

FRANCAPELLI ACADEMY

APPRENTICES & FULL TIME STUDENTS

Code of Practice Manual

2019

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Welcome

All the Staff at **francapelli academy (FCA)** would like to welcome you to our Academy.

The Academy's environment encourages positive influences to flourish both internally and externally by implementing procedures that maintain high standards and quality service.

Francapelli academy is dedicated to sustaining the industry's professionalism and quality assurance but this cannot be done without your help and commitment.

Our Vision is to remain as one of Australia's top hairdressing academies by continuity of service through:

- *Being progressive*
- *Being student focused*
- *Ensuring quality*
- *Utilising excellent technical and interpersonal skills*
- *Constant change and improvement*

Professionalism, comprising education, honesty and creative talent is the foundation of the **francapelli academy**. Professionalism requires co-operation and teamwork and we are here to assist you and your career.

As a francapelli academy student it is expected that you will always be;

- considerate and open minded
- client and colleague focused ensuring strong contribution to the Academy's team
- developing your interpersonal skills to communicate with your clients and fellow team members in a non-judgmental manner
- be ready for constant change and improvement
- respect your fellow students and trainers
- be punctual to class and/or attending to your clients.

Our Obligation as your RTO

As a Registered Training Organisation (RTO) registered with Victorian Registration Qualification Authority (VRQA) we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Australian Quality Training Framework (AQTF) and 2016 VRQA Guidelines. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with VRQA upon their request.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Code of Practice Manual. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further in this Code of Practice Manual.

Francapelli academy must follow the national curriculum as established by Skills Service Organisation - Skills IQ. We have put in place systems, processes and procedures for teaching this curriculum to you. Some teaching methods and salon practices may not be the way you are used to but when you are at the Academy it is expected that you will follow your trainer's directions.

Staff Descriptions

STAFF MEMBER

POSITION

Frank Sobrio

Principal & Artistic Director

Jane Ryan

**Administration Manager
& Tyro Traineeship Program (TTP)**

Elsie Perrotta

(Works Mon to Wed 10.00-4.00pm)

Administration

Marisa Smirneos

(Works Monday to Friday)

Trainer (Training Centre)

Danni Considine

(Works Tuesday, Wednesday and Friday)

Trainer (Training Centre)

Tina Rogers on Maternity Leave Trainer (Training Centre)

Organisational Policies

Academy Hours

The Academy is open from 8.45am to 5.00pm, Monday to Friday. Full time and students' and Apprentice's hours are 8.50am to 5.00pm.

We are closed on public holidays (please see Administration for holiday schedule).

Attendance and Punctuality

You are required to **arrive at the Academy by no later than 8.50 am** and go to Training Centre **Classroom 4** for roll call. Classes start at 9am sharp. Each student is provided with Clock In/Out Cards. These cards record your individual attendance and will be kept on file. Clock In/Out Cards are to be used by ALL students twice a day:

1. First as you arrive at francapelli academy
2. And again as you leave at the end of the school day

Daily roll call is at 8.50am and classes start at 9.00am sharp. If you are running late or missed public transport please call the Academy or text the Academy mobile to let us know you are OK and on your way. You will be required to fill in a form giving the reason for being late and if you need to leave class early you are required to get permission from Administration/Management and fill in a form before leaving the Academy during training hours. At the end of the day, it is also required that you let your trainer know that you are leaving for the day so they can mark you off in the Attendance book as the Academy is effectively responsible for you while you are here.

Please key the Academy phone number, 9818 0089 and mobile 0438 308 111, into your mobile phone now should you need to call ahead and advise us.

It is anticipated that you will be ready to commence class at 9.00am each day, with the exception of those students who have made prior approved arrangements with Jane Ryan in Administration. Being on time shows courtesy and consideration to your trainers and fellow students.

Sick Leave. If you are unable to attend class due to illness you need to let us know as early as possible before starting time. For full time students, a medical certificate is required if a sick day is taken. For apprentices, your employer must be informed.

It is against the policies of the Academy to sms or text message another student or Academy staff member that you will not be attending the Academy.

It is also not acceptable for you to pass a message through other students saying that you will be late or not attending school. You are to text or call and speak to one of the Academy staff members.

Conduct in the Academy

As a student of the francapelli academy (FCA) you will respect your trainers and fellow students by:

- Being courteous and friendly
- Not being rude
- Not swearing or verbally abusing staff, trainers or fellow students
- Maintaining a positive attitude
- Not criticising other students or their work

Also as a student of the francapelli academy your professional approach to work is expected at all times.

- At no time, (no matter what the situation may be) is you to be seen training another student of francapelli academy. If a student asks for your assistance you must direct them to seek assistance from a Trainer.
- There is to be no eating, drinking, chewing gum or smoking during class.
- There is a no smoking policy in the Academy. If you need to smoke then you can do so outside.
- You will not run up or down the stairs or in the Training Centre.
- Your mannequin heads must be washed (not with shampoo as it tangles the hair) & dried after every use.
- Before you leave the Academy for the day you must check that the room you have been training in is all clean and tidy.
- You are provided with free tea & coffee facilities so please make sure you clean your cups and put them away
- You are also provided with a fridge and microwave – in case you want to bring your lunch

Full Time Students/Apprentices

As part of francapelli academy it is also your responsibility to promote professionalism within the Academy and to maintain communication between management, clients and students. You will be expected to:

- undertake reception duty
- answer the phone
- schedule appointments
- smile and greet clients
- provide high level of customer service
- ensure record keeping is maintained
- prepare clients for services
- clean and where necessary sterilise equipment and training centre work areas so that the training centre is tidy at all times
- offer suitable home care products to each client

Disciplinary Procedures

Management will enforce disciplinary procedures if any of the following occur .

