



# Student Handbook



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## **INTRODUCTION**

Thank you for choosing One on One Nail Tuition as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with One on One Nail Tuition.

Thank you for considering training with One on One Nail Tuition.

One on One Nail Tuition is registered training organisation (RTO) registered with the Vet Regulator.

One on One Nail Tuition aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

One on One Nail Tuition training location is:

- 2/200 Henley Beach Road, Torrensville S.A 5031

One on One Nail Tuition offers a range of training products and services which includes the following:

- Certificate II in Nail Technology
- Certificate III in Beauty Services
- Certificate IV in Beauty Therapy
- Diploma in Beauty Therapy
- Graduate certificate in intense pulse light & laser hair removal
- Various short courses

As an RTO, One on One Nail Tuition is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015

## **SERVICE COMMITMENT**

One on One is committed to providing quality training and assessment services to its learners. We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our clients, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for clients;

Produce competent and confident workers that benefit the community and industry

## WHAT QUALIFICATIONS WILL THIS GIVE ME?

The Australian Qualifications Framework (AQF) is based on achieving competencies, which can lead to different levels of qualifications issued by Registered Training Organisations.

Within a Training Package, qualifications may range from Certificate I to Advanced Diploma levels:

Certificate III is entry level and will qualify you with the basic communication, teamwork, customer service skills required for that industry sector.

Certificate III will qualify you with a clearly defined range of skills involving known routines, methods and procedures, where some judgment is required in the selection of equipment, services or contingency measures within known timeframes. Your role involves participation in a team where there may be additional responsibility for team coordination.

Certificate IV is designed to provide a broad range of skilled applications including evaluation and analysis of current practices, development of new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills. At this level you will most likely be involved in the responsibility for and some organisations of others in the industry environment.

Diploma is designed to provide a broad range of skilled applications including evaluation and analysis of current practices, development of new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills. At this level you will most likely be involved in the responsibility for and some organisations of others in the industry environment.

Courses offered by One on One Nail Tuition include:

- Certificate III in Nail Technology (SHB30315)
- Certificate III in Beauty Services (SHB30115)
- Cert IV in Beauty Therapy (SHB40115)
- Diploma in Beauty Therapy (SHB50115)
- Graduate certificate in intense pulse light & laser hair removal (SIB70110)
- Various Short Courses (where a Statement of Attainment is awarded for successful achievement)

### OUTCOMES

- On successful completion of your *Certificate III in Nail Technology* you are eligible to work as a Nail Technician in a Beauty Salon, or similar.
- After completing *Certificate III in Beauty Services* and any of the previously mentioned Short Courses offered at One on One Nail Tuition, you will be suitably qualified to conduct a range of beauty services similar to those offered in today's modern salons, you are eligible to work as a Beautician in a beauty salon.

Although currently it is not required to have nationally recognised qualification to enter into and work in this Industry, most professional and reputable Salons prefer to take on staff with nationally accredited qualifications as it demonstrates that you have achieved a clearly identified level of competence to perform popularly accepted beauty services to a recognised standard. It also means that you have received your training from an accredited provider who also has specific standards to which they must adhere to at all times, in the delivery of training and assessment.

- Successful completion of Certificate IV in Beauty Therapy has been designed to develop the first line management skills of those working in the Beauty Industry, you will be eligible to work as a Beauty Therapist in a

beauty salon. It applies to those who are co-ordinating or managing the services within a small beauty salon, or a section or department within a larger store. It also incorporates self-directed application of knowledge and skills.

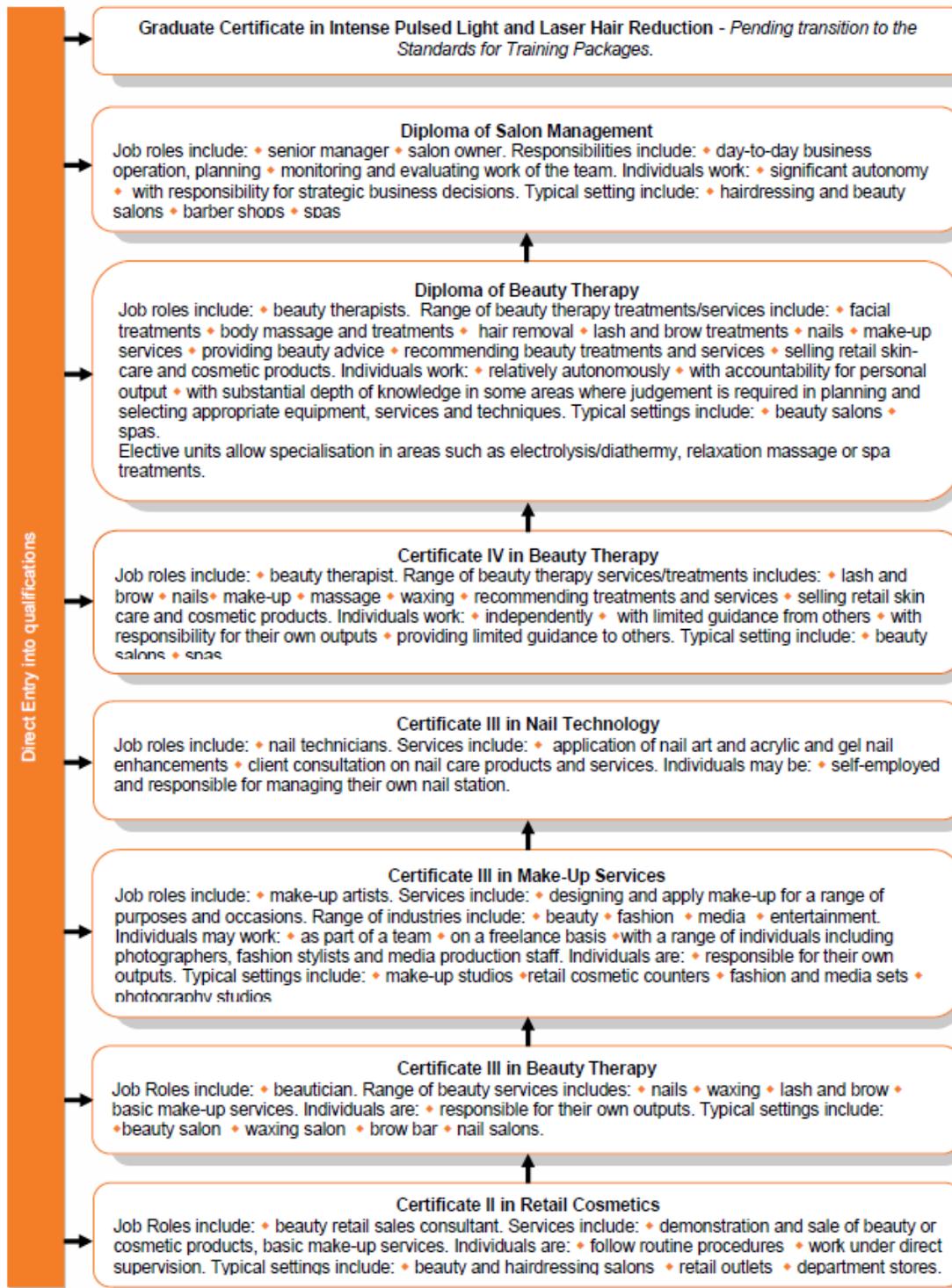
- Successful completion of Diploma of beauty Therapy has been designed to develop the first line management skills of those working in the Beauty Industry, you will be eligible to work as a Beauty Therapist in a beauty salon. It applies to those who are co-ordinating or managing the services within a small beauty salon, or a section or department within a larger store. It also incorporates self-directed application of knowledge and skills.
- Successful completion of Graduate certificate in intense pulse light & laser hair removal has been designed to develop the first line management skills of those working in the Beauty or Medical Industry, you will be eligible to work as a Laser Therapist in a beauty salon or Medical clinic. It applies to those who are operating a various laser or I pulsed machinery for various beauty treatments, managing the services within a beauty salon, or a medical clinic. It also incorporates self-directed application of knowledge and skills.

