



LarShar College of Beauty & Hair



Induction manual

THANK YOU FOR YOUR ENQUIRY. THIS INDUCTION MANUAL HAS BEEN DEVELOPED TO INFORM YOU OF YOUR ROLE AS A LEARNER AND THE ROLES AND RESPONSIBILITIES OF THE COLLEGE.



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www.larsharcollege.com

LārShar College of Beauté & Hair

EFFECTIVE AS OF September 2021

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1. Message from Educators

The Educators at LârShar would like to thank you for making them your preferred learning institute. Sharron & Larisa have worked in the industry since 1989 and are dedicated in reciprocating back to the community the knowledge and employability skills they have gained through their own learning journey: opening LarShar College of Beauté & Hair in 2008.

They are dedicated and highly motivated in “raising the bar” in the Beauty & Hair industry and specialise in granting recognition of prior learning (RPL).

Through their love of teaching both Educators pride themselves on the following educational strategies:

- ❖ Supportive & Approachable Educators
- ❖ Provide a Positive Learning Environment
- ❖ Encourage an Entrepreneurial Approach – Look Outside the Box
- ❖ Positive Habits of Mind
- ❖ Promote Hard Work
- ❖ Flexible Delivery to Suite All Learners
- ❖ Learning Through “Serious Fun”.

The Educators at LârShar College of Beauté & Hair have the following qualifications:

- ❖ Bachelor of Learning Design / Vocational Education & Training Specialist
- ❖ TAE Workplace Trainer
- ❖ Blue Card
- ❖ Certificate IV in Beauty Therapy
- ❖ Certificate III in Beauty Services
- ❖ Certificate III in Nail Technology
- ❖ Certificate II in Make-Up Services
- ❖ Certificate III in Hairdressing
- ❖ Certificate II in Retail Cosmetics
- ❖ Certificate III in Barbering
- ❖ Certificate IV in Small Business Management

We look forward to meeting you soon so you can begin your own exciting learning journey.

Remember, Knowledge is Power!

Kind Regards

Sharron & Larisa

2. Code of Practice

LârShar College of Beauté & Hair consistently maintains high standards in the provision of Vocational Education and Training (VET). Relevant Policies and Management Practices are in place ensuring our facilitation methods are delivered in a safe and supportive learning environment.

This learning environment embraces the learner's diversities and encourages them step by step through their learning journey. The Educators are more than capable of delivering the nominated programs including the educational strategies and resources.

All programs delivered and assessed are in accordance with the standard stated in the National Training Package.

LârShar is committed in providing a quality service with a focus on continuous improvement. To aid the college in this continuous improvement feedback from learners and industry representatives is most welcome.

The training is promoted with integrity, accuracy and professionalism.

LârShar College of Beauty & Hair is a registered Training Organisation (RTO) and therefore all program structures are in accordance with the Australian Skills Quality Authority (ASQA)

3. Privacy Policy

LârShar College of Beauté and Hair complies with the Privacy Act 2001.

Information collected relating to learners will only exist for the purpose of educational delivery and will be treated with confidentiality. Learners may request a copy of this information by a written request to the college.

A third party may have access to this information only with written consent from the learner. Examples of this information may be accessed for the following:

- ❖ Providing training services
- ❖ Informing learners of additional programs available
- ❖ Workshops with industry
- ❖ Gathering feedback from students regarding training for market analysis and continual improvement
- ❖ Program development.

LârShar will not disclose personal information to other third parties without permission or instruction from the learner unless required to by law. Learners wanting to authorise a third party to access their records must contact the College.

LârShar may need to verify information regarding learners from a third party. In this case, the learner is given an Authorisation Form to complete.

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The College has implemented immense strategies to protect the personal information of the learner and continually improves the security as new technology is developed.

These strategies include:

- ❖ Files are secured in locked cabinets
- ❖ Only staff have access to personal information
- ❖ Computer security at all times with the use of firewalls and virus software
- ❖ Password access to computers
- ❖ Under no circumstances will information regarding the learner leave the College without authorisation.
- ❖ Security Cameras

Under the privacy Act, students have the right to access their personal information. If this information is incorrect, they have the right to amend the information.

