



PARIS

# Ella Baché

## 2025 COLLEGE HANDBOOK

EdFlex™ On Campus & EdFlex™ Blended

VERSION 1 – SEPTEMBER

# PARIS ELLA BACHÉ

**ELLA BACHÉ COLLEGE PTY LTD  
TRADING AS  
ELLA BACHÉ COLLEGE OF BEAUTY THERAPY**

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# WELCOME TO ELLA BACHÉ COLLEGE



## WHERE PASSION MEETS PURPOSE IN SKIN & BEAUTY THERAPY

You are about to begin an exciting journey with one of the most respected and pioneering names in Australian skincare. At Ella Baché College, you're not just studying beauty therapy — you're becoming part of a rich legacy that started in Paris in 1936 with my Great Aunt Madame Ella Baché's vision: "no two skins are alike."

From the first cold wax brought to Australia to the introduction of fruit-acid skincare formulas, Ella Baché has always led with innovation, integrity, and a deep respect for the skin. Our founder's belief in personalised, ingredient-driven skincare lives on through every treatment, every product, and every therapist we train.

In 1963, my grandmother, Edith Hallas, an equally passionate visionary, founded the first Ella Baché College in Sydney with one mission — to raise the standard of beauty education in Australia. Today, that mission continues through our nationally and internationally recognised training programs, expert educators, and close connection with our national Ella Baché salon network, David Jones Stores and other industry partnerships.

Whether you're studying on campus or through our flexible Efflux Blended Online learning model, you're joining a supportive community dedicated to excellence, professional growth, and lifelong learning. You'll gain more than qualifications — you'll gain confidence, skills, and the foundation for a successful career in an industry where you can truly make a difference. As you embark on your journey with us, know that you're supported by a proud heritage and a future full of opportunity. We're proud to welcome you to the Ella Baché family.

A handwritten signature in black ink, appearing to read 'P. Hallas'.

Pippa Hallas  
CEO Ella Baché

## ABOUT THIS STUDENT HANDBOOK

This information booklet is designed to provide you with information about the services provided by Ella Baché College and its approach to providing you a safe, fair, and supported environment to participate in training and assessment.

# ORGANISATIONAL STRUCTURE

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# ORGANISATIONAL STRUCTURE

## Governance & Leadership

CEO	Pippa Hallas
CFO	Alex Poneskis
College Operations Manager	Susan Gibson

## Administration Team

Student Services Manager	Kitty Li
Course & Careers Advisor	Sondrya Dixon
Marketing Co-ordinator	Xander Khouri

## Education Team

Senior Educator	Louisa Milton
Student Learning (SESL)	
Trainer & Assessor (NSW)	Jodi Keys-Jones
Trainer & Assessor (NSW)	Louisa Milton
Trainer & Assessor (VIC)	Lydia Atanasovski
Trainer & Assessor (QLD)	Meredith Parkinson

The CEO OF Ella Baché College oversees all aspects of the governance, financial and operational management and regulatory compliance of the Ella Baché College RTO including the student journey and experience leading to course completion, graduation and employment outcomes.

The Chief Financial Officer manages the financial performance of the college including setting the annual enrolment targets, fees and Operational and Capex budgets in collaboration with the College Operations Manager. The CFO also prepares and submits the annual Financial Statements in accordance with the regulatory requirements. The Finance Department manages the day-to-day administration of operational financial matters in collaboration with the College Operations Manager.

The College Operations Manager at Ella Baché College shapes the future of our educational programs and drives business growth through managing and enhancing the performance of undergraduate education. The key focus areas for this role include establishing the College as a centre of educational excellence, and effectively engaging people to create a high- performance culture that aligns with our brand values. The role also carries responsibility for ensuring the quality of the learning experience of our students and maintaining compliance with all VET sector and regulatory requirements.

The Student Services Manager supports the College Operations Manager, Trainer/Assessors and students by driving operational excellence across our business systems and all aspects of the day-to-day administration. The role includes management of internal Pre-Enrolment quality assurance processes to meet the requirements of the revised Standards for Registered Training Organisations (RTO's) 2025 in collaboration with the Course & Careers Advisor(s) to ensure efficient and effective processing of student enrolments. The Student Services Manager also provides student support and welfare assistance to students as required.

The Course & Careers Advisor (CCA) provides important information to prospective students in person or by email/ telephone sufficient to allow the student to decide if the course offered is appropriate for them; and for the CCA to determine if the student appears capable of successfully meeting the course requirements having provided all documentation necessary to complete the pre-enrolment process.

The Trainer/Assessor Educators are responsible for delivering engaging, interactive and effective learning experiences in both On Campus and Online Learning delivery modes ensuring a successful student journey through retention, progression and course completion. They assess student competence at all stages providing timely constructive feedback to ensure that graduating students meet the exacting standards of employers in Ella Baché salons and Ella Baché David Jones Counters as well as the wider beauty industry.

## STUDENT RELATIONS: STUDENT SERVICE CHARTER

Ella Baché College's Student Service Charter commits us to:

- being friendly, helpful, and respectful
- identifying ourselves when we speak to students
- listening carefully to what the students say to us
- providing efficient and prompt service
- providing accurate and consistent information in a way that is easily understood by students
- clearly explaining what students need to know and do in pursuing their career pathways
- providing information or referrals to students on other services appropriate to their needs
- making it easier for students to access services
- maintaining appropriate confidentiality
- assisting in fixing mistakes where possible



# ORGANISATIONAL STRUCTURE <sup>CONT.</sup>

## THE ELLA BACHÉ POINT OF DIFFERENCE

Ella Baché is the only College in Australia that is fully integrated with a global skincare brand

- Our students gain access to over 120 Ella Baché Salons and selected Ella Baché David Jones counters nationally offering work experience opportunities.
- Our team of highly qualified and experienced educators are dedicated to sharing their passion for skincare and ensuring that our students are inspired to the best they can be.

Career outcomes - our course provides many career pathways and opportunities for our graduates. Many of our graduates are currently working as beauty therapists, salon managers and trainers. All students will find that an Ella Baché qualification is widely respected in many countries.

Career pathways - Ella Baché College qualifications offer a huge range of career options in the skincare and beauty related industries including beauty salons (including Ella Baché salons), day spas, medical spas, and wellness centres.

Academic pathways - Ella Baché College has had an articulation pathway agreement with Victoria University since 2009. Graduates gain credits from their Diploma of Beauty Therapy into the Bachelor of Dermal Sciences.

## Ella Baché College Student Policies, Procedures and Forms

This Student Handbook contains information and a summary of Ella Baché College policies and procedures for students who are seeking enrolment into the College. Students may request access to any or all of the College policies and procedures and forms related to students at any time by contacting Student Services at [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au)

The following Forms, Policies and Procedures are available on the College website. [Click Here](#)

## Ella Baché College Policies and Procedures

- Fees Policy and Procedure
- Refund of Fees Policy and Procedure
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedure
- Student Engagement and Progression Policy and Procedure
- Student Behaviour Policy and Procedure
- Complaints, Grievances and Appeals Policy and Procedure
- Student Withdrawal, Deferral, Suspension and Cancellation Policy and Procedure
- Privacy Policy
- VET Student Loans Census Date Policy and Procedure
- VSL Data Reporting and Validation Policy and Procedure
- LLN Policy and Procedure
- Academic Integrity Policy and Procedure
- Enrolment Policy and Procedure
- Student Support Policy and Procedure
- Staff and Student Health and Wellbeing Policy and Procedure
- Records Management Policy and Procedure

## Ella Baché College Forms

- Application for Recognition of Prior Learning
- RPL Candidate Information
- Application for Credit Transfer Form
- Application for Special Leave or Deferment Form – Domestic Students
- Application to Withdraw Form – Domestic Students
- Application for Refund Form
- Application for Remission of Fees Under Special Circumstances Form
- Complaints, Grievances and Appeals Form



# PARIS Ella Baché



# INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION & TRAINING

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# INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION & TRAINING

## What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

## National Recognition

The qualifications and Statements of Attainment issued by Ella Baché College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Ella Baché College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

## What is competency-based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

## Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

## Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

## Results & Certificates

On completing the training program with Ella Baché College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Ella Baché College will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

As set out in the Integrity of National Training Products Guide May 2025:

1. An NVR registered training organisation must not issue AQF certification documentation to any person unless the person is a VET student who the organisation has assessed as meeting the requirements of the training product.
2. Where an NVR registered training organisation has assessed a VET student as meeting the requirements of the training product in accordance with subsection (1), the organisation must ensure the AQF certification documentation is issued to the VET student within 30 calendar days from the completion of the assessment, provided the VET student:
  - a. has completed the AQF qualification or completed one or more units of an AQF qualification which they have subsequently withdrawn from; and
  - b. has paid to the organisation all agreed fees associated with the training product.

# INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION & TRAINING <sup>CONT.</sup>

## The Unique Student Identifier

If you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime.

It is free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation.

Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au).

## COURSE ENTRY REQUIREMENTS

There is no entry requirement stated in the Training Package rules for SHB50121 Diploma of Beauty Therapy or SHB50216 Diploma of Salon Management. Ella Baché College however has the following entry requirements for entry into these qualifications:

### Students aged between 16-18

Students under 18 can apply to enrol into either the EdFlex On campus or EdFlex Blended, but must meet the following criteria:

- An Under 18's screening interview with the College Operation Manager, and/or
- Providing supporting evidence such as year 10 school report and/or recommendation from a Principal / Employer / Community group
- Must provide evidence of parental / guardian approval by either a parent or guardian signing the Vet Student Loans Parental Consent Form provided with your college Letter of Offer.

### Students over 18 years of age

Students over 18 years of age, may enrol into either the EdFlex On campus or EdFlex Blended course. Students are required to provide evidence of the following published entry requirements as stated below:

### Academic Entry Requirements:

- Year 10 or equivalent and above.
- All prospective students, including students accessing VET Student Loans, are required to complete an Australian Core Skills Framework (ACSF) assessment to determine their suitability & capacity to undertake the course by achieving an EXIT Level 3 score in both Reading and Numeracy unless they can provide evidence of:
- Completion of any Certificate IV in the Australian Qualifications Framework (with qualification delivered in English); or
- Completion of year 12, a Higher School Certificate and provision of a copy of an Australian Senior Secondary Certificate of Education from their state education authority.

**Note:** If a student completes an ACER assessment as a part of their enrolment, the results will be reported to:

- The student (via email) as soon as practicable after the assessment, and
- The secretary in the form, manner and by the time requested by the Secretary
- Results are required to be stored for 5 (five) years.

# INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION & TRAINING <sup>CONT.</sup>

## Physical Capabilities

- Physical capability to perform the role of a beauty therapist, this includes the ability to stand for lengthy periods of time.
- It is important to note that prior to practicing on clients, students are expected to perform treatments on each other during practical training sessions throughout the course.

## Technology/Digital Literacy

Students are required to provide their own laptop computer or device that is loaded with Microsoft Office 365 software or Open Office 365 (open source). Microsoft Office 2016 or above, and Microsoft Windows 8 or above or Mac OS X, Adobe Acrobat Reader and Macro Flash Media. In addition, students are required to provide their own scanning device, capable of imaging multiple files and compiling into a single PDF document (e.g. a smart phone with Adobe scan app or similar). Access to the internet is required.

Intermediate level computer skills are required that include using intermediate level Word features. Ability to produce and present word-processed documents/ reports and undertake internet research. This is self-assessed by the applicant and as the enrolment process is online this contributes to the assessment of digital literacy.

## Entry & Enrolment Process

The aim of the pre-enrolment process is to

- Provide sufficient information to prospective students to ensure that they make informed decisions regarding enrolment with Ella Baché College.
- Determine whether the program is appropriate for the student.
- Ensure the student meets the course entry requirements.
- Identify the student's prior learning, skills, and experience
- Ensure that all prospective students have the appropriate level of Language Literacy and Numeracy (LLN) skills to successfully complete the program
- Identify if student has any support needs

This is achieved via the prospective student's engagement with the Course & Careers Advisor (CCA) during the application for enrolment process, the provision of all required documentation and the student's signed acceptance of the terms and conditions outlined in the college Letter of Offer.

Depending on the nature of the student needs, Ella Baché College may arrange the following educational and support services:

- Referral to Language, Literacy and Numeracy programs
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity policy
- Referrals to counselling services
- Information and communications technology (ICT) support
- Learning materials in alternative formats, for example, in large print
- Any other services Ella Baché College considers necessary to support students to achieve the competency.

This process provides information to applicants, students and other stakeholders such as employers, about Ella Baché College's commitment to ensuring that its enrolling students have the appropriate skills to succeed in their selected courses, including language, literacy and numeracy. Ella Baché College of Skin and Beauty Therapy diagnoses the student's skills as part of the application and enrolment process.

## Academic Suitability Requirements

A student must meet the academic suitability requirements by:

- providing their Australian Year 12 Certificate or providing their International Baccalaureate Diploma Program (IB) diploma or providing evidence of successful completion of a qualification that has been delivered in English and:
- was at level 4 or above in the Australian Qualifications Framework (i.e. Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or
- has been assessed by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a qualification at level 4 or above in the Australian Qualifications Framework, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or alternatively
- students who have NOT met the above requirements must display competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through the approved Language, Literacy and Numeracy using a tool as approved under section 82. Ella Baché College of Skin and Beauty Therapy uses the tool provided by the Australian Council for Educational Research and this tool is approved by the Secretary under Section 82 VSL Rules.

# LANGUAGE, LITERACY & NUMERACY (LLN) ASSESSMENT

COURSE BREAKS

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# LANGUAGE, LITERACY & NUMERACY (LLN) ASSESSMENT

All Vet Student Loans (VETSL) students must undertake a current Language, Literacy & Numeracy (LLN) Assessment during their onboarding unless they have met the requirements of Academic Suitability (above): Section 82(1)(a),(b) and (c) VSL Rules

- Ella Baché College of Skin and Beauty Therapy uses a valid and reliable tool provided by the Australian Council for Educational Research to assess the student's competence in reading and numeracy against the Australian Core Skills Framework; and
- The Language, Literacy & Numeracy (LLN) test provided by the Australian Council for Educational Research is approved by the Secretary under Section 82 of the VSL Rules and published on the Department's website; and
- Require that the Language, Literacy & Numeracy (LLN) test and the process of undertaking it to be conducted with honesty and integrity.

Ella Baché College must also reasonably believe the student displays competence in the Language, Literacy & Numeracy (LLN) test and is academically suited to undertake the course; and that the student has met all specified entry requirements for the Diploma in Beauty Therapy qualification.

Until Ella Baché College is satisfied that the student has the appropriate Language, Literacy & Numeracy (LLN) skills to succeed, the student is not a completed enrolment.

Ella Baché College uses the approved Core Skills Profile for Adults as outlined in the Higher Education Support (VET) Guideline 2015.

## Language Literacy and Numeracy (LLN) Assessment Procedure

All of the Student's LLN skills except for oral communication and learning are assessed by the Student Support team, with the oral communication and learning skills assessed as part of the initial suitability interview and application process.

If a prospective student is required to complete the LLN Assessment, the enrolment staff will:

1. Complete the steps required to give the student access to the LLN Assessment portal.
2. The student is made aware that they will need to provide their own computer and must have access to the camera and the internet.
3. The student is sent a notification with instructions on how to log in and commence the tests.
4. Use their own supplied computer with access to a microphone and camera
5. Connect to the internet
6. Login in using the unique ID provided by EBC to the student
7. Complete the LLN Assessment
8. Results of the LLN test will be provided to the students after the completion of the assessment and will also be provided to the Department of Education upon request.
9. The student must display competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through the approved Language, Literacy and Numeracy test.
10. Should the student not reach Exit Level 3 or above in the Australian Core Skills Framework in both reading and numeracy, they are permitted a second attempt.
11. If they do not reach the required level at the second attempt, the enrolment staff will discuss support options and book a potential future enrolment date.

Ella Baché College of Skin and Beauty Therapy must also reasonably believe the student displays competence in the Language, Literacy and Numeracy test and is academically suited to undertake the course; and that the student has met all specified entry requirements for the Diploma in Beauty Therapy qualification.

The LLN Assessment results are emailed to the student as soon as practicable, and a copy is stored in the Student Management system in the student file. Results of a student's LLN test will be retained for at least 5 years.

## COURSE BREAKS

Course breaks are scheduled at the end of each Unit of Study and vary according to Intake Dates. To verify your course break times please check the Census Dates Calendar on the college website.

The College Enrolment Policy and Procedure is on the College Website here: [Student Resources](#)



# KEY COLLEGE & COURSE INFORMATION

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# KEY COLLEGE & COURSE INFORMATION

## COURSE INFORMATION FOR SHB50121 DIPLOMA OF BEAUTY THERAPY

This qualification is for those who wish to be or are employed as beauty therapists in beauty salons, cosmetic clinics, medi-spas, and day spas, to provide consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skincare and cosmetic products.

In this qualification you will learn how to provide a broad range of beauty therapy treatments and services including:

- Facial treatments
- Body massage and reflexology
- Hair removal
- Lash and brow treatments
- Nail and make-up services
- Aromatherapy and Stone Massage

Graduates of this qualification will acquire the skills to work autonomously, to be accountable for personal outputs and to apply sound judgement when planning and selecting appropriate equipment, services, and techniques.

## Mode of Delivery: EdFlex™ Blended Course

The EdFlex™ Blended mode delivers theory and theory assessment online through the 'My Ella Baché' Learning Portal LMS, practical one day weekly on campus training, structured Online learning, self-directed study and work experience to provide a rich and engaging learning experience.

## Duration

The program runs over 4 x 16-week terms with breaks between terms, over a 16-month period.

## How the Program Works

This online training program is delivered as follows:

Online students are required to complete the following:

- **Online study:** Complete 4 hours structured online learning per week over a sixteen (16) month period.
- **Face to face practical labs:** Participate in Practical Labs at the Ella Baché campus, 16 days per term over 4 terms.
- **Self-study:** Complete approximately 8 hours self-study per week to absorb knowledge for practical application and research, prepare and complete assessments over 64 weeks.
- **Work-Experience:** Complete 150 hours of work experience, one day per week (6 hours) over 25 weeks during the course.

## Mode of Delivery: On Campus Course

The training program is delivered to face class cohorts, work-experience and self-study to provide a rich and engaging learning experience.

## Duration

The program consists of four (4) x 16-week terms, conducted over a 64-week period.

How the program works:

This full-time training program is delivered as follows:

Full-time campus students are required to complete the following:

- **Classes:** Attend the Ella Baché College campus for 2 ½ days per week (20 hours per week) of classes for four (4) x 16-week terms over 16-month period.
- **Self-study:** Complete approximately 4 hours per week self-study including learning and assessment tasks over 64 weeks
- **Work- Experience:** Complete 150 hours of work experience, one day per week (6 hours) over 25 weeks during the course.

# KEY COLLEGE & COURSE INFORMATION<sup>CONT.</sup>

## STUDENT COURSE REQUIREMENTS:

All students participate in the following:

### Practical beauty salon sessions

Practical beauty salon sessions are integrated with theory sessions, providing an environment for students to work on practical learning for each unit. Demonstrations, scenarios, and role plays are provided in these small group settings and students are encouraged to learn with each other in pairs and small groups to integrate working with diverse groups and people on all units of competency.

### Student Salon

- Student Salon with the general public - students have the opportunity to practice their skills and underpinning knowledge on paying clients.
- Participants in the EdFlex On-Campus program attend at least 240 hours of Practical Training each 16-week Term, a total of 960 hours over the program. This is in addition to the 150 hours of work experience.
- Participants in the EdFlex Blended program should attend 16 single days (or blocks of 2 days) of Practical Training Labs and Student Salon for each 16-week terms, a total of 512 hours over the program. This is in addition to the 150 hours of work placement.
- Access to paying members of the public is a requirement for the most of the practical assessment components of the units of competency in the SHB50121 Diploma of Beauty Therapy.
- The College Student Salon is a fully operational franchised salon of the Ella Baché network, servicing paying members of the public at discounted rates at the campus training facility.
- Students receive feedback on their practical skills from the trainer.
- Students who are engaged in the Salon are treated as normal employed staff but without payment of wages. As such, all students working in the College salon are required to abide by the systems, procedures and policies set out in company policies and procedures manuals. Students must present themselves during working hours in a manner appropriate to their position. This means a high standard of personal grooming which is appropriate for the work they perform and the Ella Baché brand image.

## Additional Practical Training & Assessment LABS and Student Salon

EdFlex On Campus students may also opt to participate in the Practical Training and Assessment sessions afforded to the EdFlex Blended participants if they require additional training or assessment. These are conducted as 1-day LABS, provided on designated days every week in Sydney, Melbourne and Brisbane are primarily for practical skills training, not assessment. EdFlex participants are responsible for booking themselves into the LABS. A LAB booking application is available to students in the Learning Portal to allows them to pre-book all sessions in advance.

### Self-directed Study

Self-directed study forms an integral part of this course.

