty Ltd**. Under the Copyright Act 1968 and related amendments, the learner is limited as to the amount of material that they may copy or reproduce. It is the learner's responsibility to ensure that they do not infringe any applicable law.

Issuing of Certificates

Upon successful completion of the course or unit/s, the learner will be issued with a Testamur (certificate) or Statement of Attainment (SOA) from **Australian Institute of Body Arts Pty Ltd** via post within 30 days.

Privacy and Confidentiality

Personal information collected as a result of the enrolment may be used by the Department of Employment and Training for statistical requirements for vocational education and training information. It may also be used by **Australian Institute of Body Arts Pty Ltd** for future planning, reporting, communication, research, evaluation and auditing and marketing. Only authorised **Australian Institute of Body Arts Pty Ltd** staff has access to this information.

- Personal information may be disclosed to Commonwealth and State Government authorities and agencies for statistical purposes.
- If under the age of eighteen (18) years, personal information, attendance details, progress and results may be disclosed to the parent/guardian.

Pathways

Learners of Australian Institute of Body Arts Pty Ltd, successfully completing individual units of competency will be eligible to apply for credit transfers into the SHB50115 - Diploma of Beauty Therapy.

Upon successful completion of the SHB50115 - Diploma of Beauty Therapy, learners may wish to continue their learning pathway towards the SHB50216 Diploma of Salon Management.

Learners successfully completing their Diploma may seek positions as a Beauty Therapist within beauty salons.

Laws and Legislation

Australian Institute of Body Arts Pty Ltd identifies and ensures Legislative and regulatory compliance for the benefit of all staff and learners relevant to its Scope of Registration.

Australian Institute of Body Arts Pty Ltd complies but is not limited to the following legislation. Please refer to the website of Australian Institute of Body Arts Pty Ltd for further details of these legislations:

- The Environmental Protection (Waste Management) Regulation 2000
- Public Health (Infection Control for Personal Appearance Services) Act 2003
- First aid Code of Practise 2004
- Workplace Health and Safety Act 2011
- The Workplace Health and Safety Regulation 2008
- Privacy Act 1988

Training and Education Legislation

The National Vocational Education and Training Regulator Act 2011

Standards for Registered Training Organisations (RTOs) 2015

Policies & Procedures

Please refer to the Australian Institute of Body Arts website.