Please note that if your child is a student of LarShar College and is over 18 years old, the college will need permission from the Learner (your Child) to disclose any information.

4. Entry Requirements

The minimum age for Learners is 15 years or attending year 10 at high school. Applicants who have not completed Year 10 (or equivalent) should include with their application form all relevant information about their interests, studies and experience that supports their enrolment.

4.1 Learners

At LarShar College we have a diverse range of students attending from Apprentices, trainees, secondary school students, open learners and employees of salons wanting to update their qualifications.

4.2 Learner Selection

LarShar is committed to non-discrimination in any form and at all times complies with equal opportunity and Anti-Discrimination Legislation.

There are some prerequisites to starting a program due to health and safety or language requirements due to the nature of the program. A qualified person will assess the applicant's enrolment and assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the program.

Participation in training is subject to payment of fees corresponding with the program the student is enrolled in.

5. Learners Information

Learners at all times must maintain appropriate behaviour and follow LârShar's Learner Policy & Procedure including the Code of Conduct. There are penalties for breach of Policy & Procedures depending on the severity of the breach. In the case of minor breaches, a warning may be given, for major cases or repeated negative behaviour the student may be requested to depart the program.

5.1 Hours of Learning at the College

The College opens the front doors 9.00.am. Learners can enter the college via the back door from 8.45am to prepare for the day.

Start of day	9.00am
Morning Break	10.00am
Lunch	12.30pm
End of day	3.000pm

These are approximate times as some learners will be engaged in practical activities

Clients May attend:

Morning practical sessions run between 9.30am – 12.00pm

Afternoon practical sessions run between 1.00pm and 3.00pm

NOTE: no bookings after 2.30pm

All client must adhere to the Covid-19 regulations and policy and procedures

5.2 Attendance

Learners will be marked present or absent in the educators rolls each day, when the morning meetings are held. Learners must inform educators when leaving early and a phone call must be made to the college if you are not attending your day/s of college.

(This is a workplace health and safety requirement mainly for evacuation purposes)

If the learner is away for more than 3 consecutive days a Doctors Certificate must be presented, as no extensions will be given without a medical certificate.

High school Learners must have written permission from a parent or guardian to leave the premises at break times, or if leaving early from the college

If learner is absent for more than 2 weeks without explanation enrolment will be cancelled, see item 14

5.3 Tea Room

Learners are provided with a hot water urn, tea, sugar and coffee in the learners' tearoom, for making tea and coffee. However, it is the learners' responsibility to provide their own milk.

A fridge, microwave, toaster, and sandwich maker are also available to learners

5.4 Contact Details

Learners must advise the college in writing of any change in contact details including, new residential address, postal address and telephone numbers. This must be done within one week of any changes. The college will not take responsibility for any mailings being sent to the incorrect address

6. Uniforms

All learners that attend LârShar College are required to wear the appropriate uniform for their chosen study path. Uniform shirts can be purchased from Everything Uniform at 53 Lord Street Gladstone.

- ❖ Hairdressing – Black polo shirt with LârShar college logo and student name which can be purchased from “Everything Uniform”
- ❖ Beauty - Hot Pink polo shirt LârShar college logo and student name which can be purchased from “Everything Uniform”
- ❖ Black pants are acceptable for both hairdressing and Beauty

No Tights, Leggings, Jeans or mini skirts

- ❖ Closed in dress shoes (workplace health and safety requirements) Wearing high heels is inadvisable as students can be standing for long periods completing practical activities
- ❖ Hair is to be tied back if long otherwise neat and tidy
- ❖ Make-up is optional but learner must be well presented.
- ❖ If uniform is not worn appropriate attire will be provided or you have the option to leave and return with the correct uniform

7. Stationary Requirements

Learners are required to have the following stationary:

Black or blue Pens, A4 Writing Pad, Ruler, Scissors, Glue, Stapler, Highlighter, pencil & Rubber

8. Educational Resources

LârShar College of Beauté & Hair is committed to facilitating professional industry focused education at a standard second to none. The supportive educating team deliver this through the following educational strategies:

- ❖ Profiling the learners to understand their needs and wants
- ❖ Continuously updating skills and keeping well-informed of new developments within the industry
- ❖ Working in partnership with industry to deliver industry focused programs
- ❖ Extensive years of experience in training and assessing

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The facilitators ensure currency within industry developments through release to industry and participation in training programs and workshops. The educators participate consistently in on-going training to ensure their delivery and assessment skills remain current.