The beauty specialist at this level would provide wide range of highly skilled services.



## Beauty Qualifications Pathways:

Due to the broad range of elective options available at Certificate IV and Diploma, there is the potential to move into other sectors, eg. Retail and/or Business, Health and Education.



## PREREQUISITES

There are no formal prerequisites for students wishing to undertake *Cert III in Nail Technology (SHB30115)* & *Cert III in Beauty Services (SHB30115)* & *Cert IV in Beauty Therapy (SHB40115)*.

*There is pre requisite of either Certificate IV in beauty therapy or Diploma for the Graduate certificate in intense pulse light & laser hair reduction*

However, other Courses offered at One on One Nail Tuition have the following specific pre-requisite requirements:

One on One Nail Tuition staff will interview all potential students and will then offer enrolment to those students who:

- Have a genuine interest in the Beauty Industry/ business
- Have a steady hand to enable them to hold and handle various pieces of equipment, eg. Brushes, clippers and nail drills and handpieces etc. as they learn the skills required to operate them effectively
- Manual dexterity to be able to use their hands in a manner that enables them to effectively perform the various treatments and services offered in this Industry area.
- A client focused-approach to customer service delivery

Students who wish to undertake these Courses must also be able to speak and understand the English language to a level that enables them to perform all aspects of customer service, as these Courses are about teaching students to service the needs and requirements of potential customers in the Beauty and Nail Technology business.



## **NATIONALLY RECOGNISED QUALIFICATION**

Once you have achieved all Units of Competency in your training plan, you will then be issued with your **Nationally Recognised Certificate**. The certificate lists the Units of Competency completed on the back of the certificate. This is a qualification to carry with you for life and creates a wider range of career options for you.

A **Statement of Attainment** is issued when you partially complete a training program, listing the competencies you have achieved. A qualification may be partially completed where the student does not complete the full requirements of the qualification or where a package of units has been delivered from an accredited and registered program. If you decide to recommence the training at a later stage, you will be credited with these units and only have to complete the remainder.

**Reissuing of Qualifications** is possible where a certificate or Statement of Attainment has been misplaced or damaged. Contact One on One Nail Tuition to order a replacement. A Reissue Fee of \$35 applies.

## **Language, Literacy and Numeracy**

The level of language, literacy and numeracy for Courses offered at One on One Nail Tuition is expected to be equivalent to Level 3 of the National Reporting System.

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the One on One Nail Tuition must abide.

One on One Nail Tuition makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all clients on appropriate actions if there is a need to update literacy and numeracy skills. One on One Nail Tuition can assist in providing this additional development prior to completing your enrolment into vocational skills.

**Reading & Writing:** You will need to be able to read, comprehend and write a range of texts within a variety of contexts

**Oral Communication:** You will need to be able to use and respond to spoken language including some unfamiliar material within a variety of contexts

**Numeracy & Mathematics:** You will need to be able to recognize and use some of the conventions and symbolism of formal mathematics, including measurement, graphs and simple statistics, use of maps and directions and an introductory understanding of the use of formulae and problem-solving strategies

## THE TRAINING PLAN

From the National Competency Standards set for your chosen Certificate, a training plan is designed by One on One Nail Tuition that meets the Beauty Industry's requirements.

The training plan will list the "*Units of Competency*" that must be completed to receive your qualification. A *Unit of Competency* identifies the skills, knowledge and attributes needed by a person to perform a part of your job.

A One on One Nail Tuition Trainer/Assessor will provide you with training and assessment against the Units of Competency for which you enrolled at agreeable times. The results of your assessments will be documented against your Training Plan, which will help you keep track of your progress.

## FLEXIBLE LEARNING OPTIONS & COURSE REQUIREMENTS

One on One Nail Tuition offers all students the opportunity for individualised, self-paced on continuous basis. Students can commence their Course at a time that best suits them; each student can undertake the training in a block or choose sessions spread over a nominated timeframe, such as over several weeks etc., and can also elect to choose day or evening sessions, whatever suits a students' current situation and needs; all we ask is that once times and sessions are booked for each student, sufficient notice is given to One on One Nail Tuition should those times need to be changed.