- Theft of any kind
- Obscene language
- Constant lateness
- Deceiving Management
- Not following dress code
- Use of alcohol or drugs during Academy hours
- Gossiping between fellow students and staff is forbidden
- Defaming the Academy (talking badly)
- Cheating (collusion or plagiarism) on tests or assignments
- Not completing homework and/or assignments by due date

Student Plagiarism, Cheating & Collusion

Francapelli Academy has a no tolerance policy for plagiarism, cheating or collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegation and we will be required to take disciplinary action which is likely to require you to complete the assessment again.

The main focus for students attending francapelli academy is to learn and become the best hairdresser you can be – at francapelli academy it is all about hair, good work ethics and professionalism – nothing else!

Dress Code / Student Presentation

What we project is what we promote

First impressions are lasting and so you must constantly strive for professionalism in all aspects of your work. You are now in the fashion industry and so it is extremely important that you reflect a current fashionable image through your **clothing, make up, hair and nails**. In a professional way, you must create your own style, which reflects who you are and how you want to be perceived by others. Whether we like it or not, we will always be judged on how we present ourselves.

Although there is no uniform policy for students at francapelli academy, you are expected to put considerable thought and preparation into your choice of attire, as you will be performing services on clients in the Training Centre and you **MUST** look professional. There is to be no difference between what you wear to francapelli academy and what you wear to your salon – it is expected that you are consistent.

You will need to adhere to the following dress code principles:

- present yourself professionally (verbally and non-verbally)
- No sweat tops, hooded zip tops, sweat pants, athletic wear of any kind
- Jeans are allowed but must be tailored and smart.
- No Bonds singlets (for males students)
- No revealing clothes that show your bare stomach or excessive cleavage
- Hair is to be styled and coloured in current trend
- Make up to be worn at all times
- Clothes are to be clean and ironed

- No rubber thongs, ugg boots, open toed shoes or trainers to be worn
- Hands and nails must always be clean (no chipped nail polish or long nails)
- Deodorant must be worn
- If you smoke, ensure that hands and breath do not smell of nicotine
- Full time students only - the hairdressing industry does not accept acrylic nails – neither does francapelli academy.
- No open toed shoes or thongs are to be worn – this is a health & safety issue. Feet must be covered for protection from hair to prevent infections and from sharp or heavy objects (scissors or blow dryer) dropping on your feet. If you choose to wear open toed shoes, please be aware that this is at your own risk and francapelli academy takes no responsibility.

Conduct in the Training Centre

Workplace Health and Safety is to be observed at all times.

- The Training Centre must be attended by a least one staff member at all times
- A client is never to be left alone in the Training Centre
- Cleanliness is the essence of professionalism. You will need to follow the detailed cleaning procedure to tidy the classroom area you worked in.
- When you have finished your service you must clean your work area and assist other students.
- Personal greeting – always greet the client with a smile ☺ (no matter how you are feeling). Clients come to us not only for our technical expertise but also for us to make them feel good.
- Chemical services – no colour is to be anywhere except on client's hair. For application of tints and semis you will use 'between' around the hairline for protection.
- No colour is to get on trolleys, wraps, yourself or the client. No colour is to come up over the rim of the tint bowl.
- Any equipment used for a colour service, i.e. bowls, tint brushes and combs are to be cleaned immediately the service is completed
- You will be assessed on the cleanliness of your work area including your station and trolley

Personal Computer Use

It is a requirement that students of francapelli academy provide their own computer/laptop or tablet to access Hairdressing Learning Resources (HLR) which is needed to complete their qualification.

The computers, internet provided by the Academy are primarily for educational use to assist students in the completion of their qualification.

Students must not use Academy computers for:

- (a) illegal or inappropriate activities; or
- (b) for personal monetary gain.

Internet

Students are provided with free Wi-Fi access and students should remain on the internet only as long as necessary to retrieve and complete required course material.

Students must not intentionally access sexual, pornographic, or otherwise inappropriate or offensive sites.

Social Media

The Academy recognises that you may wish to use Social Media in your personal life. This policy does not intend to discourage nor unduly limit your personal expression or online activities. However, there is potential for damage to be caused (either directly or indirectly) to the Academy through your personal use of Social Media when you can be identified as a student of the Academy. You are personally responsible for the content you publish in a personal capacity on any form of Social Media platform. Where your comments or profile can identify you as a student of the Academy, you must:

- Only disclose and discuss publicly available information;
- Ensure that all content published is accurate and not misleading;
- Be polite and respectful to all people you interact with; and
- Comply with all laws including those concerning copyright, privacy, defamation, discrimination, harassment and other applicable laws, and any other Employer policy.

You must not:

- Post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, or is otherwise unlawful;
- Use or disclose any confidential information obtained in your capacity as a student of the Academy;
- Disparage (means represent as being of little worth) any Academy employee or student, business partner or client;
- Post material that is, or might be construed as, threatening, harassing, bullying or discriminatory towards another student, agent or supplier of the Academy; and
- Make any comment or post any material that might otherwise cause damage to the Academy's reputation or bring it into disrepute.