Learners are assured of the following resources:

- ❖ Reference material
- ❖ Tools and equipment in accordance with industry standard
- ❖ Safe and positive learning environment
- ❖ Learning guides and assessments
- ❖ Nationally Recognised Qualification
- ❖ Supportive educators that deliver flexible training
- ❖ New educational resources implemented yearly
- ❖ Fully functioning treatment areas with student reception including online client booking system, EFT, retail & scanner
- ❖ Student laptops for assessment research task
- ❖ Tablet for client consultations and treatment forms.

9. Policy and procedures for Students

The following applies to all learners:

- ❖ An individual's property is to be respected and not interfered with by any other persons
- ❖ Look after your own possessions - LârShar Staff accepts no responsibility for personal property lost or stolen during training sessions
- ❖ Disruption of class or harassment of any kind that interferes with the learning of peers is not tolerated
- ❖ Verbal abuse or aggressive physical contact will not be tolerated, and the student's enrolment will be cancelled immediately
- ❖ Smoking is not permitted inside training facilities
- ❖ Drinking alcohol is not permitted
- ❖ Eating or drinking is not permitted inside the study area or on the training floor
- ❖ Behaviour should be appropriate to industry standard and not cause offense to anyone
- ❖ Uniforms must always be worn, including closed in shoes
- ❖ All students whilst in the college must follow the Covid safe plan
- ❖ Mobile phones are **not** to be used for social media platforms while in the study area during class; if mobile phones are found being used on these platforms the student will be asked to place phone in their bag in the staff room area. If student is a repeat

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offender and can not follow instruction the phone will be confiscated and return at the end of day

- ❖ Students are not to access client information for personal use this is a breach of the privacy act.
- ❖ Learners are not to use the college phones to make personal calls unless it is an emergency
- ❖ Learners are not to remove assessments from the college, it will be deemed as not competent
- ❖ **Cheating** will under no circumstances be tolerated at LârShar College. If a learner is found to be cheating, they are automatically resulted with a Not Competent (NC). To achieve the result of Competent (C) the learner will need to re-enrol and pay the full fee for the unit / units they were working on.

10. Enrolment Procedure

LârShar College of Beauté & Hair offers rolling starts.

Enrolments can be conducted over the phone, face to face, scanned and emailed. A completed enrolment form should advise the college of all details necessary to register the learner. Relevant questions should be answered honestly and be signed by the learner or guardian. When a completed enrolment form is received with the appropriate administration fee, the learner is assigned a student number. The learner number is required for correspondence and for certificates to be issued on completion of the qualification. The staff will confirm availability with the learner at time of application. All relevant information is needed to proceed with enrolment.

All learners' information obtaining to enrolment is confidential and is filed in a learner record file; this will only be accessed by the educators assigned with the program and auditing purposes.

It is strongly recommended that learners read the policies and procedures prior to commencement and are required to complete the Language Literacy and Numeracy (LLN) questionnaire. If the learner requires help in this area, please contact LârShar College for assistance or refer to page 18 of this Induction Manual.

11. USI: Unique Student Identifier

From 1 January 2015 the Australian Government will require all students undertaking nationally recognised training delivered by a registered training organisation to have a USI.

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The USI will enable you to obtain a complete record of your vocational education and training enrolments and achievements which occur from 1 January 2015 onwards from a single online source.

You can apply for the USI number yourself at www.usi.gov.au.

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

11.1 Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time.
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- give their USI to each training organisation they study with.
- view and update their details in their USI account.
- give their training organisation permission to view and/or update their USI account.
- give their training organisation view access to their transcript.
- control access to their transcript; and
- view online and download their training records and results in the form of a transcript.