**Certificate III in Nail Technology (SHB30315)** requires the student to: learning whereby each student can undertake their training and assessment at times and sessions that meet their needs and fits in with their current commitments. Student enrolments are

- Attend 120 school hours at One On One Nail Tuition
- Complete set assignments at home
- Complete 400 hours salon work placement hours at One On One Nail Tuition or at an approved salon, by negotiation.
- Study Duration is 6 - 12 Months with a total volume of learning of 1299 hours including Blended Learning, School hours, Logbook hours, & Home Study hours

\*\* NOTE: All logbook hours must be completed WITHIN 12 months from date of FINISH! OR students may need to redo the course @ an extra cost! If they have not been working in the industry for 1 year. Students choosing to undertake their salon placement hours at One On One, a small fee will be Charged to cover the cost of materials used. A client price list will be given to student. Students will be able to purchase a acrylic kit at various wholesalers

**Certificate III in Beauty Services SHB30115** requires the student to:

- Attend 119 school hours at One On One Nail Tuition
- Complete set assignments at home
- Complete 400 hours salon work placement hours at One On One Nail Tuition or at an approved salon, by negotiation.
- Study Duration is 12 - 15 Months with a total volume of learning of 1692 hours including Blended Learning, School hours, Logbook hours, & Home Study hours

\*\* NOTE: All logbook hours must be completed WITHIN 12 months from date of FINISH! OR students may need to redo the course @ an extra cost! If they have not been working in the industry for 1 year. Students choosing to undertake their salon placement hours at One On One, a small fee will be Charged to cover the cost of materials used. A client price list will be given to student. Students will be able to purchase a acrylic kit at wholesale from various wholesalers

**Certificate IV in Beauty Therapy SHB40115** requires the student to:

- Attend 232 school hours at One On One Nail Tuition

- Complete set assignments at home
- Complete 600 hours salon work placement hours at One On One Nail Tuition or at an approved salon, by negotiation.
- Study Duration is 12 - 15 Months with a total volume of learning of 1504 hours including Blended Learning, School hours, Logbook hours, & Home Study hours

\*\* NOTE: All logbook hours must be completed WITHIN 12- 15 months from date of FINISH! OR students may

need to redo the course @ an extra cost! If they have not been working in the industry for 1 year. Students choosing to undertake their salon placement hours at One On One, a small fee will be Charged to cover the cost of materials used. A client price list will be given to student. Students will be able to purchase a acrylic kit at wholesale from various wholesalers

**Diploma in Beauty Therapy SHB50115** requires the student to:

- Attend 300 school hours at One On One Nail Tuition
- Complete set assignments at home
- Complete 800 hours salon work placement hours at One On One Nail Tuition or at an approved salon, by negotiation.
- Study Duration is 12 - 18 Months with a total volume of learning of 1600 hours including Blended Learning, School hours, Logbook hours, & Home Study hours

\*\* NOTE: All logbook hours must be completed WITHIN 12 -18 months from date of FINISH! OR students may need to redo the course @ an extra cost! If they have not been working in the industry for 1 year. Students choosing to undertake their salon placement hours at One On One, a small fee will be Charged to cover the cost of materials used. A client price list will be given to student. Students will be able to purchase a acrylic kit at wholesale from various wholesalers

**Graduate certificate in intense pulsed light & laser hair reduction SIB70110** requires the student to:

- Attend 84 school hours at One On One Nail Tuition
- Complete set assignments at home
- Complete 200 hours salon work placement hours at One On One Nail Tuition or at an approved laser or beauty salon, by negotiation.
- Study Duration is 12 Months with a total volume of learning of 609 hours including Blended Learning, School hours, Logbook hours, & Home Study hours

\*\* NOTE: All logbook hours must be completed WITHIN 12 months from date of FINISH! OR students may need to redo the course @ an extra cost! If they have not been working in the industry for 1 year. Students choosing to undertake their salon placement hours at One On One, a small fee will be Charged to cover the cost of materials used. A client price list will be given to student. Students will be able to purchase a acrylic kit at wholesale from various wholesalers

## SHORT COURSES

Waxing course  
XXX Waxing Course  
Spray Tanning  
Make-up  
Massage  
Hot stones massage  
Indian head massage  
Manicure & pedicure  
SNS nails – Pre requisite Nail Technician  
Eyelash extensions  
Eyelash lifting  
Eyelash Technician

\*\* NOTE: Students not achieving competency at the end of the course at One On One, are required to attend extra sessions at no extra cost until competency is achieved.

## THE TRAINING MATERIALS

Students receive training and assessment materials as part of the course fee. All Equipment & materials are included in the course price, to be used whilst in class. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

## TRAINING PROGRAMS

One on One Nail Tuition delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for clients and industry. Our holistic approach ensures clients' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

### Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au).

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course.

## **Competency**

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are, or the mode of training delivery provided. You could be a fulltime client in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre-or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

## **Evidence**

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Position descriptions and performance reviews
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the work health and safety requirements
- Know the workplace rules and procedures

## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program.

Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Written activities;
- written / oral questioning;
- oral presentations; ;
- role plays/ simulations;
- demonstration of skills;
- portfolio of evidence.

Certification will only be given to clients who successfully complete all assessment requirements for a course.

One on One Nail Tuition is required to meet stringent quality requirements in the conduct of all assessments.

The One on One Nail Tuition has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to clients.

### Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

<b>Valid</b>	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"><li>• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;</li><li>• Assessment of knowledge and skills is integrated with their practical application;</li><li>• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li><li>• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.</li></ul>
<b>Reliable</b>	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
<b>Flexible</b>	Assessment is flexible to the individual learner by:

	<ul style="list-style-type: none"> <li>• Reflecting the learner's needs;</li> <li>• Assessing competencies held by the Learner no matter how or where they have been acquired; and</li> <li>• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Fair</b>	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

### Rules of Evidence and Assessment

One on One Nail Tuition is required to ensure that all evidence provided by clients, as proof of their competency, meets the following "rules of evidence".

<b>Valid</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficient</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authentic</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Current</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to clients, and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency based learning.