To ensure successful completion of this course by the course end date as stated in the Letter of Offer, the student is required to engage in weekly self-directed study time. This is undertaken in the student's own time, outside scheduled class hours.

Students are provided with a Study Guide on the learning management system for each unit of competency that guides them through the unit requirements. The guide contains learning activities including such things as quizzes, case studies and written exercises. The Study Guide is structured to assist the student to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The students' completion of the assessments is monitored by the trainer. This is done in class, at the beginning of the session, with the completed assessments used as the basis for group discussion to engage in critical dialogue in comparing student activity responses.

The amount of time students need to spend varies upon the individual but generally 4-8 hours per week during term time is appropriate.

# KEY COLLEGE & COURSE INFORMATION<sup>CONT.</sup>

## COURSE WORK EXPERIENCE REQUIREMENTS

- All students are invited to complete 150 hours of external work experience in a beauty salon.
- Work experience can be undertaken at any salon; it is not a requirement that work experience be completed at an Ella Baché salon, although most Ella Baché salons are keen to host students for work experience which often leads to employment outcomes for students. Please note: Ella Baché salons are independently owned and operated.
- Work experience hours are in addition to the course hours.
- Work experience does not count towards the assessment of the course.
- Work experience will be done concurrently with study and may commence during Term 2 or later in the course. Incomplete work experience hours can be completed at the end of the course as required.
- Our Trainers assist students to prepare for work experience and where possible to find a work experience placement.
- All students placed through Ella Baché's Work Experience Program are insured by the Voluntary Workers Insurance policy.

### Work Experience Process

Workplace arrangements commence in Term 2 and are to be completed before the end of the course. The following workplace nomination process commences in Term 2.

- Step 1** The student or Ella Baché Trainer, Ella Baché State Training Manager or Ella Baché Business Development Manager nominates a suitable workplace
- Step 2** Ella Baché Trainer verifies the workplace arrangements and resources
- Step 3** Ella Baché Trainer conducts suitability check
- Step 4** Ella Baché Trainer approves student workplace
- Step 5** Student commences work experience
- Step 6** Ella Baché Trainer monitors the student's work experience
- Step 7** Student completes work experience

### Academic Pathways

Ella Baché College has had an articulation pathway agreement with Victoria University since 2009. This academic pathway opportunity provides graduates of the SHB50121 Diploma of Beauty Therapy will receive 8 subjects of credit, which is equivalent to the first year of the 4-year Bachelor of Health Science (Dermal Therapies) degree.

Graduates of the Diploma who meet the University entry requirements are eligible to apply and may be offered a place and can enter the program at the start of the second year. The Dermal Therapies degree at Victoria University can be attempted and completed online from the second year onwards. For more information on the Bachelor of Dermal Sciences please visit the Victoria University Website. [Click Here](#)

# KEY COLLEGE & COURSE INFORMATION<sup>CONT.</sup>

## QUALIFICATION REQUIREMENTS & DELIVERY SCHEDULE

Successful completion of the SHB50121 Diploma of Beauty Therapy, will provide graduates with 29 units of competency - 20 core units and 9 electives.

Unit Code & Title	Unit Type	Pre-requisite Unit*
<b>Unit of Study 1 (T1)</b>		
SHBBHRS010 Provide waxing services	Core	
SHBBMUP009 Design and apply make-up	Core	
SHBBNLS011 Use electric file equipment for nail services	Core	*
SHBBNLS007 Provide manicure and pedicure services	Core	SHBBNLS011
SHBBFAS004 Provide lash and brow services	Core	
SHBXCCS007 Conduct salon financial transactions	Core	
SHBXWHS003 Apply safe hygiene, health, and work practices	Core	
<b>Unit of Study 2 (T2)</b>		
SHBXCCS006 Promote healthy nutritional options in a beauty therapy context	Core	*
SHBBSSC001 Incorporate knowledge of skin structure and functions into beauty therapy	Core	*
SHBBSSC002 Incorporate knowledge of body structures and functions into beauty therapy	Core	*
SHBBFAS005 Provide facial treatments and skin care recommendations	Core	SHBBSSC001 & SHBBSSC002
SHBBFAS006 Provide specialised facial treatments	Core	SHBBSSC001
SHBBINF002 Maintain infection control standards	Elective	*
SHBBSKS009 Provide micro-dermabrasion treatments	Elective	SHBBINF002, SHBBSSC001 & SHBBSSC002
SHBXPSM003 Promote a personal services business	Elective	
<b>Unit of Study 3 (T3)</b>		
SHBBBOS008 Provide body massages	Core	SHBBSSC001, SHBBSSC002 & SHBXCCS006
SHBBBOS009 Provide aromatherapy massages	Elective	SHBBSSC001, SHBBSSC002 & SHBXCCS006
SHBBBOS010 Use reflexology relaxation techniques in beauty treatments	Elective	SHBBSSC001, SHBBSSC002 & SHBXCCS006
SHBBSPA007 Provide stone therapy massages	Elective	SHBBBOS008
SIRXSL001 Sell to the retail customer	Core	
BSBSUS501 Develop workplace policy and procedures for sustainability	Elective	
SHBXIND003 Comply with organisational requirements within a personal services environment	Core	
<b>Unit of Study 4 (T4)</b>		
SHBBRES003 Research and apply beauty industry information	Core	
SHBXCCS005 Maintain health and wellbeing in a personal services setting	Core	
SHBBCCS005 Advise on beauty products and services	Core	
SHBXCCS008 Provide salon services to clients	Core	
SHBXPSM002 Manage treatment services and sales delivery	Elective	
SHBXPSM001 Lead teams in a personal services environment	Elective	
SHBXIND003 Comply with organizational requirements within a personal services environment	Core	

\*Must be assessed as competent prior to commencement of this unit

# KEY COLLEGE & COURSE INFORMATION<sup>CONT.</sup>

## Course Information for SHB50216 Diploma of Salon Management

This qualification is for those who wish to become employed as a senior manager or small business owner of personal services business. Salon managers operate with autonomy to make strategic business management decisions, they are responsible for coordinating the day-to-day operation of the business and for planning, monitoring and evaluating the work of the team.

In this qualification you will learn a broad range of salon management skills including:

- Human Resource Management
- Work Health and Safety
- Sustainable Work Practices
- Small Business Planning, Marketing and Promotions
- Leadership
- Sales Management

Course Information for SHB50216 Diploma of Salon Management Successful completion of the SHB50216 Diploma of Salon Management, will provide graduates with 10 units of competency - 7 core units and 3 electives.

Unit Code & Title	Unit Type
<b>Unit of Study 1 (T1)</b>	
SHBXWHS002 Provide a safe work environment	C
<b>Unit of Study 2 (T2)</b>	
BSBSMB403 Market the small business	E
SHBXPSM003 Promote a personal services business	C
<b>Unit of Study 3 (T3)</b>	
BSBESB401 Research and develop business plans	E
SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms	E
BSBSUS501 Develop workplace policy and procedures for sustainability	C
<b>Unit of Study 4 (T4)</b>	
SHBXPSM002 Manage treatment services and sales delivery	C
SHBXPSM003 Promote a personal services business	C
SHBXPSM001 Lead teams in a personal services environment	C
BSBHRM404 Review human resource functions	C

# KEY COLLEGE & COURSE INFORMATION<sup>CONT.</sup>

## Mode of Delivery: EdFlex™ Blended Course

The training program EdFlex™ Blended Course is delivered using online delivery and assessment through the 'My Ella Baché' Learning Portal LMS, and self-directed study to provide a rich and engaging learning experience.

## Duration

The program runs over 4 x 16-week terms with breaks between terms, over a 16-month period.

## How the Program Works

This online training program is delivered as follows:

Online students are required to complete the following:

- **Online study:** Complete 4 hours structured online learning per week over a sixteen (16) month period.
- **Self-study:** Complete approximately 4 hours self-study per week to absorb knowledge for practical application and research, prepare and complete assessments over 64 weeks.
- **Practical Log:** 18 hours (six, three-hour work periods) in a salon environment.

## Self-directed Study

Self-directed study forms an integral part of this course. To ensure successful completion of this course by the course end date as stated in the letter of offer, the student is required to engage in 4 hours of self-directed study time per week. This is undertaken in the student's own time, outside scheduled class hours.

Students are provided with an assessment schedule for each unit of competency that guides them through the unit requirements. The schedule contains weekly activities including such things as quizzes, case studies and written exercises.

The schedule is structured to assist the student to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The students' completion of assessments is monitored by the trainer. This is done in class, at the beginning of the session, with the completed assessments used as the basis for group discussion to engage in critical dialogue in comparing student activity responses. The amount of time students need to spend varies upon the individual but generally 4-8 hours per week during term time is appropriate.

## ORIENTATION

Orientation is the essential first step for Ella Baché College's students to ensure they clearly understand the requirements for a successful educational experience.

All Ella Baché College students must attend an orientation session either On Campus or Online. Those unable to participate in the live sessions can access the recorded Orientation presentation Online.

Orientation covers the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Student Handbooks
- Grooming Guidelines
- Uniforms
- Information on Support Services
- WHS
- Timetable and Assessment Schedule for the unit of study
- Academic and general administrative matters
- Students' rights and responsibilities
- Unique Student Identifier (USI)
- Course attendance and course progress requirements
- Grievance procedures
- Maintaining current contact information
- Issuing student cards
- Campus tour

Students are introduced to the college academic and administration team. Students are shown how to access the following information on My Ella Baché learning portal:

- Introduction and orientation videos on how to navigate the learning portal to access to the learning materials, activities, demonstration videos, student assessment guide, and assessment submission.
- Assessment Schedule and Calendar

## Course Commencement

Students commence their practical training the first week of the published enrolment start date. Students who do not commence on the published start date and commence by the default date will be registered and undertake individual orientation. Students are required to complete the Commencing Student Survey at the end of Week 4 of their first Unit of Study to provide feedback to the College about their experience of the Pre-enrolment and On-Boarding processes and to give feedback on opportunities for improvement.



# PARIS Ella Baché



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# COLLEGE POLICY GUIDELINES

## COURSE FEES & REFUNDS POLICY & PROCEDURE

### Course Payments

- On accepting the offer students must pay the first payment instalment as listed in the Course Fees Breakdown in the Letter of Offer that includes:
  - a. First instalment - tuition fees
- First payment instalment must be paid by the due date in week 4 after the course commencement date. No more than \$1500 is required for payment prior to course commencement.
- The remaining tuition fees are paid in instalments and must be paid by the due date as listed in the Course Fees Breakdown.
- A late fee of 10% will be applied for all payments received after the scheduled due date.
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid

Refer to Schedule of Fees and Charges - Domestic. [Click Here](#)

### VET Student Loans

Some Australian domestic students may be eligible for VET Student Loans. Find out more. [Click Here](#)

## Terms & Conditions

For terms and conditions of enrolment refer to the Terms and Conditions of Enrolment Domestic. [Click Here](#)

This document contains important information for all applicants and forms part of your enrolment agreement with Ella Baché College.