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

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection use and disclosure of your USI are protected by the SI Act.

If you ask LarShar College of Beauté & Hair to make an application for a student identifier on your behalf, LarShar College of Beauté & Hair will have to declare that LarShar College of Beauté & Hair has complied with certain terms and conditions to be able to access the

online student identifier portal and submit this application, including a declaration that LarShar College of Beaute & Hair has given you, found in the enrolment forms at the back of this induction manual

12. Fees and Charges

Details of fees and charges are supplied with the Overview of the program, reproduction of document fees is included in the Induction Manual.

An administration fee is required when the enrolment form is submitted; this will ensure you of placement.

When paying for a program LârShar College can only accept \$1000 payment prior to the commencement of the program. Following course commencement, LârShar may accept additional payment of fees in advance from the student but only such that at any given time, the total amount to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1,500. This money is kept in a trust account with a recognised banking institution and only drawn upon when the learner commences their chosen unit. This is according to condition 5 of the Essential Conditions and Standards for Continuing Registration.

LarShar offers different methods for payment of units or programs.

- ❖ Pay as you go
- ❖ Interest free payment plan See 12.1

Open learners enrolled in single units must pay for units prior to commencement.

- ❖ Program and unit fees can be paid by cash, EFTPOS, direct deposit or BPay.
- ❖ No cash payments should be sent through the mail.
- ❖ Receipts will be issued on payment of fees.

Fee-free training for apprenticeships for under 25s

- ❖ Since 1 January 2014, Year 12 graduates had been able to access fee-free training as part of the Queensland Government's Great skills Real opportunities action plan.
- ❖ The Government has now updated this program with the details as follows.

From 1 January 2021 to 30 September 2022:

Free apprenticeships for under 25s will cover the cost of training for Queensland apprentices and trainees under 25 who commence or are undertaking one of 139 priority apprenticeship or traineeship qualification from 1 January 2021 to 30 September 2022.

Certificate 3 Guarantee

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- ❖ The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.
- ❖ The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.
- ❖ Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.
- ❖ The subsidy represents the level of government contribution for a qualification, and varies between qualifications based on a number of factors.
- ❖ Given the benefits that training provides to individuals, students undertaking certificate III level training and non-concessional students undertaking lower-level vocational training are required to contribute to the costs of their training through a co-contribution fee.
- ❖ The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose.

VETiS Funding

Vocational Education and Training in Schools (VETiS) is delivery of nationally recognised qualifications to school students, providing them with the skills and knowledge required for employment in specific industries.

- ❖ VETiS qualifications can be undertaken in years 10, 11 and 12, and can count towards the Queensland Certificate of Education.
- ❖ VETiS funded by the VET investment budget must be fee-free for students. The government determines the level of subsidy available as a public contribution to the cost of the training and provides the maximum subsidy for VETiS students in most circumstances. It is intended that the level of subsidy for each VETiS qualification should cover the costs associated with participating in the training.

12.1 Payment Plan

Payment plans are offered for the sole purpose of assisting students to pay for their program fees. Payment plans are not a “pay as you go” arrangement and will not be cancelled if the student defers, withdraws, or ceases to attend until the current unit enrolled in is paid for.

Payment plans are set up as automatic direct debit payments through Ezidebit Pty Ltd.

LarShar College will not accept any alternative payment plan.

If a failed payment occurs you will be issued with a failed payment fee which can be up to \$22.00 by Ezidebit, plus you may incur a charge from your financial institute.

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To avoid any further charges please make sure that you have the available funds in your account. If you need to alter your payment plan, please contact the college so adjustments can be made.

If wanting to take advantage of the payment plan: read the following and fill out the DIRECT DEBIT REQUEST/CREDIT CARD AUTHORITY at the back of the overview of the program you are wishing to enrol in.

Secondary School & Open Learners

Learners have the option to nominate a weekly, fortnightly and monthly payment which will be direct debit form their nominated account.