### Presentation of Assessments/ Assignments

- All assessments must be signed.
- Handwritten assessments, must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. One on One does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess All assessments within 10 working days of receipt.
- Students have 6 to 12 months from finish date in class, depending on what Certificate has been studied to submit all assessments & logbook hours. If more time lapses & the student has not been working in the relevant industry. The student may have to re enroll in the course again, paying the full course fee.

## Assessment results

Students have access to their own Student Folder, which will indicate assessments undertaken and the units of competency that the individual has attained. Students can access their Student folders & ask to view or for a copy of their training plan. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

## Reasonable adjustments

Students with disabilities are encouraged to discuss with One on One Nail Tuition any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies. Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the One on One Nail Tuition to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

## Extensions for Assessment

It is expected that all assessment tasks are handed in on the last day of class or with your logbook. Should you require additional time to complete an assessment you must communicate with your assessor and ask for an extension.

## Certificates

### Types of Certification

In general, four types of certificates are issued by One on One Nail Tuition. Certificates can only be awarded by One on One Nail Tuition in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a client attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

Certificates will only be posted to clients at their nominated postal address as shown in their student folder. The onus is on the client to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the client. Duplicate or replacement copies of certificates incur a fee of \$50.

## Course Delivery

One on One Nail Tuition ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by One on One Nail Tuition meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the client. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

### **Flexible Delivery**

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the client has greater control over what, when and how they learn.

One on One Nail Tuition offers various forms of delivery to accommodate the varying needs of clients. Modes of delivery available for most courses include classroom (face-to-face) environment, role- playing in a simulated environment, Recognition of Prior Learning (RPL) or a combination of these.

### **Attendance**

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons.

Student attendance in class is paramount to successful completion of learning and assessment outcomes. Student is expected to be in attendance for all training sessions.

It is expected that student arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide student the essential knowledge and skills required for relevant units of competency. It is expected however that student's will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or One on One Nail Tuition administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

### **Punctuality**

As a courtesy to other learning's and the trainer/assessor, all student's must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other clients and the trainer/assessor.

## Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

### Misconduct includes -

- Any offensive conduct or unlawful activity (eg Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating One on One Nail Tuition property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

### Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other Students and the trainer/assessor is expected. One on One Nail Tuition retains the right at all times to remove disruptive clients from the training environment.

- You will be expected to treat staff and fellow clients with respect and observe any client etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

## Breaks

Your trainer will advise of timing for all breaks. Typically though the following break times have been allocated, however they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **30 minutes** duration for - Lunch breaks

## Change of personal details

Students are required to ensure their personal details recorded with One on One Nail Tuition are up-to-date at all times. Should your circumstances or details change please update your record by phoning or emailing to the school to notify of changes.

## Disciplinary Processes

One on One Nail Tuition may implement client discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The client being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

## **Dress & Hygiene Requirements**

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

## **Duty of Care**

Under Workplace Health and Safety legislation, clients have a duty of care to maintain a safe environment for both themselves and their fellow clients.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so One on One Nail Tuition can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

### **You have a duty to :**

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by One on One Nail Tuition in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of One on One Nail Tuition;
- Ensure that you are not affected by the consumption of drugs or alcohol.

## **Evaluation and Feedback**

One on One values all feedback from students as it assists us to continuously improve the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

One on One has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

## ABOUT ONE ON ONE NAIL TUITION

At One on One Nail Tuition our number one focus is *you*.

One on One Nail Tuition is one of South Australia's fastest growing training organisations in its field. Established in 1999, our success revolves around the excellent quality of our training programs and our passion for the Beauty Industry. Regulated class numbers ensures that one of our friendly and experienced staff members will always be available to assist you with any of your training requirements.

One on One Nail tuition also owns and operates a successful commercial Beauty Salon, One on One Nail & Beauty. We therefore understand current industry trends and have up to date knowledge and training practices. This ensures continuous improvement of our training programs, and the ability to respond rapidly and effectively the changing needs and requirements of the Industry.

### Our Mission

To share our passion, expertise and industry knowledge with those who want to enter this industry, either for professional or personal reasons.

### Our Aim

Our aim is to provide the highest level of quality training and service, which will enable students to reach the full potential of their abilities and realise their ambitions.

the materials you are provided, additional fees for replacement of materials will be incurred.

## ONE ON ONE NAIL TUITION RIGHTS & RESPONSIBILITIES

One on One Nail Tuition is an established Registered Training Organisation (RTO) that runs all training operations according to the principles and standards as set down by the Australian Quality Training Framework (AQTF). We adhere to the Training & Skills Commission's Code of Practice (\*\*see below ), and we are committed to ensuring that the students have the opportunity to attend quality training courses in a safe and non-discriminatory training environment which meets all WHS and Equal Opportunity legislative requirements. We also guarantee to provide quick and fair resolution to complaints all raised. All students will be provided with the assistance and ongoing support to achieve their goal to gain employment in the Beauty Industry.

One on One Nail Tuition has a right to:

- Assess students
- Receive and recover fees from students, including withholding assessment results if fees have not been paid in full
- Expect students to comply with WHS and Equal Opportunity policies and procedures
- Suspend students for behaviour which interrupts other students during the course of their training
- Access student information, as required, while adhering to the Privacy Act (1998) (see pg 16)

## **CODE OF PRACTICE:**

One on One Nail Tuition operates under the Code of Practice in accordance with the standards SRTOs 2015

"This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by One on One Nail Tuition, a Registered Training Organisation registered in South Australia.

For the purposes of this Code "student" refers to any person participating in education or training delivered by One on One Nail Tuition. A "client" is a person or organisation who may enter into a contract with the Registered Training Organisation for the delivery of education and training services.