## Refund & Cancellation

All requests for refund of fees must be made in writing using either the Refund Request Form (fee paying students only) or the Application for remission of fees under special circumstances form (VSL students only) which may be obtained from Ella Baché College student services or from the college website. The form must be signed by the student and the cancellation fee will be calculated as shown in the table below.

Refer to the Refunds Policy and Procedure for Fee Paying Students, Refunds Policy and Procedure for VSL Students, and the Schedule of Fees and Charges. [Click Here](#)

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Cancellation & Refund Conditions – Student Default

Student Default applies in the case where the course starts on the agreed start date but the student does not start on the agreed start date and has not previously withdrawn from the course in writing within an agreed time prior to the course start date or the student cancels or withdraws from the course either before or after the agreed starting date.

The following refund conditions apply.

- 100% refund of paid tuition fees applies if the student cancels 28 or more days before the course starts.
- No refund of tuition fees applies if the student cancels after the census date of the unit of study.

**Note:** In the case of compassionate or compelling circumstances the College may waive the above conditions and fees. The student must notify the College as soon as possible and submit a request in writing within 28 days of the date of their withdrawal / deferral.

The agreed starting date is the date the course was scheduled to start or a later date agreed between Ella Baché and the student. This does not apply to approved deferment and leave of absence when the student applies for refund after the application was approved.

Ella Baché College will make a refund within 28 days of receiving a written claim by the student in accordance with the Terms and Conditions as outlined in the course information.

Refer to the Refunds Policy and Procedure for Fee Paying Students, Refunds Policy and Procedure for VSL Students, and the Schedule of Fees and Charges;

[www.ellabache.com.au/pages/college-resources](http://www.ellabache.com.au/pages/college-resources)

## Cancellation & Refund Conditions – Provider Default

If Ella Baché College defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Ella Baché College will make every effort to transfer the students' enrolment to another college or pay a refund of the unused portion of the course money received from the student.

In such a case Ella Baché College will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default if an alternative placement with another provider cannot be found to the student's satisfaction. Such refunds will be made within 2 weeks following the default date with a statement explaining how the refund amount has been calculated.

Ella Baché College reserves the right to deny a student access to Ella Baché College's premises and to withdraw its other services if their conduct disrupts the normal operation of Ella Baché College. Ella Baché College's grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Ella Baché College will be made within four weeks of receiving Ella Baché College Student Request for a Refund Form. This agreement, and availability of Complaints, Grievances and Appeals processes, does not remove the student's right to act under Australian Consumer Protection laws.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## RECOGNITION OF PRIOR LEARNING (RPL)

Ella Baché College has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Ella Baché College ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- Is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence.

Ella Baché College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the student's file.

Click here for more information on the RPL Policy and Procedures [www.ellabachecollege.edu.au/resources](http://www.ellabachecollege.edu.au/resources)

## NATIONAL RECOGNITION (CREDIT TRANSFER)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

### Evidence Requirements for National Recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by Ella Baché College. These documents will provide the detail of which units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of Attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

### National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in Ella Baché College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Ella Baché College provides the student with a 'RPL Application Outcome Notification' form. The student must sign this letter to indicate agreement with the outcomes of their application and a copy is to be kept on the student's file.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Applying for RPL & Credit Transfer

Students should complete either the 'RPL Application form' or the 'Credit Transfer Application form'. The application forms are available:

- From the 'My Course Information' subject in the learning portal, or
- From the Appendix in this Student Handbook, or
- By contacting Student Support on [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au)

## RPL Application

1. Students should complete the 'RPL Application Form' and email it to [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au)
2. The Form should be accompanied with the following supporting documentation:
  - a. C.V. or Resume detailing relevant work history
  - b. Any references from relevant workplaces which support the CV/Resume
- c. Academic transcripts and/or Statement of Attainments relevant to the units of competency

## Credit Transfer Application

1. Students should complete the 'Credit Transfer Application Form' and email it to [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au)
2. The Form must be accompanied with the following supporting documentation:
  - a. Academic transcripts and/or Statement of Attainments relevant to the units of competency
  - b. Qualification Testamurs/Certificates

## ASSESSMENT POLICY & PROCEDURE

### Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory.

A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student does not agree with the assessment result or thinks that the assessment process is not valid or disagrees with the decision once it is made, or believes that they have been treated unfairly, they can appeal. Refer to Complaints, Grievances and Appeals Policy and Procedure. [Click Here](#)

### Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. An additional fee applies to the third attempt.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required. After that they may be charged a re-sit fee for the relevant unit of competency.

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task, you will be provided with 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3rd. attempt, you will be required to undertake a re-assessment. Re-assessments are organized by Student Services – there is no cost for this service. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with Ella Baché College's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy.

There is a cost for repeating a unit of competency and is subject to timetable availability.

Refer to Schedule of Fees and Charges. [Click Here](#)

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

## Written Exercises

Written exercises may be open or closed book activities which may involve multiple choice questions, short answer questions, case studies and reports.

## Case Study/Written Report

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described and which demonstrates appropriate levels of research and understanding.

## Presentations/Role Plays

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

## Demonstration – Skills Observation in Practical Labs & Salon

Student Salon commences week 4 with the public and students can practice their skills, apply their underpinning knowledge on clients and be assessed on practical skills.

## Workplace Demonstration – Third Party Report

During the work placement the student's demonstration of skills is observed by the workplace supervisor. Although this is not formal assessment, the third-party report forms part of the portfolio of assessment evidence for the student.

## Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence.

One of these details is the **due date** for each assessment.

Students **MUST** submit all assessments by the due date.

Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

## Missed Assessment

In cases where a student has not submitted an assessment, the College Operations Manager and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The College Operations Manager will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Ella Baché College grievance and appeals process if they are not satisfied with the outcome.

## Student Assessment Obligations

- Students are to ensure they are aware of when their practical and theory assessments will occur.
- There are set submission dates for any assessment task
  - Students are to take responsibility for ensuring that the assessment task requirements for each subject are submitted for grading. Students can view the status of their submissions and any outstanding assessment tasks by viewing the 'Grade' Report from their My Course Information page in the portal.
- Students are required to attempt and/or submit all assessments within the term the subject occurs.

## Assessment Attendance

To provide and conduct assessments Ella Baché College of Skin and Beauty Therapy requires all assessors and students to adhere to the following policy and procedures, for all assessment activities: A student will be awarded a 'Not Satisfactory' grade for any assessment if they fail to attend and participate in a Practical LAB Assessment that they have booked to attend in the learning portal.

In the situation where a student fails to attend, or submit an assessment without an acceptable reason the Student will:

- Receive a Not Satisfactory grade
- Use up one (1) of the three (3) possible attempts at successful completion of the assessment.



# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Grading & Results

All students are provided with multiple opportunities to demonstrate competence in an assessment; Students have a maximum of three (3) attempts to demonstrate competence in an individual assessment task. There are two outcomes of assessments: S = Satisfactory, and NS = Not Satisfactory:

- A student will be awarded C = Competent on completion of the unit when all assessment tasks have been completed satisfactorily, which includes providing the appropriate evidence required to meet all assessment criteria.
- If a student fails to satisfactorily complete all assessment tasks in a unit of competency they will receive the result NC = Not Competent.
- If a student is deemed Not Competent in a unit of competency they will be required to re-enrol in the unit.

## Re-assessment & Extensions

Requests for extension – Practical Observation, and Third-Party Assessments.

If a student is unable to attend a Practical observation assessment, the student must complete a 'Request for Extension' form and provide it to their Assessor, by email or in person, **at least two (2) weeks** prior to the assessment:

- If the 'Request for extension form' is provided at least two weeks (2) prior a deferred date for assessment will be issued by the trainer.
- If the 'Request for extension form' is NOT provided at least two (2) weeks prior, a deferred date for assessment cannot be guaranteed. If a deferred date for assessment cannot be organised the student will be graded as Not Satisfactory for the assessment and will be required to re-attempt the assessment.

## Second & Third Attempts & Re-assessment Fees

If a student is deemed Not Satisfactory in their first attempt at any assessment, they are able to undertake a second attempt at the assessment with no penalty.

### Second Attempts

If a student is graded as Not Satisfactory in their second attempt, or does not undertake or submit their assessment on the agreed date and time, and fails to produce a medical certificate for that date, the result for the assessment will be recorded again as Not Satisfactory

### Third & Final Attempt – Re-assessment Fee

Students who are graded as Not Satisfactory in their second attempt at an assessment will be able to undertake a third and final assessment. There is a fee for a third and final re-assessment.

## Not Competent Result

If a student achieves a Not Satisfactory result in the third and final attempt, they will be graded as Not Competent for the unit of competency and will be required to re-enrol and repeat the entire unit of competency when it is next offered in the College. This could be the following year depending on the subject. This will include re-payment of the entire unit fee.

## Reasonable Adjustment

All students are responsible for clearly indicating to their assessor any concerns or requests that could potentially disadvantage them in their efforts to demonstrate their competence during the assessment process and be willing to negotiate a strategy/outcome that will meet their needs and is acceptable to the College.

In accordance with the Disability Standards for Education (2005), education providers are under a positive obligation to make changes to reasonably accommodate the needs of a learner with a disability.

Reasonable adjustments can be made as required, as long as competence is not compromised. For example, such a learner could be asked to demonstrate a work process rather than being asked to explain it in writing.

However, reasonable adjustments will not be applied if the adjustment will compromise the rigour of the assessment process (e.g. if there is a requirement to complete documentation in a unit of competency, oral assessment would not be appropriate), or if there is an unjustifiable expense placed on the College.

## Challenging Results

Students may challenge their results at any time if they feel that they have been unfairly treated or assessed, or if they do not agree with the outcome of an assessment. Students who wish to be re-assessed should contact their assessor in the first instance. Students who are not satisfied with the outcome of a re-assessment may appeal the result in accordance with the Complaints, Grievances and Appeals Policy and Procedure; by completing the form which is available from the 'My Course Information' subject in the learning portal.