Equipment and Software

Students must not access an Academy computer file or retrieve any information stored on an Academy computer without prior approval from the Academy; or transfer Academy computer files to or from a non-Academy owned computer by email without prior approval from the Academy. Also students must not install any software application, including screensavers, toolbars and backgrounds, onto an Academy computer; or tamper with Academy computer hardware or software.

Monitoring

The Academy will monitor and where necessary, inspect student's internet use. This will occur from time to time to:

- Ensure that the Academy system does not contain any illegal material;
- Comply with the law;
- Investigate alleged misconduct; or
- Diagnose system malfunctions.

Identifying Inappropriate Use

Breaches of this policy may damage the Academy's reputation and brand. Some breaches of this policy may also breach anti-discrimination, sexual harassment and workplace harassment laws. If you become aware of any possible breaches of this policy, you must report the issue to your Trainer or Administration Manager as soon as possible. The Academy is committed to providing an environment that is safe for all Academy employees and students. You will not be disadvantaged in your educational conditions or opportunities as a result of lodging a complaint under this policy.

Modes of Delivery

SHB30416 – Certificate III in Hairdressing has been designed based on classroom/face-to-face training delivery and structured blended modes include a combination of online (e-learning) study, practical hands on training (on clients) in our Training Centre (simulated salon) and One-on-one training (involving discussion and/or demonstration).

Delivery will mainly be:

- Classroom (Face to face)
- Online
- Practical training in simulated salon environment
- One-on-one training

Hairdressing Learning Resources (HLR)

FrancaPELLI academy moved resources from paper based textbooks and introduced website Hairdressing Learning Resources (HLR) online.

Moving into the 21st century where everyone is tech savvy and has access to a mobile device, HLR provides anytime, anywhere access to study Certificate III in Hairdressing and includes a wide range of interactive learning methods that enliven and engage students.

Students benefit from subjects being brought to life and gain a more in-depth understanding of hairdressing concepts; whereas Trainers can monitor students understanding by tracking their progress as well as using HLR within classroom lessons.

Benefits of online content:

- Highly appealing to students
- Students watch videos multiple times
- Allows focus in tutorials

The online practical demonstrations are very effective in delivering learning material. It allows students and trainers to access in own time and location and can pause and replay as many times as required. The online demonstrations make time management easier and tutorial time more productive.

Resources cover units that make up Certificate III in Hairdressing are:

HLR Textbook 1 – (12 units) – Salon preparation - theory and activities

HLR Textbook 2 – (16 units) - Hairdressing Science – theory and activities

HLR Practical System and Procedures Manual are made up of step by step, visual educational DVD's and cover all 28 units.

There are 12 units in Book 1 and 16 units in Book 2, which are primarily delivered online as homework. Students are sent a homework ticket (via email, copied to their employer) instructing them which unit is to commence and when it is to be completed – text and text questions at end of unit must be completed within a 2 week timeframe. Students login to HLR and must fill out top of form with their full name and email address.

You will need to enter this email address – admin@francapelli.com.au to submit your work. Once student has completed and submitted their answers to questions at end of the unit, they complete these online, francapelli academy trainers will correct and email feedback to student.

Regardless of the units of competence being delivered, all students will be required to demonstrate their underpinning knowledge and comprehension of the 28 units that make up the training program. Francapelli Academy encourages students not to wait for homework tickets to be sent but to continuously work their way through all units in Book 1 & 2.

Support for students using technology for online delivery:

The following support is available during academy hours for students who have any questions:

- Email;
- Telephone support; and
- Face-to-face video;

- HLR is audio – our online assistant called Stella can read for students

HLR can be accessed by the following electronic equipment, such as:

- Desktop computer
- Laptop;
- Tablet; or
- Smart phone

Students must provide their own electronic device as stated above.

Completion & Submission of Online Work Policy

The following policy and guidelines are designed to improve student achievement by clarifying the expectations of students, employers and trainers in relation to work completion and submission.

Assessment tasks are the primary means through which students can demonstrate their learning and competency. Students are responsible for checking their email regularly, for completing and submitting their work on or before the due date. The following guidelines support effective completion and submission of work for all students.

Please note: Any student who constantly does not submit work by the required time (misses a deadline) may be required to attend a meeting with Frank, the Principal and a support person.

Aims

- To support students to achieve habits of excellence.
- To promote and develop skills to assist students in reaching their full potential.
- To affirm effective self-management as a learning tool.

Principles

- All learning is valued and valuable.
- Assessment tasks are the primary means through which students can demonstrate their learning. Consequently all assessment tasks will be completed to the required standard.
- Students who complete all set tasks are likely to achieve success in the unit.
- Not completing work is not an option.
- Students are supported to complete their work by the due date.
- Extensions to the due date can be granted in extenuating circumstances.

Students' Responsibilities

- Recording any information in their diary which assists with effective self-management e.g. homework, due dates, handouts or revision.
- Completing all homework and set assessment tasks to a satisfactory standard by the due date.
- Following up with trainers after being absent from the Academy due to illness, holidays or working).
- Negotiating extensions with trainers where necessary.
- Informing trainers or administration of changes to email address and personal contact details

Employers' Responsibilities

- Checking email regularly to see what homework has been set and when it's due.
- Assist apprentice with assignment and offer relevant documentation to support completion
- Completing and signing outlined portion of assignment
- Providing notes for absences or requests for extensions.
- Communicating concerns to francapelli academy.