### **Provision of Training and Assessment Services**

- Our Organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients
- Our Organisation maintains a learning environment that is conducive to the success of students
- Our Organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students
- Our Organisation monitors and assesses the performance and progress of its students
- Our Organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required
- Our Organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses
- Our Organisation is committed to access and equity principles and processes in the delivery of its services

### **Issuance of Qualifications**

- Our Organisation issues qualifications and Statements of Attainments to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook

### **Recognition of Qualifications Issued by other RTOs**

- Our Organisation recognises the AQF qualifications and Statements of Attainment issued by other RTOs
- National Recognition obligations are reflected in our Organisation's policies and procedures and information to staff and clients

### **Marketing of Training and Assessment Services**

- Our Organisation markets and advertises its products and services in an ethical manner
- Our Organisation gains written permission from a student or client before using information about that individual or organisation in any marketing materials
- Our Organisation accurately represents recognised training products and services to prospective students and clients
- Our Organisation ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation
- No false or misleading comparisons are drawn with any other training organisation or qualification

## Financial Standards

- Our Organisation has measures to ensure that students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation
- Our Organisation has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment
- Our Organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the student/client
- Documentation includes: the rights and responsibilities of students, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients

## Provision of Information

- Our Organisation supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance

## Recruitment

- Our Organisation conducts recruitment of students at all times in an ethical and responsible manner
- Offers of course placements are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered
- Our Organisation ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate

## Support Services

- Our Organisation provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counseling. We also assist in finding models & in job placement. Any sessions that are missed can be made up for free!

## Record Keeping

- Our Organisation keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request
- Students have access to their records by phoning the school and requesting a copy, allowing one on one 7 days to provide this information

## Quality Control

- Our Organisation seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations"

## WHAT DO I HAVE TO DO? – Student Rights & Responsibilities

### Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

### Mobile Phones

**All phones must be turned off** during training, as a courtesy to the Trainer/assessor and other clients. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

### Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. One on One Nail Tuition accepts no responsibility for any belongings which may be stolen or go missing.

One on One Nail Tuition has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

One on One Nail Tuition is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients. One on One Nail Tuition is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

One on One Nail Tuition will:

- Ensure that employees, contractors and clients understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and clients have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the DIRECTOR should be contacted.

As a student of One on One Nail Tuition, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

### **Discrimination**

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

### **Harassment, Vilification and Bullying**

All employees, contractors and clients have an equal opportunity to work and study. One on One Nail Tuition will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and clients to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and clients.

### **Harassment**

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

## ***Vilification***

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

## ***Bullying***

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.

## ***Sexual harassment***

One on One Nail Tuition will not tolerate sexual harassment in the learning or work environment.

The One on One Nail Tuition deprecates all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

## ***Forms of sexual harassment***

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting.

Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

## ***Complaints***

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

## ***Student Discipline***

### ***Counselling & Disciplinary Procedures***

On enrolling at One on One, we seek to create a positive and supportive learning environment and also to create a relationship with each student that includes a set of mutual obligations.

We see it as a mutual responsibility between staff and students to set fair and reasonable goals and

conditions to ensure that all people are treated with respect and trust; all students will be given every opportunity to develop and learn, given that each student is different and may have different needs and expectations. However, One on One staff also accept it is our responsibility to inform students, where necessary, if standards of performance or their behaviour in the training environment is not up to a reasonable level or falls below an established or reasonable standard, such that their behaviour disrupts either the class as a whole, or any other student during the session.

To address concerns with performance or behaviour, One on One training staff follows a counselling and disciplinary procedure. The counselling and disciplinary procedure is about ensuring all staff and students know what is expected in relation to their conduct and performance

### **Step 1 – Counselling**

When a student's performance or conduct is unsatisfactory the matter will be brought to the affected person's attention during a suitable break in the training session. The purpose of the discussion will be to identify the cause of any problem and to give him/her an opportunity to present his/her side of the story. It is expected that he/she will then take the appropriate corrective action.

### **Step 2 – Written Warning**

If there is little or no improvement after the oral warning the next step will be to withdraw the student from the session and issued a written warning.

A copy of the warning will be given to the person and a copy will be placed in his/her student file, and the student will be asked to attend the next available identical session to continue with their participation in the Course. If the affected student is not happy, a written complaint may be submitted to the Training Coordinator utilising the Complaints Process. (see the Training Coordinator for a form, if required)

### **Step 3 – Removal From Course**

If a student returns to another session to complete his/ her Course (after working through Steps 1 & 2) and their behaviour has not improved, the student will be asked during a suitable break in the session to withdraw from the Course completely.

**\*\*All information about any incident(s) will be documented in writing and placed in the student's file.**

### **Serious Misconduct**

Some matters are so serious that a single incident may result in either a final warning being issued or termination of participation in the Training Course without warning.

Examples of behaviour which we consider as 'serious and wilful misconduct' include, but are not limited to:

- Fighting, threatening or attempting bodily injury to another person on the company premises
- Stealing company property or personal property of another student or employee
- Malicious mischief which results in the injury of another student or staff member or destruction of company property
- Unauthorised removal of printed customer material from the premises
- Flagrant breach of safety rules or such carelessness regarding safety that causes an accident to him/herself or a fellow student or employee
- Insubordination, use of profane language, physical abuse of other students or staff etc.
- Falsification of training applications or records, birth certificates, training qualifications etc
- Attending training sessions under the influence of illegal drugs or liquor. Possessing or bringing intoxicating beverages or illegal drugs on the company premises
- Sexual harassment

If serious misconduct occurs, we will bring it to the student's attention, who will then be invited to give

their side of events. These will be recorded in writing so that references to times, places etc. are kept. We will also speak with other persons (staff and other students etc), where it is considered necessary to fully appraise ourselves of the situation.

The student will be advised in an interview, and also in written format, what decision has been reached in relation to the appropriate disciplinary action.

If a student feels the action taken is unfair, he/she must advise the Training Coordinator, in writing using the Complaints Form to state why he/she feels the proposed course of action is unfair.

### **Involvement of Police**

It is our view that where an accident involves serious misconduct and a possible breach of the Law, the matter will be referred to the Police.

## **PRIVACY AND CONFIDENTIALITY**

One on One Nail Tuition abides by the Privacy Act and respects clients, staff and trainer/assessors' right to privacy.

As a RTO, One on One Nail Tuition is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. All clients have access to their own records at all times.