Refer to the Complaints, Grievances and Appeals policy. [Click Here](#)

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## ACADEMIC INTEGRITY POLICY & PROCEDURE

Academic misconduct or plagiarism occurs when a person reproduces someone else's words, ideas, or findings and presents them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source
- Paraphrasing someone else's words without acknowledging the source
- Using facts and information derived from a source without acknowledging the source
- Using ideas directly derived from an identifiable author without acknowledging the source
- Producing assignments that should be your own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor)
- Copying from another student's work
- Submitting someone else's work as your own

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed NS-Not Satisfactory for the relevant assessment task on confirmation of the breach. All confirmed cases of cheating or plagiarism are recorded on the Student Management System and remain permanently on the student's file. Students will be disciplined and at the discretion of the College Operations Manager will incur a payment fee to resubmit an assessment. Students found cheating a second time will receive a formal written warning from the College Operations Manager plus incur a payment fee to resubmit an assessment. Continued academic misconduct and/or involvement in plagiarism will result in expulsion from the College.

Refer to the Student Behaviour Policy and Procedure and the Academic Integrity Policy and Procedure on the Ella Baché College website. [Click Here](#)

## STUDENT ENGAGEMENT & PROGRESSION POLICY

The purpose of this policy is to describe the process by which Ella Baché College monitors and supports student engagement, retention, progression and course completion levels to ensure students can complete their studies within the specified course duration. It ensures that all students have fair and equitable access to appropriate training support, that diversity is respected and inclusion is promoted throughout the student journey, and that student wellbeing needs are identified and addressed to enable progression through training and assessment.

It also outlines the conditions and intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements.

Students must read this policy in full as it forms the basis of monitoring academic progress at Ella Baché College.

Refer to the Student Engagement and Progression Policy & Procedure. [Click Here](#)

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification. A student who is identified as falling behind in successful assessment completion will be managed via a range of intervention strategies.

Satisfactory course progress requires that the student has:

- participated in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions, and mandatory and supervised work-based training
- completed all required assessments up to that point of time.

Ella Baché College retains evidence that students are attending scheduled classes in order to show that:

- its practices are consistent with the training and assessment strategies
- the amount of training being provided is suitable for each student
- students are participating in tuition activities
- students are satisfactorily progressing through their course.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

Identifying a student as being 'at risk' of making unsatisfactory academic progress prior to the submission of their assessments can be a subjective process. However, indicators are typically that, the student:

- is not attending class regularly and/or not participating actively in class
- is not completing formative assessment tasks
- is not completing their self-study or reliably attending work experience commitments
- Is experiencing some personal issues or difficulties

## Intervention Strategy

An intervention strategy may include an Individual Learning Plan developed by the Trainer. The plan aims to improve the academic progress and attendance of a student. Other intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. Ella Baché College will do everything it can to assist students who want to learn and progress.

The intervention may include, but not be limited to:

- Advising students to attend classes regularly
- Where appropriate, advising students on the suitability of the course in which they are enrolled.

## WITHDRAWAL, DEFERMENT, SUSPENSION OR CANCELLATION OF STUDENT ENROLMENT POLICY & PROCEDURE

Ella Baché College of Skin and Beauty Therapy will conduct the withdrawal and deferral procedure in compliance with VET Student Loans Act 2016, the Standards for Registered Training Organisations (2015), and the VET Provider Guidelines 2015.

For more information refer to the policies and procedures on the College Website.

## Census Dates

- The Census Date is the last day a student can withdraw their enrolment without incurring tuition fees.
- Each of the Four (4) Fee Periods will contain one (1) Census Day at least 20% progression through each Fee Period.
- It is the responsibility of all students to inform themselves of the Census dates for their course.
- The Census Dates for each Fee Period are displayed on the College Website. [Click Here](#)
- Assisting students by advising them of opportunities to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which they have not previously been able to demonstrate competency
- Additional supporting for practical lab and salon work including work experience
- Providing extra tuition and support and or LLN Support
- Allowing extra time to complete assessment tasks
- Trainers develop an individual learning plan in conjunction with the student. We know that a detailed and achievable assessment schedule provides the student with a clear plan forward to achieve their study goals when things have become too much.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## STUDENT REQUEST FOR SPECIAL LEAVE OF ABSENCE, DEFERRAL OR WITHDRAWAL

### Deferral

Applications for deferment are accepted at the discretion of the College. The maximum period of deferment is a total of one year over the duration of the course. All applications for deferment will be considered and the decision provided in writing to the student within 10 working days from the date of application. Ella Baché College may choose to grant or decline any student's request for deferment of studies. All documentation including reasons is to be kept on the student file.

- Students deferring their studies prior to the census date will not be liable for fees incurred in that fee period and will be transferred to the agreed recommencement date (within 6 months) and new census dates will apply.
- All students deferring their studies post census date of each fee period will remain liable for fees incurred and will be transferred to the agreed recommencement date (within 6 months) and new census dates will apply for subsequent fee periods.
- If a student who has deferred has not recommenced their studies within 6 months of deferral and the College has been unable to contact the student, they will be deemed to have withdrawn from the course and fees paid are not transferable. Students wishing to recommence studies after the 6-month limit will be considered as a new enrolment with relevant course fees payable.

### Deferral Prior to Commencement

- Students may request a deferral prior to course commencement. Requests must be in writing via email to Student Services (sent to [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au)).

If approved the student will receive a revised Student Written Agreement of enrolment.

## Withdrawals – Fee Paying Students

Applications for withdrawal are at the discretion of the student. Ella Baché College appreciates that there may be a range of circumstances which cause a student to withdraw from their course of study. These often include personal or family difficulties. When considering withdrawing from their course of study, students should seek information/advice on the possible options available to them.

Where a student has withdrawn from Ella Baché College they can re-instate their enrolment for up to 12 months by contacting the college and requesting, in writing via email (sent to [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au)), to re-activate their enrolment. After 12 months, a student is required to complete the enrolment process again. The college will not re-instate or re-enrol a student without their written permission being received.

## Withdrawals – VSL Students

Any student may cancel their enrolment during the course or part of the course, if they follow the College's procedure for withdrawal:

- Where a student indicates they wish to withdraw from the course they will be contacted by the Student Services Manager to discuss their options including further support from the College.
- Where a student proceeds to withdraw from the course they must notify the College in writing. Written notification must be made by following the process outlined in this Student Withdrawal, Deferral, Suspension and Cancellation from Study Policy & Procedure (Domestic).
- The date of withdrawal will be the date of receipt of written notice, and the enrolment will be terminated on that date.
- If no written withdrawal request is received from a student, the student will remain enrolled in the course for that Fee Period and be liable for fees after the Census Date has passed.
- If a student withdraws before the Census Date for the course or part of the course, the student will not incur a VSL debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course.
- Where a student has withdrawn from Ella Baché College they can re-instate their enrolment within 12 months by contacting the college and requesting in writing via email (sent to [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au)) to re-activate their enrolment. After 12 months a student is required to complete the enrolment process.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Withdrawal & Deferral Procedure – Fee Paying & VSL Students

Where a student proceeds to Defer or Withdraw from their course they must notify the college in writing. Written notification may be by completion and return of the 'Application for Leave, Deferral or Withdrawal Form', available from the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email clearly stating name, address, and course title, date of Deferral or Withdrawal and reason for Deferral or Withdrawal.

## Compassionate or Compelling Circumstances

Students may apply to the College for special leave, deferment or withdrawal of their studies for compassionate or compelling circumstances. 'Compassionate or compelling' circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where an appropriate medical certificate from a relevant medical specialist state that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- a traumatic experience, which could include:
  - a. involvement in, or witnessing of a serious accident or
  - b. witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Ella Baché College will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments will be kept on the student file.

## Ella Baché College Initiated Suspensions or Cancellations of Enrolment

### Suspension

- Ella Baché College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with Ella Baché College's Student Code of Conduct.
- Attendance will not be recorded during a period of suspension.
- Ella Baché College may recommend that a student who will be absent for an extended period for genuine reasons 'suspend' their enrolment until they are able to return to class. Medical evidence etc. would be required prior to any consideration by Ella Baché College.

### Cancellation

Ella Baché College may initiate the cancellation of a student's course.

- on the grounds of misbehaviour, in accordance with Ella Baché College's Student Code of Conduct
- due to the student's failure to pay course fees
- a student not being a genuine/bona fide student, being, they do not attend class or progress in their course as further defined below.

A **non-genuine/non bona fide** student is defined by Ella Baché College as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/ does not participate in regular classes. Ella Baché College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur, as provided to them via the Student Handbook.

Ella Baché College can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Ella Baché College policies and/ or Australian Law. Before suspending or cancelling a student's enrolment, Ella Baché College must notify the student of its intention to take such action and allow the student 28 working days to access the complaints and appeals process. (See: Complaints, Grievances & Appeals Policy).

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees. Where Ella Baché College has reason for concern for the welfare of the student or those with whom the student may come into contact, Ella Baché College will cancel the student's enrolment prior to completion of any appeals process.

Students have 28 working days in which to initiate the Ella Baché College Complaints and Appeals process.

Refer to the following Policies and Procedures on the College website:

- Academic Integrity Policy and Procedure
- Refund of Fees Policy and Procedure
- Student Behaviour Policy and Procedure

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## COMPLAINTS, GRIEVANCES & APPEALS POLICY & PROCEDURE

**Complaint:** A complaint can be a verbal or written expression of dissatisfaction from minor inconveniences to more serious concerns

**Grievance:** a formal documented process with specific steps and procedures  
**Appeal:** a request for a review of a decision, result, error or procedural process.

### What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Ella Baché College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by a student.

The complaint may be about the student's dealings with Ella Baché College, the College's education agents or any related party it has an arrangement with to deliver the student's course or related services.

### What is a Grievance?

A grievance is a formally documented complaint outlining the specific terms and conditions of complaint to be addressed and often describing the desired outcome sought.

### What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

## Early Resolution of Complaints, Grievances & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

For full policy details: Refer to the College Complaints, Grievances and Appeals Policy and Procedure. [Click Here](#)

## STUDENT SUPPORT SERVICES

Refer to Student Support, Diversity, Inclusion and Wellbeing Policy and Procedure-Click on the College Website.

Ella Baché College of Skin and Beauty Therapy will ensure that all students are given appropriate orientation and are given reliable and up-to-date advice on course requirements, counselling, work experience, support services and welfare facilities.

- The College will demonstrate regard for the cultural, social, and special needs of disabled students and those from different backgrounds.
- The College will monitor the progress of students and ensure individual support and counselling for those having difficulties with a course.
- Ella Baché will ensure that all students receive adequate orientation, information and advice on accommodation, counselling, health and welfare services, and assistance in accessing bridging courses or additional educational support.

Students can access support services from reception or via email at [studentservices@ellabachecollege.edu.au](mailto:studentservices@ellabachecollege.edu.au). Students may seek advice on additional support services or welfare services outside the scope of the College, through the College Operations Manager.