Trainers' (Mentor) Responsibilities

- Emailing homework tickets, entering details into students LOB (Learning Outcomes Book)
- Update LOB, client/mannequin services, training feedback i.e. improvements, focus, assessment outcomes, absences.
- Set a due date and deadline for each unit in Book 1 and Book 2.
- Communicate due dates and deadlines to students and employers.
- Support students to complete work, to a satisfactory standard, by the due date.
- Conduct regular checks of work progress to ensure that students meet the set due dates.

Homework

- Students must take responsibility for:
 - reviewing all material presented
 - completing work not finished in class
 - working consistently on assignments (set over a longer period)
 - revising for tests
 - starting and completing homework by due date

Submission of Work

If a student is not able to meet a due date because of extenuating circumstances, he/she must:

- negotiate an extension via email to admin@francapelli.com.au with the relevant trainer before the due date
- bring a signed explanation for the need of an extension from employer before the due date; and/or
- provide a medical certificate (if required).

Penalty for not submitting work by due date

If students do not complete homework and submit assignments by due date, francapelli academy has no option but to assess that unit and record it as "Not competent/fail".

Francapelli academy will have to re-enroll the student in that unit/s for them to complete, as no qualification can be issued if not all units are marked as competent. Students will have to bear the cost of re-enrolling and will be invoiced the tuition fee for that unit.

For example: Concession rate – unit hours = $30 \times 0.34 = \$10.20$

Non-concession rate – unit hours = $30 \times \$1.70 = \51.00

Lost, Stolen or Damaged Work

The trainer or student who has lost work, or has had work stolen or damaged, must make a written statement of the circumstances. The statement must be signed and dated. Francapelli academy must keep a record of the loss or damage. The principal, acting on advice from the trainer, and on the basis of records kept, shall give the student an opportunity to resubmit the work within one week.

Note: This does not apply to work lost or damaged due to computer misuse or malfunction.

Individual Daily Training Plans

All students are given their individual daily training plan at roll call. Daily training plans are to be filled out correctly. You should ensure you take the time and effort to complete them in an accurate and timely fashion by writing the start and end time it took you to complete each task. Please refer to the sample completed Training Plan that is on the mirror in the Training Centre for your to refer to so you complete correctly.

Note: It is not acceptable to fill your training plan out at the end of the day. Training plans are to be filled out with the time taken, straight after completion of each task!

Hairdressing Equipment

Your tools are your trade! – if you don't bring your tools – how can you work?

You are expected to provide your own hairdressing equipment tools. The Academy has a student kit which you can purchase from Administration. You would have been given a copy of the equipment list when enrolling. This is a list of all the equipment you will need (eventually) to complete your course. Please remember your equipment is your responsibility so please mark all your equipment and note that no equipment, except mannequin heads is to be left at the Academy.

Equipment Available to Rent

Equipment is available for rent at \$5 per tool if you do not have your equipment.

Rentals are only available from Administration

Mannequin Heads

Your equipment kit comes with one long hair mannequin head. This head will not last you the length of your training. You will be required to purchase up to 3 or more mannequin heads when you start cutting. You can purchase from Administration office starting from \$80.

Please note:

The Academy does not take any responsibility for lost or stolen equipment. If you arrive at the Academy without your equipment you can purchase or hire tools for the day.

Models – Real People

The hairdressing curriculum assessment tasks require students to find and complete their assessments on real people. Francapelli academy promotes doing your practical work on live models not just mannequin heads. This helps you to learn about interacting with people through consulting with them, analysing their hair and recommending a finished style.

It is preferable to complete all practical assessment tasks on a real person but we understand it is difficult to find a real model for a particular assessment, at a particular time, so as an alternative method; you may need to do assessments on mannequin heads.

Hair Services for Full Time Students Only

If you are a full time student and the Academy is quiet and has no models for you to work on then you may request to have your haircut or coloured (but not within a 4 week period). Haircuts are at no charge but you will need to pay for any colouring product that you use. This charge will be \$35. You need to pay on the day as no credit will be accepted. If you can't afford to pay then please do not ask to have your hair done.

It is against the Academy's policy for students to bring in their own chemical (colouring) products from home. While you are using the Academy's facilities you must use the products that are supplied and approved by the Academy.

No apprentices' hair is to be cut or coloured at the Academy under any circumstances.

Theory/Practical & Meal Break Times

Practical training:	9.00am to 12.10pm
Morning break:	9:15am to 9:25am
Lunch:	12.10pm to 12.50pm
Practical training:	12.50pm to 2.20pm
(Cutting class & Assessments):	1.30pm to 2.30pm
Afternoon break:	2.20pm to 2.30pm
Theory time:	2.45pm to 4.45pm (may be in morning)
(Theory tests, correct students work & students with questions regarding homework to discuss with Trainer)	

Please be conscious of the time when on your break and make sure you are not late in returning to class.

Mobile phones & Telephone Calls

Only in an emergency are you permitted to accept personal phone calls and you must advise your trainer prior to taking the call.

Mobile phones must be switched off during class times.