One on One Nail Tuition collects information from clients upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The One on One Nail Tuition may use personal information to advise clients of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

One on One nail tuition is required to submit data sourced from this enrolment for the National Centre for Vocational Education Research Ltd as a regulatory reporting requirement. The information contained on the enrolment may be used by a third party for administrative, regulatory & or research purposes:

School – If you are a secondary student undertaking VET, including school-based apprenticeship or traineeship.

Employer – if you enrolled by your employer who has paid for the training.

NCVER

Government departments & authorized agencies

Researchers

You may receive an NCVER student survey which may be administered by an NCVER employee, Agent or third-party contractor. Please note you can opt out of the survey at the time of being contacted.

NCVER will use, secure, disclose & retain your data in accordance with the VET Data Protocol & all NCVER policies & protocols (including those published on NCVER website at [www.ncver.com.au](http://www.ncver.com.au))

One on One Nail Tuition will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see One on One Nail Tuition Privacy Policy.

## **UNIQUE STUDENT IDENTIFIER NUMBER**

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this:

3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit [usi.gov.au](http://usi.gov.au) for more information.

How to get a USI

It is free and easy for you to create your own USI online.

While you may create your own USI, training organisations are also able to create a USI for you. Training organisations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organisations will let you know.

### **Steps to create your USI**

The following steps show how you can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Citizenship Certificate
- Immigration Card

**IMPORTANT:** To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

**Step 2** Have your personal contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7** You should then write down the USI and keep it somewhere handy and safe.

For more information on USI, please visit [www.USI.gov.au](http://www.USI.gov.au)

## RECOGNITION PROCESSES – Forms of Credit

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All clients have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

One on One Nail Tuition believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

One on One Nail Tuition aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Student's who consider they already possess the competencies identified in all or part of any course/qualification offered by One on One Nail Tuition may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our RTO Manager on 08 8352 7733 who will provide the information you need to complete an application.

### Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

## **Recognition Decision**

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

One on One Nail Tuition is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see One on One Nail Tuition Recognition policy.

## **Mutual Recognition**

One on One Nail Tuition recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or is intending to enrol. Clients are required to formally apply for Mutual Recognition. With Mutual Recognition client's are not required to undertake learning in the unit/s again, the client is exempt.

## **Special Needs**

Student's intending to enrol for training with the One on One Nail Tuition are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Student's with disabilities or impairments are encouraged to discuss with the RTO manager any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The RTO manager, in collaboration with the client, will assess the potential for the client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

### **Trainer and Assessors**

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

### **Complaints**

One on One Nail Tuition has a fair and equitable process for dealing with student complaints. All clients have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

#### **Principles**

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All student's have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the RTO manager One on One Nail Tuition or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise One on One Nail Tuition will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

#### **Lodging a Complaint**

Should you wish to lodge a complaint, a formal or informal approach should be made by the client to the trainer /assessor/RTO manager.

The student completes a Complaints Form to commence the process.

For further information, see One on One Nail Tuition Complaints Policy.

## **APPEALS AND COMPLAINTS POLICY AND PROCEDURE**

One on One ensures that student's have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Student's have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via One on One Nail Tuition website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- One on One Nail Tuition may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise, One on One Nail Tuition will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- One on One Nail Tuition strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

### **Grounds of appeal**

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

## Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor.
  - ii. Appropriate recognition will be granted.
  - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with One on One Nail Tuition assessment policy the client will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment

For further information, see One on One Nail Tuition Appeals Policy.

It is the practice of One on One Nail Tuition to give fair and equitable access to all clients in regard to the services it offers. In keeping with this aim, outlined below are the policy and procedures that will be used should an appeal or complaint arise in relation to the delivery of training, the conduct of Assessment, Recognition of Prior Learning Assessment or any other issues that may be of concern to Students.

This policy is to be used in conjunction with the One on One Nail Tuition policies on:

- Flexible delivery
- Assessment
- Recognition of Prior Learning (RPL)

One on One Nail Tuition recognises that students may have problems that do not directly concern the company but may affect the students' ability to achieve competencies. In this instance, One on One Nail Tuition will offer advice in referring students to appropriate external support groups for assistance.