Ella Baché College is committed to the provision of support for all of its students regardless of their existing level of experience, skill or LLN ability.

To ensure we meet the specific needs of our students, Ella Baché College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

Ella Baché College will aid support students to make sure they can successfully complete their training and assessment program by:

- Identifying individual requirements (such as literacy, numeracy, English language, or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)



# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

Ella Baché College will seek to maximise opportunities for access, participation, and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by Ella Baché College

Ella Baché College will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by Ella Baché College. In these circumstances, individuals who require substantial additional help with their literacy and numeracy or other needs will be referred to access specific assistance. Any costs incurred will be the responsibility of the student.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations as a Registered Training Organisation (RTO). The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Complaints, Grievances & Appeals
- Employment rights
- Facilities and resources
- Family matters/relationship concerns
- Financial concerns
- Legal assistance
- Sexual harassment
- Telephones & communication

The Student Support Officer can also refer the student to a trainer or the College Operations Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- In each matter, the student shall be encouraged to meet with the Student Support Officer and to provide an outline of the nature of their problems. Ella Baché College, through the Student Support Officer will seek to provide a supportive, empathetic, and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.
- A register of support services is maintained by the Student Support Officer. A listing of resources is also in this Student Handbook.
- All students will be required to attend an induction at the commencement of their studies at Ella Baché College. These inductions give an overview of Ella Baché College policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

## Counselling

Student wellbeing is important to all of us at the Ella Baché College. If a student has an issue of a personal nature, they may consult the class trainer or the Student Support Officer. Support is offered to all students.

The following steps will apply:

1. Consult with the class trainer
2. Class teacher or Student Services Officer and student may discuss the issue
3. Class teacher or Student Services Officer and student may decide on the best course of action. E.g. Referral to an external Counselling Service.
4. All private information will remain confidential at all times.

Any notes, records and referrals made during discussions with the staff will be dealt with in accordance with the General Privacy Statement set out in this handbook. All records kept are confidential.



# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## External Counselling Services & Assistance

Problem	Website	Contact
Anxiety	<a href="http://www.angelfire.com/co/serenityn">www.angelfire.com/co/serenityn</a>	9740 9539
Asthma	<a href="http://asthma.org.au">asthma.org.au</a>	1800 645 130
Crisis Counselling (Wesley Mission) Lifeline Crisis Support	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	24 hours: 13 11 14
Depression - National Initiative Beyond Blue - Anxiety & Depression	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 22 4636
Disabilities Support & Advocacy	<a href="http://www.ideas.org.au">www.ideas.org.au</a>	1800 029 904
Domestic Violence - National	Respect Help-line (Federal Government Initiative)	Emergency: 000 24 hours: 1800 737 732
Drug Addiction - Christian Help	<a href="http://www.naranon.com.au">www.naranon.com.au</a>	9418 8728
Drug Addiction - Narcotics Anonymous	<a href="http://www.na.org.au/multi">www.na.org.au/multi</a>	1300 652 820
Drugs & Mental Health - Sydney	<a href="http://www.waysidechapel.org.au">www.waysidechapel.org.au</a>	9358 6577
Eating Disorders	<a href="http://butterfly.org.au">butterfly.org.au</a>	1800 33 4673
Financial Rights Legal Centre/Consumer Credit & Debt	<a href="http://financialrights.org.au">financialrights.org.au</a>	1800 808 488
<b>Emergency Services (Police, Fire, Ambulance)</b>		<b>000</b>

## WORK HEALTH & SAFETY POLICY & PROCEDURES

The College aims to achieve the highest attainable level of work health and safety (WH&S) for its employees, students, and other persons throughout all areas of its activities. The College will achieve this by strict attention to all aspects of work health and safety. It is the responsibility of all College personnel and students to ensure the implementation of safety systems appropriate to their operational responsibility and in accord with current technology.

### Safety in the Workplace

- Students must not run at any time in the College or engage in behaviour that is risky to self and others.
- Students must ensure that all spills are cleaned up immediately.
- All chemicals are to be stored in correctly labelled containers and disposed of according to manufacturer instructions.
- Each student is responsible for the safety of themselves and others.
- The premises must be kept clean and hygienic at all times.
- Students must keep themselves and their clothing clean and have no exposed cuts, abrasions and/or wounds.
- Passageways and traffic areas are to be kept free from obstacles.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any Ella Baché College campus, all students should follow the instruction of their trainer and the fire safety warden.

At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students. Once students have evacuated the building, they must proceed to the designated area so that

the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Ella Baché College follows the requirements of the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.



## CRITICAL INCIDENTS POLICY & PROCEDURE

Ella Baché College is committed to maintaining a safe and supportive environment for staff and students. The Critical Incidents Policy underpins our approach to responding to critical incidents that may occur and impact on the people both studying and working at the College and sets out guidance to staff in the management of a critical incident affecting staff, students and/or visitors.

We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

### Definitions

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student, staff or visitor
- A student or member of staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical and sexual assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g., earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g., drug use, sexual assault, and domestic abuse
- Pandemics or epidemics.

Ella Baché College has a detailed policy and procedure to appropriately address any incident with assigned tasks and responsibilities, which depending on the nature of the critical incident, may involve organising debriefing, counselling, and follow up.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## PRIVACY POLICY

Ella Baché College's Privacy Policy and Procedure ensures compliance with the Privacy Act 1988, Information on Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Privacy Regulation 2013, the National Vocational Education and Training Regulator Act 2011, Data Provision Requirements 2020, Student Identifiers Act 2014 and with the Standards for Registered Training Organisations 2025.

It deals with the collection, use, disclosure, storage, security and access to personal information being held at the Ella Baché College of Skin and Beauty Therapy.

It applies to all teaching and non-teaching staff and to all current students and prospective students who have provided personal information to the College.

Personal information is collected by the College solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework and which is administered by the Australian Skills Quality Authority, who is the registering authority.

Ella Baché College is committed to the privacy of students and staff and works diligently to ensure that everyone is treated respectfully and professionally.

- The College will respect the privacy of all individuals with whom it communicates.
- Personal information is collected by the College solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework and which is administered by the Australian Skills Quality Authority, who is the registering authority.
- The College also collects student information to continually improve the services they offer to all students.
- The requirements of the registering authority may mean the release of students' personal information for the purposes of audit, or for collection of data by Commonwealth and State Government departments and agencies.
- Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law requires the College to do so. The College staff will comply with all external reporting responsibilities where required to do so.
- The College will ensure that all personal information given to the College by employees and students is held securely and safely.
- Only staff directly involved with student welfare and or student results will have access to personal student details. Trainers and the College administrative staff will provide students with access to their own files and personal information held by the College upon request according to procedures, including access to their participation and progress, and they may request corrections to information that is incorrect or out of date.
- Upon receipt of written consent by a student, the College staff will provide a third party with student's personal details.

For Full Policy Details Refer to Privacy Policy. [Student Resources](#)

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## MARKETING & ADVERTISING

Ella Baché College is committed to the highest standards of information accuracy, transparency, and integrity in accordance with Division 1 of the Compliance Standards for NVR Registered Training Organisations 2025. This commitment ensures that all marketing, advertising, and public information reflect the true nature, scope, and regulatory status of the services the College offers and that prospective and current students can make informed decisions based on accurate and ethical representations.

As part of our compliance obligations, Ella Baché College ensures that:

### Marketing & Advertising

Ella Baché College is committed to ensuring that all prospective students have access to clear, accurate and timely information before enrolment. It ensures that information used in marketing, advertising, and promotional materials is accurate, accessible, and aligned with Ella Baché College's approved training offerings. This promotes transparency, informed decision-making, and protection for prospective students.

By providing high-quality pre-enrolment information, Ella Baché College enables prospective students to make informed decisions about their training options, ensuring they are aware of their rights, responsibilities, and any requirements associated with the training product.

All advertisements and promotional materials, whether produced internally, by third parties, or by engaged experts:

- Include the College's registration code or a direct link to the National Register.
- Accurately describe the training and assessment offered, clearly distinguishing between nationally recognised training that leads to AQF certification and other non-accredited training services;
- Include complete and correct details of financial support arrangements, such as eligibility for VET Student Loans or subsidies, if referenced;
- Avoid any reference or implication of a connection to another organisation or individual unless written consent has been obtained;
- Include the correct code and title of each training product, as published on the National Register, and confirm its inclusion on our scope of registration;
- Avoid reference to training products that are no longer current, unless they remain on scope and enrolments are still valid;
- Clearly identify if a third party or external expert is involved in any aspect of service delivery, including recruitment, training, or assessment.

Ella Baché College does not make false, misleading or unrealistic guarantees or inducements. Specifically, it does not:

- Guarantee that any student will successfully complete a course;
- Represent that a course can be completed in a way that is inconsistent with the training product requirements;
- Guarantee that a student will achieve a particular employment outcome, unless such an outcome is within the College's control and has been formally confirmed.

All promotional activities are governed by our internal approval process to ensure compliance with these standards before publication.

The College Marketing and Advertising Policy and Procedures, as well as student information and marketing policy and procedures are available on the College Website.

## General Administration

### Change of Address or Contact Details

Students must notify Ella Baché College of changes to their contact details as soon as possible to ensure clear and accurate information can be sent to the student.

### Student Request Forms

Students may request information from Student Services. The appropriate forms and required evidence will be explained by student services to ensure that students receive information and support in a timely manner.

### Leave Application Procedure

Where students require special leave, the Application for Leave, Deferral or Withdrawal Forms are available from student support and/or [www.ellabache.com.au/pages/college-resources](http://www.ellabache.com.au/pages/college-resources) and must be completed with supporting documentation attached. The student is then required to have a face to face or phone meeting with the Student Services Manager.

Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days
- In cases where a leave application has not been approved and the student takes leave without approval, the process for attendance monitoring and course progress will be initiated as per Policy for Course Progress.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes.
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided).
- a traumatic experience which could include:
  - a. Involvement in, or witnessing of a serious accident; or
  - b. Witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave.

## Sick leave

Students who are absent due to medical reasons **MUST** provide a medical certificate (in English) from a registered doctor in Australia. Where illness is for an extended period of time the student must notify Ella Baché College as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Ella Baché College records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary in the Learner Management System (LMS).

## Holidays

Ella Baché College has timetabled in suitable holidays for students undertaking vocational courses, so students are not permitted to have additional holidays. Ella Baché College closes on all official Federal and State Public Holidays.