After roll call, your trainer will ask for your mobile phone and put it in a box, you can only use your mobile on break times, and then phone must be returned to box. Mobile phones are a constant distraction to your learning – we know it's not your fault being born into the technology age & the only way we can help you learn and retain information is to take those distractions away.

Listening to music through headphones on your mobile phone is not allowed in class.

Approval must be sought from your trainer and only iPods can be used.

Lockers

FrancaPELLI academy has lockers available for all students, please put away your belongings, they are not to be left out all over the tables in back room. Please leave the locker door open when you are finished.

Please do not take the locker key. FrancaPELLI academy does not take any responsibility for lost or stolen equipment or personal belongings. FrancaPELLI academy reserves the right to open any of the lockers at any time with the student present.

Transport/Parking

We are situated right next to Glenferrie Station. All day parking is available in Wakefield Street off Glenferrie Road also behind The Town Hall.

Course Fees – Full Time Students

If you are paying fees on an installment basis you need to be aware that the fees are due as per your fee structure. Students will be invoiced the amount payable through Administration at the end of each month. Students who fail to meet their planned installment schedule will be unable to attend the Academy until the payment is made. Please also refer to Fees and Charges Policy and current Student Fee Schedule on our website:

Course Fees – Apprentices

francapelli academy students who are enrolled in Victorian government funded places pay a tuition fee, student amenities fee and hairdressing learning resources (HLR) fee.

Fee Explanation

Student Services & Amenities Fee – includes the process of enrolling and inducting each student (sending and completing paperwork, entering into Student Management System and uploading to the Government on a monthly basis, it also includes the use of francapelli academy facilities

Tuition Fee – the Government funds most of your training (see Statement of fees) and this is what the Government wants you to contribute towards your training to gain your qualification.

Hairdressing Learning Resources Fee - Textbook of hairdressing for the digital age to mirror and keep up with 21st century. Now that education is moving towards e-learning this textbook of hairdressing is visual and audio, so that trainer and student can interact. With the audio text you will be able to listen and absorb the information at the same time, the Video visual is step by step education, steel images can be enlarged for more detail, and makes learning more fun and exciting. With e-learning you can do at anytime and anywhere.

For more detailed information please refer to Fees and Charges Schedule for Apprentices 2018 that was included in your Starter Pack of Information.

Refund Policy

- No refunds are provided for training that has been delivered.
- There is no refund for Student Services Amenities Fee.
- There is no refund for Hairdressing Learning Resources (HLR), unless you request in writing and cancel your enrolment within one month of commencement.
- If the Academy cancels the course or closes its operations, then a refund of all fees is paid to you or the client unless satisfactory alternative arrangements can be made
- Cancellations received up to two weeks prior to commencement will receive a full refund minus \$50 to cover administration costs
- Cancellations received less than two weeks prior to commencement or after commencement will receive no refund.
- Cancellations will only be accepted if they are received in writing (email, post or hand delivered)

francapelli academy requires written notification if you intend terminating attendance at the Academy. Your letter/email must include the **date and reason(s)** as to why you will not be continuing.

If the reason is a health issue, then francapelli academy requires written documentation from a GP or Specialist stating that the student is unable to attend.

If francapelli academy does not receive any of the above in writing the student will be ineligible for any refunds of any sort.

Certificates and/or Statement of Attainment certificates will not be issued to students who have not met all their financial commitments and/or paid outstanding training fees to francapelli academy.

Student Complaints and Appeals Procedure

Please note it is the policy of francapelli academy to have two members of staff present for any discussions with students. All discussions are recorded and held in a confidential manner.

Informal Process

1. Any student with a question or complaint may raise the matter with staff of francapelli academy and attempt an informal resolution of the question or complaint.
2. Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the francapelli academy staff member involved determines that the issue question or complaint was relevant to the wider operation of the francapelli academy.
3. Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaints

4. Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form and contact the Administration Manager to arrange a meeting. At this meeting with the Principal the complaint can be raised and a resolution attempted. The student may bring a support person.
5. At the stage of the complaint meeting, the complaint must be recorded in writing and signed and dated by the complainant and the Administration Manager. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.
6. The Principal will then attempt to resolve the complaint with the student, their support person and any other parties who may be involved. A maximum time of two weeks will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
7. At the end of the resolution phase (two weeks or such other time as agreed to by all parties in writing) the Administration Manager will report francapelli academy's decision to the student. Francapelli academy's decision and reasons for the decision will be documented by the Admin Manager and placed in the students file.
8. Following the resolution phase francapelli academy must implement the decision as conveyed to the student and their support person.
9. Any systemic issues identified as a result of the complaint will be fed into francapelli academy's continuous improvement system via a report at the Academy Meeting.
10. If a student is dissatisfied with the outcome of the formal complaint process then they may institute an appeals process by completing the appeals form.

Appeals

11. Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by francapelli academy.
12. The appeals process is initiated by a student completing the student appeals form.
13. After a student makes an appeal, francapelli academy will appoint an independent person or body to hear the appeal and propose a final resolution.
14. Students appealing an assessment will be given the opportunity for reassessment by a different assessor selected by francapelli academy. Costs of reassessment will met by the francapelli academy. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.