### ASQA

595 Collins Street Melbourne, Victoria  
3000

1300 701 801

### Training Advocate

trainingadvocate@saugov.sa.gov.au

1800 006 488

### Office of Consumer and Business Affairs

8204 9516

### South Australian Equal Opportunity Commission

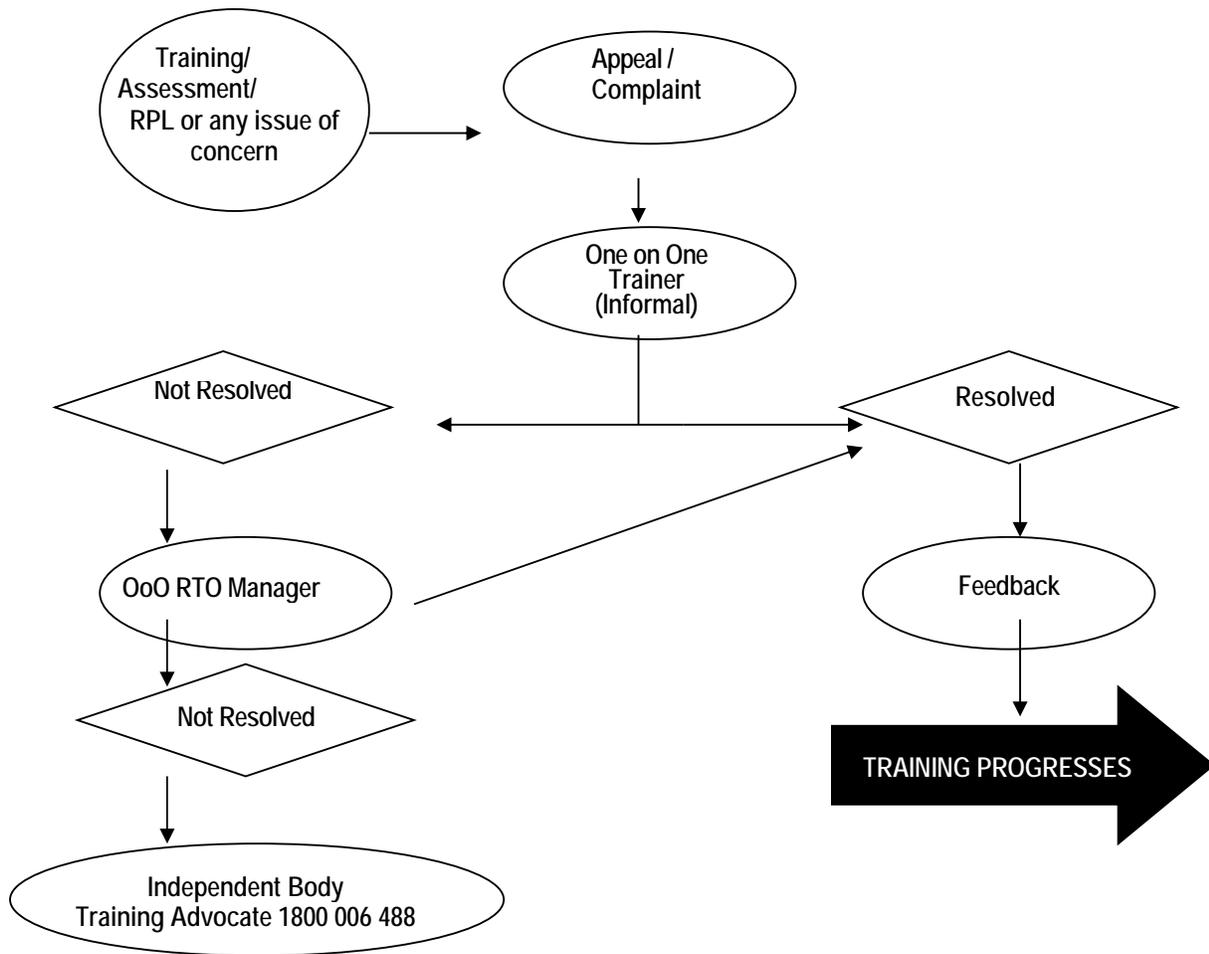
8207 1977 or Freecall 1800 188 163

All staff at One on One Nail Tuition have knowledge of the Complaints and Appeals process, and are available to assist at any time, should a student require either advice or assistance.

\*\*

Copies of the complete One on One Policy & Procedures, including the appropriate forms for dealing with complaints will be made available to a student, should they require it. Please contact the Training Manager.

One on One Nail Tuition's Complaints / Appeal Procedure:



## STUDENT SUPPORT SERVICES

One on One Nail Tuition understands that there may be times when personal issues may affect your ability to undertake your training. One on One Nail Tuition has identified a number of support services for Student' who have special needs, or require additional support and assistance to undertake or complete their learning.

### **Mentoring & Guidance**

One on One Nail Tuition can provide student's with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

You should discuss your own personal circumstances and opportunities with your local Centre link office.

### **Language, Literacy & Numeracy**

Should any student require assistance with literacy and numeracy skills that is beyond the scope of One on One staff, they will be directed to the following agencies for assistance:

Reading and Writing Hotline (8am – 8pm): 1300 655 506

\*\*a starting point for people looking for referral to literacy and numeracy classes

English Language Centre 82266555

#### Services for people with Non-English Speaking Background:

Ethnic Link Services 8241 0201

Translating and Interpreting Service 13 14 50

### **Counselling**

Counselling can be provided confidentially to a limited level by One on One staff in relation to Training & Assessment issues, however students may need to be directed to other agencies for professional help and guidance.

Aboriginal Unit 8463 4800

Equal Opportunity Commission 8207 1977 or Freecall 1800 188 163

Training Advocate 1800 006 488

#### Counselling Services

Mediation Services 8350 0376

Disability Services 8226 6052

Lifeline (24 hour service) 13 11 14

## Student Enrolment

To enrol in a training program contact One on One 08 8352 7733 and we will organize an interview time & date. If the student lives far away interview is conducted over the phone. Enrolments must be received no later than 24 hours prior to the course commencement. Enrolments will be considered tentative until deposit is paid to confirm place.

At interview the following will be discussed & confirmed

- Discuss the course in detail
- Discuss undertaking a training program
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Confirm the start date of the course

## Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, One on One Nail Tuition will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

## Enrolment Confirmation

All student's will be informed of their success on the day of their interview. To confirm their enrolment. A student must pay the required deposit for the course they have chosen. The training plan will have a list of dates, times of classes.

## Student Selection

One on One Nail Tuition conducts recruitment of clients at all times in an ethical, fair and responsible manner using various methods.

One on One Nail Tuition is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places in the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, client needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program they will either be placed on a "reserve" list or offered a place on a date where there are vacancies. Student's on a "Wait" list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Student's must have the appropriate level of language, numeracy and literacy.

## Student Records

One on One Nail Tuition maintains an individual student file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those One on One Nail Tuition personnel who need to have access to your file for training and assessment purposes can access it.

No other person/client can and will have access to your personal client file without your prior written permission.

If you would like access to your personal records simply contact RTO manager.

## Course Fees

One on One Nail Tuition has developed a fair and equitable process for determining course fees, refunds and payment options.

### Flexible payment options

One on One Nail Tuition accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Credit card, Chq, Direct Deposit. A deposit must be paid to confirm place, then either payment upfront on the start date of course or payment plan as discussed in interview. **ALL MONEY MUST BE PAID BY THE LAST DAY OF CLASS!**

## ONE ON ONE NAIL TUITION STAFF

One on One Nail Tuition will ensure that trainers/assessors have demonstrated competencies at least to the level of those being delivered. This must also include:

- Certificate IV in Assessment & Workplace Training, or equivalent; staff who do not have this qualification must be supervised and the training and assessment monitored by a qualified person
- Industry experience that is current and relevant to the particular qualifications or units of competence in which they involved in delivering
- Ensure that responsibility for the management of RPL applications and assessments are clearly identified and undertaken by the person or persons with relevant expertise
- Ensure that responsibility for the management and coordination of training delivery, assessment staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience

## ACCESS AND EQUITY POLICY

One on One Nail Tuition is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to providing them with a positive learning environment to achieve success. One on One Nail Tuition will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

One on One Nail Tuition abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All student's have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see One on One Nail Tuition Access & Equity Policy.