- ❖ The learner must be enrolled in a complete qualification to take advantage of the payment plan.
- ❖ When payments are in advance the money will be kept in the learner trust account and drawn upon when enrolled in a new unit.
- ❖ The payments will vary depending on the qualification and the amount of days attending the college. (This will be discussed with all parties involved once enrolment fee had been paid)
- ❖ All practical learner kits must be paid in full before commencement of the practical unit. (They are not included in the payment plan)
- ❖ At no time will Learners receive a certificate until full payment for the unit has been received by the college.
- ❖ If a re-enrolment is required due to Not Yet Competent this must be paid up front and will not be added to the payment plan.
- ❖ Payment Plans are a Financial Commitments – Learners or parent /guardians are liable for the financial commitment to the college for the duration of a course.
- ❖ Learners whose fees are in arrears may have their enrolment suspended or cancelled
- ❖ Learners on payment plan can only be enrolled in 2 units at once
- ❖ Fees to start studying on a payment plan for adult learners are as follows:
 - Admin fee \$100.00
 - \$200.00 deposit

12.2 Refund Policy

The refund policy at LârShar College is at all times fair and equitable to all learners. We recognise and understand that a situation may change a learner's desire to pursue their study and therefore the college has a code in place to meet such contingencies.

Should the learner withdraw prior to commencement, the unit payment will be refunded.

Please note that issue of your first unit or attendance at the college for the unit you are undertaking denotes commencement.

If Paying By Units:

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- ❖ If a unit is cancelled or a learner withdraws before commencement, a refund will be given for the enrolled unit/s
- ❖ Administration fees are not refunded

If Paid In Full:

- ❖ **The learner withdraws 2 weeks PRIOR to commencement of the first unit** refund = 100% of payment less administration fee
- ❖ **The learner withdraws at any time AFTER commencement**
Refund = total amount of any hour that have not been commenced less administration fee and learning guides

Refund forms need to be completed and sent back to the college to be able to obtain a refund. Refund Forms can be obtained from the college.

Note:

ALL PROGRAMS HAVE THE COST OF THE UNIT BOOKS INCORPORATED INTO THE COST OF UNITS.

- ❖ Costs of the learning guide will not be refunded once unit has been commenced
- ❖ If online learning is withdrawn by the learner, the cost of the set-up will not be refunded and access to the platform will be cancelled.
- ❖ If the learner loses his or her unit book, it must be re-purchased at the learner's expense. (see student fee schedule)
- ❖ If a learner enrolls and only partially attends and has not completed by due date no refund will be given.
- ❖ Please note that the only way to extend a unit without additional costs due to no attendance is to provide a doctors certificate.

12.3 Student Fee Schedule

A fee is charged for the following documentation to be reproduced

Document and Record Fees

Official record of results (Academic Transcript)	\$20.00
Replacement of:	
Full Qualification Document	\$30.00
Statement of Attainment	\$30.00
Results of Assessment	\$15.00
Training Record Book	\$45.00
Confirmation of enrolment letter	\$15.00
Reprint of learning guide	\$38.60

If requiring any of the documents to be produced or replaced contact the college as a form will be required to be filled. No Documentation can be produced until payment and forms are sent back to the college.

13. Flexible Training and Assessing

LârShar College of Beauté and Hair prides itself on being able to offer learners a flexible learning environment. The educators at LârShar College have the experience and knowledge to deliver and assess all qualifications offered.

13.1 Training

LârShar provides learners with the flexibility of:

- ❖ **Distance studies** with practical elements delivered at the college in time frames which suit the learner. It is the responsibility of the learner to meet the cost of travel and accommodation to the location of the training. Theory elements are studied in your own time. Distance learners are classed as part time students.
- ❖ **Classroom delivery** - All prac and theory is delivered on site at the college. Learners can attend full time or part time
- ❖ **Industry training** is provided in beauty salons that enable all staff members to attend the training. Theory elements are completed in the staff members own time, with practical elements delivered in the salon.
- ❖ **On-Line** online studies are delivered through a learner management system (LMS), theory work is conducted through the LMS and uploaded to the college for grading. Practical elements are delivered at the college.

Offering flexible learning modes enables the learner to achieve deeper understandings for higher outcomes. Programs are competency based allowing the learner to work at their own pace within the specified time frame.