15. For appeals which do not involve assessment the independent mediator will be Carolyn King, EdMediation (Education Dispute Mediators) ph (03) 9670 5563 or 0447 044 846. Francapelli academy will pay 50% costs of mediation.
16. For appeals which do not involve assessment:
 - The student will have an opportunity to formally present their case, in writing or in person
 - The outcome of the appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and francapelli academy and placed in the student file
 - In all other respects the appeals procedure will be determined by the independent mediator
 - Following the appeal decision phase francapelli academy must implement the decision as conveyed to the student
17. Any systemic issues identified as a result of the appeal will be fed into francapelli academy's continuous improvement system via a report at Academy Meeting.
18. There are no further avenues within francapelli academy for complaints or appeals after the appeals phase has been completed

Further information: If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to the Victorian Registration and Qualifications Authority (VRQA). Complaints to VRQA can be submitted by doing one of the following:

- completing an online complaint form
- filling out the printable complaint form and posting or emailing it to the VRQA
- writing a letter and posting or emailing it to the VRQA
- Further information can be found on the VRQA website:
<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx> Contact details for VRQA are as follows:

Victorian Registration and Qualifications Authority (VRQA).

Level 4,

Casselden Place

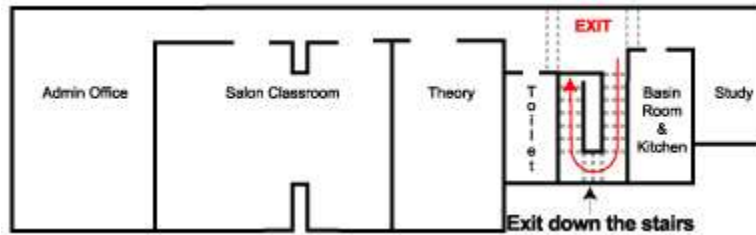
2 Lonsdale Street Melbourne Vic 3000

Postal Address: GPO Box 2317, Melbourne, Vic, 3001 Ph: (03) 9637 2806

Website: www.vrqa.vic.gov.au (Please be aware that VRQA does not act in a mediation capacity).

Fire Safety Procedures

In the event of a fire or fire drill, you are requested to immediately leave the building in a quiet and orderly manner using the exits as shown in the diagram below.



If the emergency is located at the front of the building, all students must make their way to the car park at the back of the academy.

If the emergency is located at the back of the building, all students must make their way to the front entrance.

Student Safety

Francapelli academy provides adequate protection for the health, safety and welfare of all staff and students. There is always the potential for accidents and injury when participating in workplace training, so we need to be aware of the need to take necessary precautions to avoid them. The induction process includes attention to the evacuation procedures as relevant to the training academy. Students are expected to familiarise themselves with the signage in the Academy and in case of an emergency, follow the trainer's instructions to evacuate and assemble in the nominated place.

Students requiring first aid treatment must speak to the trainer who will assist them. Students are required to advise francapelli academy if they have a disability or illness that requires special assistance. All safety precautions are undertaken by francapelli academy, and should a safety incident occur, an Incident Report form will be completed by your trainer to document the incident and its outcomes.

Students should inform their trainer or francapelli academy Administration Manager of any health concerns that could affect their study progress. This advice needs to be communicated verbally or in writing. However written advice is preferred.

Security Cameras

Francapelli academy operates a number of appropriate security cameras for the purpose of ensuring the safety and security of staff, students and visitors to the premises and facilities. Cameras are not used for the surveillance of any persons but camera footage may be accessed by staff and used as evidence where an act (for example: assault of a person or damage to facilities) has occurred that warrants investigation by francapelli academy. Such records may also be required by law to be provided to other parties such as a court or to the police.

Notices of security cameras in operation are normally located at each of the entrances to the buildings. Cameras are clearly visible and not disguised. Camera surveillance occurs on a continuous and ongoing basis.

Requests to view security footage must be made via email to enquiries@francapelli.com.au or phone 9818 0089.

francapelli academy

**Professional Ethics
for
Hairdressers**

As a student you are required to observe and abide by the Procedures and Policies as detailed by the **francapelli academy** Code of Practice. The Academy reserves the right to vary procedures and policies at which time students will be advised.

Environment / Atmosphere

francapelli academy focuses on fulfilling the needs of our students. It is expected that you will contribute to creating and maintaining a friendly, happy environment by generating a positive attitude while respecting your fellow students and Academy staff members.

Training Environment - Francapelli Academy will:

- Comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation; and
- Ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Ethics

Every profession and industry has codes of ethics, these are standards of conduct and moral principles that the profession or industry should follow. Professional ethics are about how you deal with your clients, fellow workers, friends and family.

Professional ethics are very important for the professional running of the salon. Without them, the standards for behaviour and dress would be non-existent. In hairdressing there is also a behaviour code by which you conduct yourself. This code enables you to be successful as a hairdresser and build up your clientele. It is about treating your clients as you would like to be treated yourself in the same circumstances.

Supporting your Salon

A successful hairdresser knows that one way to stay ahead is to market or sell themselves. You sell your professionalism as a hairdresser in a number of ways for example, in your personal presentation and in treating your clients courteously.

People who understand the power of presenting themselves have more influence than people who don't. Your salon may market or entice a certain type of clientele. You support your salon by presenting yourself in its image. Whatever your style of dress, it should be clean, neat and tidy. The same applies if you are required to wear a uniform for work. It must be kept clean, neat and tidy because after all it represents your salon.