## **EVACUATION PROCEDURES**

In the case of an emergency occurring at any facility of One on One, all students and staff must evacuate the building and assemble in a class group to the designated assembly area.

- All students must remain in the assembly area until a roll check has been made. No-one may re-enter the building under any circumstances until the person in charge gives the all clear signal evacuated from the building (roll book check to verify)
- Any injuries will be attended to immediately
- All other staff and people in the building must be notified immediately and emergency services called, as necessary

## **NO SMOKING**

Students are reminded that One on One Nail Tuition does not allow smoking on its premises and as such, smoking is banned in all our facilities. Students who wish to smoke will need to do so only in the designated area outside.

## **WORK HEALTH AND SAFETY**

One on One Nail Tuition is committed to providing a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

One on One Nail Tuition encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

One on One Nail Tuition recognises its responsibility under the Workplace Health and Safety and related regulations. The RTO manager has responsibility for ensuring the health and safety of staff, clients, contractors and visitors. This includes :

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to clients, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

### **Duty of Care**

One on One Nail Tuition is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, clients, and contractors. Specific responsibilities are shown below.

### **One on One Management:**

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.

- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to One on One Nail Tuition Continuous Improvement processes
- Are responsible for ensuring that an WHS management system is implemented.

**Staff, contractors, clients and visitors:**

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant One on One Nail Tuition WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the DIRECTOR.

**Accidents, Injuries and Near Misses**

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

One on One Nail Tuition will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

One on One Nail Tuition is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Student's and employees are expected to take care to prevent work-related injuries to themselves and to others.

**Investigating incidents and accidents**

The RTO manager is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the RTO manger will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the RTO manager.
- Once action is approved, communicates outcomes and planned actions.

## **FEE MANAGEMENT & REFUND POLICY GUIDELINES**

### **Enrolment / Administration Fees**

One on One Nail Tuition charges a fee for training services provided. All fees and charges for each Course are set out on the Enrolment Form and Course brochures and discussed at each student's initial interview. The following guidelines also apply:

- A minimum deposit of \$500 (or full payment of course if cost is less than \$500) is required for confirmation and acceptance of enrolment into a training program
- A record of payment file will be opened for each student, which will clearly indicate all payments made. Students are able to access this information either via telephone or in person.
- Each and every payment made towards the cost of a Course will be clearly documented
- Any outstanding fees are payable prior to the conclusion of the training program and as per the payment schedule agreed upon at time of enrolment (A copy of payment schedule is provided to each student )
- Parchments will not be issued until all course fees are paid in full

## Refund Policy

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the following refund policy.

One on One Nail Tuition will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

### Withdrawal from Course

If student's want to withdraw from a Course, they must speak with the RTO Manager about their circumstances as soon as possible, so that time can be made available to discuss and help resolve any difficulties that may have arisen. Student's wanting to withdraw will be asked to fill out a Withdrawal Amendment Form. If the withdrawal occurs once the Course has started and we are not properly notified, the withdrawal may result in a failure. ie "Not Yet Competent" being recorded against your name in Student Records.

### Cancellation and Refund

Students are entitled to receive a full refund of any fees paid in advance if they are unable to attend the Course due to exceptional circumstances, which may include an accident, long term illness, death in the family, illness of immediate family member, hospitalisation, moving interstate, etc; Students must provide written proof and also fill out a Withdrawal Amendment Form. Whereby the RTO Manager will make a final decision in each case.

**\*\*Please note that in all cases, a non-refundable administration fee of \$60 applies to all course cancellations, which is deducted from the deposit fee on enrolment.**

### Partial Refund

The following guidelines apply for training cancellation and refund of fees:

Students are entitled to a partial refund of fees paid in advance if the course is not completed due to the circumstances outlined above.

The following guidelines apply for training cancellation and refund of fees:

- Cancellation by the student less than 2 weeks prior to commencement date will incur a \$60 administration fee.
- Once the training program has commenced, a student must give two weeks notice of their intention to withdraw and provide verifiable proof of exceptional circumstances; in such cases, the affected student will be asked to pay for all days attended, plus any resources used and/or issued; in addition \$60 administration fee will be incurred.
- Where no notice is given, and no contact is made with One on One, any monies paid will be forfeited
- If a student falls ill during the duration of the course, they or their representative should make contact with the RTO Manager; the affected student will not lose either their money or their place; when capable of returning to the course, they will be placed in the next available course
- If a student requires extra practice or tuition etc to achieve competency, they will not be charged any further fees

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**Enjoy your training program and reap the rewards!**

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## APPENDIX: APPLICABLE ACTS

One on One Nail Tuition adheres to the following legislative Acts in the provision of training and assessment services.

- Racial Discrimination Act, 1975 (Commonwealth)
- Sex Discrimination Act, 1984 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- Age Discrimination Act, 2004 (Commonwealth)
- Privacy Act, 1988 (Commonwealth)
- Racial Vilification Act, 1996 (South Australia)
- Work, Health & Safety Act, 2012 (South Australia)
- Sect. 55A: (OHSW Act 1986 SA) Inappropriate behaviour towards an employee (bullying)
- Equal Opportunity Act, 1984 (South Australia)
- Sect. 86: (EO Act 1984 SA) Victimisation
- Sect. 87: (EO Act 1984 SA) Sexual Harassment
- Training & Skills Development Act 2008 (SA)
- Children's Protection Act, 1993 (South Australia)

### Industry Acts & Guidelines:

- Public & Environmental Health Act, 1987 (SA)
- Work Health & Safety Guide for S.A Hair & Beauty (MAY 2015)  
Guidelines on the Safe and Hygienic Practice of Skin Penetration (SA Health Commission)
- Section 52 Trades Practices Act 1974 (Cth)
- Fair Trading Act 1987 SA