## STUDENTS RIGHTS & RESPONSIBILITIES

Ella Baché College staff and students participate equally in ensuring that Ella Baché College provides a safe and effective learning environment and where student's rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

- Orientation and induction
- Student Handbook contents
- Policy access through the Ella Baché College website
- Direct written communication
- Special notices
- Posters
- Flyers etc.

## STUDENT CARD

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry their student card at all times when on Ella Baché College campus.

Ella Baché College's student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees available on the website.

## USERNAMES & PASSWORDS

Upon enrolment every student will be provided a unique username and password to access the College Learning Management System. This learning portal provides access to the training and assessment resources for the student's chosen course of study, and assessment submission portals.

To assist with the monitoring and management of the College plagiarism policy, students must not share their username or password with any other student. Students that have been found to have shared their username and password with other Students may face disciplinary action.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## ACCESS TO ACADEMIC PROGRESS RECORDS

Students may access the real-time records of their course progress including all assessment results in the learning portal. The learning portal does not contain detailed personal information on each student. Detailed personal information is contained in the Student Management System.

Students may at any time request access to view their personal information in the Student Management System.

## PROCEDURE TO ACCESS PERSONAL INFORMATION RECORDS BY A STUDENT

To access personal information the student must complete a Request to Access Personal Information form. The form is available from the 'My Course Information' subject in the learning portal:

- This form once completed and signed must be submitted to the Student Services Manager.
- The Student Services Manager will ensure an appointment is made for the student to view their files.
- The Student Services Manager must also ensure a copy of the request form is stored in the student's personal file as a record
- Once a student has reviewed the files and requested corrections, the Student Services Manager will make the changes if approved, and sign and date the changes.

## ATTENDANCE – ON-CAMPUS STUDENTS

All On-Campus students are obliged to attend a minimum of 80% of all classroom lessons to achieve an Ella Baché qualification. Attendance is monitored in every class. Poor attendance may result in disciplinary action and/or impact the achievement of satisfactory results in some units of competency.

If a student is unable to attend College or is running late, the student is required to contact the College by telephone or email if they are unable to attend for any reason. If a student is absent due to illness on the designated day of a practical assessment or a theory examination, they must bring a medical certificate validating their illness when they return to college. Upon returning to College after illness, the student must report to the office and make plans to complete the missed assessment or examination.

## INACTIVE STUDENTS

- If an enrolled student does not participate in their course of study in the pre census period and is unable to be contacted by the College, their enrolment will be cancelled.
- If an enrolled student does not participate in their course of study in the post census period and is unable to be contacted by the College, they will be held in inactive status.
- The College will make all reasonable attempts to contact the student and will notify the student of their inactive status.
- If the student does not contact the College within the inactive period or prior to the next period of study the student will be deemed to have withdrawn from the course and remains liable and will forfeit fees for the preceding fee period.
- Where students are required to attend practical lab/salon sessions for practical training and assessments, non-attendance will be treated as not meeting the requirements for progression.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## STUDENT FEEDBACK FOR CONTINUOUS IMPROVEMENT

The Ella Baché College encourages students to provide feedback regarding course content and delivery and any other comments or suggestions as part of the ongoing continuous improvement process. If students have any feedback, we recommend they make an appointment with their class trainer or College Operations Manager to discuss their feedback points.

The Ella Baché College also undertakes systematic surveys of students to obtain their feedback. These surveys provide essential input into the operations and strategic direction of the College. The Ella Baché College undertakes several types of student and employer surveys:

- Learner Engagement Questionnaire - Quality Indicator
- Ella Baché College Commencing Student Survey
- Graduate Employment Survey
- Ella Baché College Graduate or Work Experience employer survey

Students and employers are requested to answer these feedback forms honestly to assist Ella Baché College to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Ella Baché College, this information can be provided directly to the trainer or College Operations Manager at any time.

## CONFIDENTIALITY

The Ella Baché College provides students with an assurance that their responses remain confidential. The Ella Baché College encourages students to provide open and honest feedback that can help support the future development of the college.

## WORK EXPERIENCE

Students undertaking the Diploma of Beauty Therapy at the Ella Baché College of Skin and Beauty Therapy are required to complete 150 hours of external work experience in a commercial salon before they can be awarded with their qualification. The limitations and requirements of the Work Experience program are as follows:

- Domestic students are required to find their own salon for work experience. The College may assist if required.
- Not all salon situations will be acceptable places for the completion of work experience. Students will need to seek advice from College trainers as to the suitability of salons, spas and other commercial enterprises for completion of their work experience placement.
- Students are covered by insurance whilst participating in work experience.
- Work experience is non-paid work designed for the professional development of College students. Unscheduled work experience cannot be recognised by the College and the student will not be credited for it.
- Students can be employed by salon owners at any time during their studies; this work is classified as part-time work and not work experience.
- Part-time work cannot be changed to work experience without prior notice given to the student, and it must fall within the work experience schedule.
- Work experience is scheduled into the study year at specific times as designated by the College. This is conducted at the beginning of Trimester 2 and during Trimester 3 for all On Campus students.
- Whilst students are encouraged to practice on family and friends, for any of the skills being learnt during training due to legal restrictions, students must not accept payment or charge the general public, before graduation except under supervision as part of their salon training and field placement/work experience program.
- Students must be made aware that if they practice any skills learned during training before completion of the course without supervision they may be risking claims for damages against them if any harm is caused to the client.
- Client records should not be removed or copied in any way from any salon. Client records are confidential medical and legal documents and remain the property of the salon. Students are required to accurately record the client's histories and treatments.



# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## STUDENT BEHAVIOUR POLICY & PROCEDURE

- Students will maintain high standards of behaviour and appearance in all areas and strive to maintain the good reputation of the Ella Baché College of Skin and Beauty Therapy
- Students will not engage in any form of physical or verbal abuse towards staff members, other students or members of the public
- Students will not engage in inappropriate behaviour such as chewing gum, smoking or eating during class or when wearing the College uniform
- Aggressive behaviour is not acceptable at any time, be it verbal, physical or via social media
- Students will behave in a safe manner whilst moving around the college facilities or buildings or using the College equipment
- Discrimination of any kind will not be tolerated
- Students will not engage in bullying or harassment of another student either on campus, off campus or via social media
- Students will not engage in disruptive behaviour that prevents other students from learning
- Students will not cheat, plagiarise or engage in any form of academic misbehaviour.
- Students are expected to engage in the College social and extra-curricular activities. Any breach of these codes may result in dismissal or suspension from the College.

## Disciplinary Procedures

The Ella Baché College of Skin and Beauty Therapy will ensure all students receive fair and equal treatment.

Students who do not comply with the College Code of Conduct, Rules and Regulations including Computer Resource Use and social media, Grooming and Appearance Standards, or engage in general or academic misconduct will be asked to a meeting with the College Operations Manager.

If a student is unable to abide by the College Code of Conduct and Rules and Regulations including Computer Resource Use and social media, they may be requested to leave college premises and not return until further action is taken by the College Operations Manager.

General and academic misconduct will be dealt with according to the nature and extent of the misconduct and may include reporting any criminal behaviour. Penalties imposed will consider the nature and the extent of the misconduct.

## General Misconduct

The Ella Baché College of Skin and Beauty Therapy will not tolerate any general misconduct. General misconduct is that which;

- Contravenes the College Code, College Rules and Regulations and Grooming and Appearance Standards
- Contravenes any legislation
- Prejudices the good name or reputation of Ella Baché College of Skin and Beauty Therapy
- Acts dishonestly in relation to admissions to the College or fails to comply with conditions agreed to in the contract
- Fails to comply with any penalty imposed for breach of discipline
- Obstructs any member of staff in the performance of their duties
- Alters any documents or records
- Harasses or intimidates another student, a member of staff, a visitor to the College or any other person while the student is engaged in study or other activity as an act student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others including the misuse in any way, of any computing, communications or other College equipment
- Steals, destroys or damages a facility or property of Ella Baché College of Skin and Beauty Therapy and/or
- Is guilty of any improper conduct.

## Penalties for General or Academic Misconduct

If the student admits to the alleged misconduct, the College Operations Manager may impose one or both of the following:

- A charge for the cost of damage to facilities and equipment
- Expulsion from the College
- Reporting to the police in the case of breach of law or criminal behaviour.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Suspension or Expulsion from the College

The College reserves the right to suspend or expel a student for:

- Theft of any kind
- Non-payment of fees
- Non attendance
- Continued disruptive behaviour, rudeness to staff and fellow students
- Violence and bad language
- Attending college under the influence of drugs or alcohol
- Not complying with the college Code of Conduct, regulations and policies
- Racist behaviour or comments
- Bullying or harassment
- Academic or general misconduct

A student will be suspended for varying lengths of time depending on the severity of the incident and at the discretion of the College Operations Manager. No refunds are given to students who have been suspended or expelled from the College.

## ON-CAMPUS COLLEGE RULES & STUDENT OBLIGATIONS

### Mobile Phones

No mobile phones are allowed in class, for On-Campus students at any time for personal use. These are to be switched off and placed in the student's locker. If students need to be contacted at the College during the day, a Student Support officer will pass on any important messages to students while in class.

Trainers will advise where mobile devices may be used for study related purposes such as research activities.

### Cleaning Roster

- All students are required to take part in cleaning duties at the College.
- All areas of the College must be cleaned and tidied at the end of each lesson.
- These rostered duties may include sweeping and mopping of floors, cleaning bench tops and sinks, cleaning and sanitising of equipment and folding and storing of towels and other linen.

Please note the student kitchen is a communal space and must be kept clean and tidy at all times. All students are responsible for keeping this area clean and tid

### Taking Photos

Students are not permitted to take photos in the college or of fellow students and treatments without the permission of the college staff. At no time are students allowed to publish any photos on websites or social media pages as this may conflict with our privacy laws and those of our company and of fellow students.

### Alcohol/ Drugs

Any student found under the influence of illicit drugs or alcohol will be asked to leave the campus immediately. Any student that repeatedly attends campus under the influence of drugs or alcohol will be disciplined and may be expelled from the College.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Smoking

In the beauty industry smoking is not encouraged as it is not a professional example for health and good skin care. There will be NO SMOKING in the Ella Baché uniform at any time. Should students wish to smoke, then they must change out of the Ella Baché uniform.

- This means that if any person chooses to smoke during a break, they must bring a change of clothing and move away from the Ella Baché building.
- The time required to do this must not exceed the break time allocated. Smoke must not be detected on any student at any time and suitable oral hygiene precautions must be implemented to avoid the detection of cigarette smell. If a student comes to class with the smell of cigarette on them, they may be asked to leave that lesson in which case they will be marked absent for that lesson.