Legislative Requirements

Code of Conduct Educational Standards

Francapelli Academy will:

- Adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of students;
- Maintain a learning environment that is conducive to the success of students. Francapelli Academy have the capacity to deliver the course on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved;
- Maintain systems for recording and archiving student enrolments, attendance, competition, assessment outcomes, recognition of prior learning, complaints, qualifications and statements of attainment issued; and
- Treat all personal records of clients confidentially.

COURSE DELIVERY

Francapelli Academy will:

- Prior to course commencement, give students all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Students will also be given access to a current copy of the course curriculum; and
- Ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate the State Training Board guidelines for customising courses.

STAFF

Francapelli Academy will ensure that all Trainers have:

- Demonstrated competencies at least to the level of those being delivered;
- Demonstrated achievement of at least Certificate IV from the Training Package for Assessment and Workplace Training or has demonstrated the equivalent competencies; and
- Industry experience that is current and relevant to the particular course or modules that they are involved in delivering.
- Ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Recognition of Prior Learning

Francapelli academy recognises that students may have skills, knowledge and experience that may count towards competencies required for a particular qualification outcome. Applicants who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). The RPL process takes into account current skills and knowledge (within last three (3) years) gained through:

- Formal training (conducted by industry or educational institutions)
- Current and past work experience (including informal training)

The RPL process focuses on the student and the knowledge and experience they have. The process is about ensuring that unnecessary training is not repeated but it is also about ensuring the skills and knowledge a student has are:

- Up to date
- Relevant and match the competencies/learning outcomes of the course/qualification
- Can be proven – this will occur through assessment; with evidence and/or demonstrated assessment of skills, application and underpinning knowledge.

Appropriately qualified staff will then assess the application and may require the student for an interview to assist in the process of assessment. Students are notified promptly of the RPL outcome (within 14 days of submitting their application and evidence). If the student is unsuccessful with their application they may request assistance from Administration/Principal

regarding the steps they may take for rectification, including appeals process. Students will be presented with written and verbal feedback at the conclusion of the assessment process. Any gap training will be identified as required.

RPL fees vary according to the qualification being undertaken and how many units are being applied for.

Application for RPL can only be made after enrolment, using the RPL Application Form that will be provided (if requested) during orientation in the first training session. Fees applicable to RPL will be confirmed upon application. Payment of each unit completed must be made before unit competency/qualification is issued. More information is available through the RPL Information sheet, and you may request of copy through Administration.

National Recognition or Credit Transfer Procedure

Credit transfer is different from RPL. Students who have already successfully completed any of the units through another Registered Training Organisation (RTO) in the qualification in which they are enrolling may be eligible for credit transfer (there is no extra cost in applying for Credit Transfers). Under National Recognition, francapelli academy will recognise Qualifications and Statement of Attainment issued by another Registered Training Organisation (RTO) based in a state or territory of Australia. Francapelli academy may contact the issuer to establish authenticity of the award. If a student is applying for credit transfer, francapelli academy require the following:

- Student must provide at enrolment the original copies of academic transcripts (or copies signed/certified by Justice Peace)
- Administration will verify authenticity and record all units deemed competent.
- Student will be provided with a training plan at the commencement of training.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agree to in this Code of Practice Manual (Student Agreement) because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this occurs, Francapelli Academy will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Francapelli Academy Pty Ltd – 355-357 Burwood Road - Hawthorn - 3122 P (03) 9818 0089 E enquiries@francapelli.com.au TOID 6055 Version: Jan 2018

Depending on the type of change, we may send a letter to your home address, send an email, or send an SMS. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form.

Feedback and Training Evaluation

Students must complete an Annual Learner Survey prior to the completion of the academic year. This survey contributes to our RTO Quality Indicators and Data provision requirements. Please be assured that completed Evaluation Forms or Surveys remain confidential and are only used for the purpose of improving the quality of our service.

Francapelli Academy is committed to a process of continuous improvement based on feedback from students, Trainers and other stakeholders. We welcome comments that might help us to improve our services, products and processes.

National Student Outcomes Survey

As a student of francapelli academy we must advise you that there is a possibility of you receiving a survey from the National Centre for Vocational Education and Research (NCVER). It is advised that you take part and participate in this survey. Please contact Jane Ryan for further information.

Victorian Training Guarantee Entitlement

As an Apprentice your course is subsidised by State Government and you are accessing your Victorian Training Guarantee entitlement and this may affect your ability to access Government funding in the future.

On Completion of Course

When you complete all the assessment requirements for your course and have reached your qualifying date, you will be awarded at no extra cost SHB30416 - Certificate III in Hairdressing which is a nationally recognised qualification, as long as student has no outstanding tuition fees. This will enable you to work as a qualified hairdresser.

On Partial Completion of Course

If you are completing assessment requirements for part of a course you will be awarded a statement of attainment (at no extra cost) indicating which modules or units of competency you have completed.

Certificates and/or Statement of Attainment certificates will not be issued to students who have not met all their financial commitments and/or paid outstanding training fees to francapelli academy.

Assessment Procedures

Franicapelli academy is committed to an assessment system that ensures that assessment both complies with the requirements of the training package; and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Assessment is both formative (competency determined over a period of time) and summative (competency determined after training delivery). Observation assessments will be conducted in our Training Centre salon where students perform a variety of hairdressing services on clients.

If you have a model who you would like to bring to the Academy then you may, as long as the required service is within your competency level.