## Access to Building

Students are not permitted to enter the Head Office Building outside the hours of 08:30 and 17:00 Monday to Friday, unless accompanied by a member of staff. If a student needs to meet with a trainer outside class hours they must make an appointment through the Student Services Manager.

## Social Media

The College embraces the use of social media by students to connect with staff, researchers, peers, clubs, etc. However, given the public nature of social media, it is important that students who use social media understand the College's expectations. You must be aware that the same standards that apply for interacting within and outside the Ella Baché community in real life also apply online. The same respect, courtesy and professionalism expected in real life interactions should be displayed online. Likewise, the consequences that apply to a breach of College rules by students apply to breaches of rules for online conduct.

### Rules for Use of Social Media

When using social media in the context of education or research, students must:

- Only disclose and discuss information about the College or its activities that is not confidential and is publicly available
- Take reasonable steps to ensure that content published is accurate and not misleading
- Ensure that the use, including content published, complies with all relevant rules of the College
- When making a statement on a matter of public interest, students must expressly state that the views expressed are their views and not those of the College (unless they are officially authorised by the College)
- Be respectful and courteous in communications
- Adhere to the Terms of Use of the relevant social media provider; and
- Comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## Specific Prohibitions

When using social media in the context of education or research training, and when making identifiable personal use of social media, Students must not:

- Make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate.
- Make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure.
- Make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful.
- Imply that they are authorised to speak as a representative of the College, or give the impression that the views they express are those of the College (unless they are officially authorised by the College).
- Use the identity or likeness of another student, contractor, staff member or other stakeholder of the College.
- Use or disclose any College confidential information obtained as a student of the College.
- Sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites.
- Make any comment or post material that might otherwise cause damage to the College's reputation or bring it into disrepute; and
- Use the College's logo without permission, or use the College's name in a manner that is likely to be misleading or bring the College into disrepute.

## Using Images & Video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light. Students must not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

## ELLA BACHÉ COLLEGE CLASSROOM GUIDELINES

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and co-operation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Ask for assistance if needed
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

## GROOMING & APPEARANCE STANDARDS

While the following rules specifically refer to female students, male students are equally required to be neat and tidy and present an image of impeccable grooming at all times.

### Student Uniforms

For male students, the uniform consists of black trousers, with a short sleeved T-shirt. Black leather shoes must be worn, with black cotton socks. Jeans are not permitted. For female students, the uniform consists of Ellery navy trousers and an Ellery navy tunic top that will be provided by the college. This must be worn at all times. All Student uniforms should be kept clean, pressed and worn as a complete outfit. Tunic tops provided by the College must be worn without any other garment showing underneath. In winter, a student may wear a plain navy cardigan for extra warmth if needed. The uniform is not to be mixed or matched with other pants or tops. Uniforms may be updated or changed by the College from time to time.

# COLLEGE POLICY GUIDELINES<sup>CONT.</sup>

## THE ELLA BACHÉ IMAGE

While the following rules specifically refer to female students, male students are equally required to be neat and tidy and present an image of impeccable grooming at all times.

### Hair

For all students in the college:

- Long hair must be tied back away from the face. Hair must be worn off the collar and should not come in contact with clothing.
- Hair must be neat and project a professional image, suitable to beauty therapy.
- For short hair styles that cannot be tied back, hair must be neat and kept away from the face, using bobby pins and/or a thin plain, black headband.
- Any hair clips or adornment should be black and discrete.
- Natural hair colours only are allowed and no extreme haircuts are permitted.

### Shoes

Shoes must be enclosed, leather or vinyl plain black and have soft soles. Open toes, canvas shoes, sling backs, strappy sandals or boots are not allowed.

- Bows, fancy embellished designs, and heels are not allowed.
- Students must ensure that heels and soles are in good state of repair at all times. Shoes are to be kept polished.

### Make-up

- All students are required to wear some light day makeup
- Eyes, cheeks, and lips are to be highlighted
- Make up should be reapplied during the day but not in public or in the working environment.

### Nails

- Wearing of coloured or clear nail polish is not permitted
- Nails should be short, clean, and well-manicured
- No acrylic or gel nails to be worn.

### Accessories

- No necklaces, bracelets and bangles are to be worn with the uniform
- The only jewellery permitted is one pair small gold or silver earrings
- A wrist watch is acceptable but must be removed during practical lessons

### General Hygiene for All Students

- Breath fresheners should be used and teeth cleaned/flossed regularly
- Students are to be aware of unpleasant odours due to perspiration or after eating strongly flavoured foods
- Uniform should be washed daily.

### General Cleanliness

It is imperative that we have high standards of cleanliness in all work areas including the practical training areas and student kitchen/recreation areas. In particular, attention should be paid to the following:

- No food is to be kept in any lockers at any time.
- At the end of the week, any food items or containers must be thrown away or taken home
- Any food and containers left in the fridges at the end of the week will be thrown away.
- All surfaces should be regularly wiped free of fingerprints, dust, and grime.
- Glass surfaces should be free of smearing, and walls cleaned of scuff marks.
- Kitchen areas should be kept clean and tidy at all times - if cutlery and crockery is used it should be washed and put away after use. Food should not be left lying around.
- No food is to be consumed in any of the practical rooms.
- Routine hygiene duties are to be carried out according to the duty roster every day
- All students are reminded to leave valuable possessions at home. No responsibility will be taken for lost items. Personal items are not to be left on tables.



Ella Baché

PARIS **Ella Baché**

# ELLA BACHÉ LEGISLATIVE & REGULATORY RESPONSIBILITIES

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# ELLA BACHÉ LEGISLATIVE & REGULATORY RESPONSIBILITIES

Ella Baché College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Ella Baché College has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Ella Baché College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found at:  
[legislation.nsw.gov.au](http://legislation.nsw.gov.au) (State)  
[www.legislation.vic.gov.au](http://www.legislation.vic.gov.au) (State)  
[www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) (State)  
[www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal)

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

## STATUTORY COOLING OFF PERIOD

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement, or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts, and warranties as it applies in NSW.  
[www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts](http://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts)

Please also see the information in this Student Handbook and on the website for Ella Baché College's:

- Complaints, Grievances and Appeals Policy and Procedure. [Click Here](#)
- Fees Schedule. [Click Here](#)
- Refunds - Fee Paying Students Policy and Procedure. [Click Here](#)
- Refunds - VSL Policy and Procedure. [Click Here](#)

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011.

A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics.

These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that Ella Baché College does not engage in unsolicited marketing or sales and therefore a statutory cooling off period is not likely to be applicable to our students who have enrolled into a program. For refund options in other circumstances, students must refer to the relevant refund policy;

- Fees Schedule. [Click Here](#)
- Refunds - Fee Paying Students Policy and Procedure. [Click Here](#)
- Refunds - VSL Policy and Procedure. [Click Here](#)

# ELLA BACHÉ LEGISLATIVE & REGULATORY RESPONSIBILITIES <sup>CONT.</sup>

## WORK HEALTH & SAFETY (WHS) ACT 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work. The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

## PRIVACY ACT 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities. An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- a. both of the following apply:
  - i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection.
  - ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- b. the individual has consented to the use or disclosure.

## VET DATA USE

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally

Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts
- facilitate statistics and research relating to education, including surveys and data linkage
- pre-populate RTO student enrolment forms
- understand how the VET market operates, for policy, workforce planning and consumer information, and
- administer VET, including program administration, regulation, monitoring and evaluation.

As a student you may receive a survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. You have the right to opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au))

## ANTI-DISCRIMINATION ACT 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education, and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

# ELLA BACHÉ LEGISLATIVE & REGULATORY RESPONSIBILITIES <sup>CONT.</sup>

## DISABILITY DISCRIMINATION ACT 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## SEX DISCRIMINATION ACT 1984

The purposes of the Act are to:

- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the
- administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

## COPYRIGHT ACT 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

# PARIS Ella Baché



# HOW TO FIND US

ELLA BACHÉ COLLEGE - SYDNEY

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HOW TO GET TO ELLA BACHÉ COLLEGE VIA PUBLIC TRANSPORT

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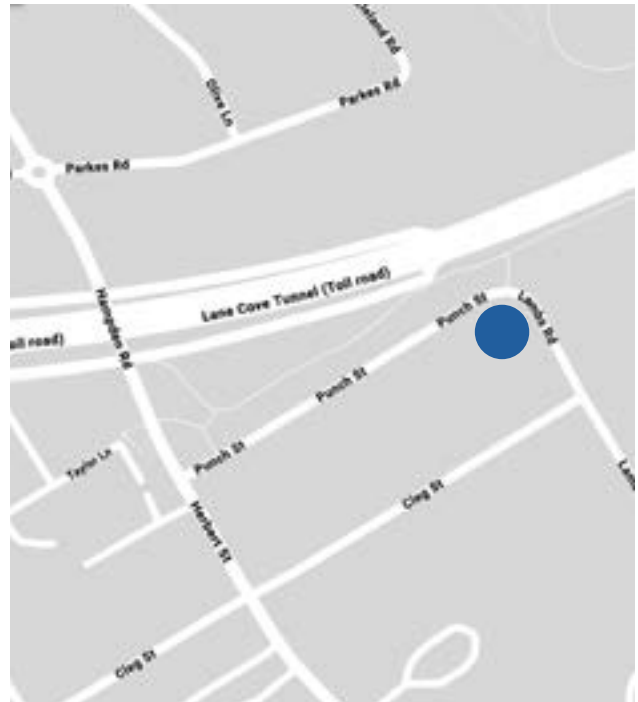
MELBOURNE & BRISBANE TRAINING ROOMS

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# HOW TO FIND US

## ELLA BACHÉ COLLEGE - SYDNEY

2-4 Lambs Road, Artarmon NSW 2064



## HOW TO GET TO ELLA BACHÉ COLLEGE VIA PUBLIC TRANSPORT

### Moovit app

- [Click Here](#)

### From the City

- **Bus:** Catch the 320 Bus from Town Hall Station Park Street, Stand K. Buses leave every 15 minutes.
- **Train:** Catch the train to Artarmon Station and walk to the College (15min walk)
- **Metro:** Catch the Metro to Crows Nest and walk to the College (15min walk)

### From Chatswood (Station/Concourse)

- **Bus:** Catch the 533 Bus from Chatswood Station Victoria Avenue, Stand F. Get off at Pacific Highway at Dickson Avenue. Buses leave every 15 minutes.
- **Train:** Catch the train to Artarmon Station and walk to the College (15min walk)
- **Metro:** Catch the Metro to Crows Nest and walk to the College (15min walk)

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# PARIS **Ella Baché**

**‘No two skins are alike’**

**Madame Baché**