Assessment during training will involve gaining evidence of your competency through a variety of methods including the following:

ASSESSMENT METHOD LEGEND

1. THEORY + ACTIVITIES
2. THEORY TEST
3. ASSIGNMENT
4. OBSERVATION
5. PRE-ASSESSMENT PRACTICAL REVIEW (Classroom Based With Trainer)
6. PRACTICAL DEMONSTRATION ASSESSMENT
7. THIRD PARTY REPORT

You will be trained in any particular unit on average 5 times then you will have time to practice then be reviewed then assessed.

You will be given advance warning of the time and form of any assessment and you will not be expected to sit an assessment that you have not prepared for. You will be given an opportunity for at least three assessments of any competencies that were not achieved on your first or second attempt. If you go over three assessments in one particular unit you will be charged \$70 reassessment fee.

When you feel that you are ready for an assessment please give the Academy one week's notice to prepare and schedule this assessment and you must come fully prepared.

Student Support Services

Francapelli academy has internal and external support services available to Students requiring assistance with their training or any other matters that they wish to discuss. Please see Administration or speak with your Trainer.

Specific student welfare and guidance services we offer include:

- Advice on training/assessment options.
- Advice and assistance in dealing with issues that might interrupt your training or affect your ability to continue or complete your training.
- Special consideration for students who can demonstrate trauma or extreme hardship and who may need to suspend their qualification/course until a more suitable time.

If you don't feel comfortable speaking with Academy staff members you can contact:

- VRQA Apprenticeship Administration – 1300 722 003; or
- National Training Hotline – 13 38 73; or
- Apprenticeship Support Officer (person who signed you up as an apprentice)

IMPORTANT CONTACT NUMBERS

- Centrelink (www.centrelink.gov.au) 132 490 (Student support)
- Centrelink 132 850 (Employment services)
- Centrelink 131 202 (Enquiries in other languages)
- Lifeline 131 114
- Alcohol & Drug Information service 1800 888 236
- Kids Helpline 1800 551 800
- Disability Services 1800 177 120
- Aboriginal & Torres Strait Islander Legal Services 1800 012 255
- Child Abuse Prevention Services 1800 688 009
- Suicide Help Line Victoria 1300 651 251
- Reading Writing Hotline 1300 655 506

Request for Records Access

Students may at any stage request access to records or obtain copies of records held by francapelli academy relating to their personal information, participation and training progress.

If you want to access or obtain a copy of records, you must make a request in writing to jane_ryan@francapelli.com.au. Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to online portal where some records about the course can be viewed.

Amendment to records - If a student considers the information that Francapelli Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

This request may be in any form, but preferably using francapelli academy Student Contact Details Update Form.

At the start of each year, Francapelli Academy distributes a Student Contact Details Update Form to all students to make sure we have correct details on file, regardless if student's details have changed or not.

Human Rights & Anti-Discrimination Policy

francapelli academy will not tolerate anti-social behaviour at any time by anyone. Examples of anti-social behaviour are:

Bullying - A definition of bullying

- Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Cyber bullying refers to bullying through information and communication technologies.
- Bullying can involve humiliation, domination, intimidation, victimisation and all forms of harassment including that based on sex, race, disability, homosexuality or transgender.

Bullying behaviour can be:

- **verbal** eg name calling, teasing, abuse, putdowns, sarcasm, insults, threats
- **physical** eg hitting, punching, kicking, scratching, tripping, spitting
- **social** eg ignoring, excluding, ostracising, alienating, making inappropriate gestures
- **psychological** eg spreading rumours, dirty looks, hiding or damaging possessions, malicious SMS and email messages, inappropriate use of camera phones.

Conflict or fights between equals and single incidents are **not** defined as bullying. Bullying behaviour is not:

- students not getting along well
- a situation of mutual conflict
- single episodes of nastiness or random acts of aggression or intimidation.

Sexual Harassment - A definition: Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, where a reasonable person would anticipate that reaction in the circumstances.

- unwelcome touching;
- staring or leering;
- sexually explicit pictures or posters;
- unwanted invitations to go out on dates;
- requests for sex;
- intrusive questions about a person's private life or body;
- unnecessary familiarity, such as deliberately brushing up against a person;
- insults or taunts based on sex;
- sexually explicit physical contact; and
- sexually explicit emails or SMS text messages

Discrimination - A definition. The definition of discrimination is the act of prejudice against a person because they have a certain set of characteristics. Discriminated characteristics can include disability, age, gender reassignment, religion, race, sex and sexual orientation.

Francapelli academy have developed extensive policies and procedures to deal with the above issues and will provide the necessary services to deal with and resolve all complaints received. If a person feels they have been treated in an inappropriate manner, it is important that this is communicated immediately to one of the following people in management:

Frank Sobrio – Principal
Jane Ryan – General Manager
Anna Sobrio – Salon Manager
Elsie Perrotta – Administration

All discussions must have 2 of the above people present and management will maintain confidentiality regarding all complaints. If these serious matters are not brought to the attention of francapelli academy, it is impossible for us to resolve the issue and help you through this time. francapelli academy cannot take any responsibility if they have not been made aware at the time of an issue/concern.

STUDENT AGREEMENT

I, _____ declare and acknowledge that I have fully read and understood the francapelli academy Code of Practice Manual and agree to abide by the terms herein.

Student signature: _____

Date: _____

francapelli academy representative

Signature: _____

Date: _____