13.2 Assessing

Assessments are conducted through various methods including research being completed in your own time, at home, or practical & theory being conducted in a simulated work environment.

The objective of an assessment is to show that the learner has achieved competency in the critical aspects of the unit being assessed.

Students may be assessed by one or more of the following methods:

- ❖ **Observation** – A specific set of procedures performed under supervision using a checklist
- ❖ **Oral Questioning** – Response given to a set of questions in order to verbalising an understanding of the unit
- ❖ **Multiple Choice** - Learner selects the correct answer from a question bank
- ❖ **Short Answer** – Learner provides a written response to a question, with the answer containing a single word, a few words or sentence.
- ❖ **Project** – Generally requiring part of the assessment being carried out without supervision, an investigation based on a real-life situation, involving a report.

NOTE: All assessments have a maximum time frame allocated for Competency based Training that allows ample time to complete the assessments, twice if needed to re-sit. If a learner does not complete in this time frame, they are required to re-enrol in the unit and attempt the assessment again to obtain a grade of Competent; only on successful completion and in the specified time frame.

13.3 RPL (Recognition of Prior Learning)

Recognition of Prior Learning (RPL) is a process that involves granting full or part qualifications to people who have earned life skills and knowledge through:

- ❖ Formal or informal training and education
- ❖ Work experience
- ❖ General life experience
- ❖ Any combination of the above.

The assessment benchmarks for RPL are the same as those required for training. However, the assessment process can be quite different. RPL assessment may involve:

- ❖ Work samples or photos of work samples
- ❖ Practical demonstrations
- ❖ Assessment interviews
- ❖ References and support from supervisors
- ❖ Training certificates
- ❖ Performance reviews.

The benefits of RPL are:

- ❖ Avoids duplication of training, maximising the value of education and training expenditure
- ❖ Provides pathways to higher qualifications for people who may not have had previous access to training
- ❖ Creates a learning culture by valuing and recognising learning that has occurred in the workplace
- ❖ Builds self-esteem by valuing and recognising the skills of individuals.

This College has a Policy & Procedure in place ensuring all RPL's are conducted in an honest and dependable manor. LârShar regards the RPL process as a form of assessment where students gain recognition for various life skills.

AT THIS COLLEGE, THE RPL PROCESS IS VALID, RELIABLE AND FAIR.

13.4 CT (Credit Transfer)

Credit transfer is a process that provides the learner with credit for units of a qualification from previous formal study that is equivalent to the enrolled qualification. The learner must produce all formal evidence to gain a CT (Credit Transfer). Units that are CT must be in the same training package and consist of the same elements and National codes.

13.5 Policy for Reassessment

The learner is entitled to be assessed for the unit they are enrolled in **twice** if needed, to achieve the competency outcome within the specified time frame.

An additional fee will apply:

- ❖ those students who require a third attempt at the assessment.
- ❖ to students that are **not** within the time frame of the specific unit they are enrolled in.
- ❖ If the duration has expired and a successful outcome has not been achieved, reassessment **must** occur to achieve competency.

NOTE:

All assessments have a maximum time frame allocated for Competency based Training that allows ample time to complete assessments, twice if needed to re-sit.

If a learner does not complete in this time frame, they are required to re-enrol in the unit and attempt the assessment again to obtain a grade of Competent; only on successful completion and in the specified time frame

14. Withdrawal/Cancellation of Studies

Learners are to inform the college if they are no longer able or wanting to study, the learner will be issued with a Cancellation/Withdrawal form to fill in and send back to the college so that the learners study account can be updated.

If the learner does not attend college or inform the college by phone, face to face or email after not attending for 2 weeks, the college will assume you have abandoned your studies and issue the learner with the Cancellation/Withdrawal form.

There are no fees charged to the learner if they wish to cancel or withdraw from studies.

The Learner will only receive relevant study documents when there are no outstanding fees.

15. Training Package Discontinuation

This policy outlines that circumstances arise that LarShar College may no longer deliver an accredited course or training package due to viability, government influences and industry influences.

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In these circumstances, LarShar College has a commitment to our learner's educational interests and welfare. We will provide notification at the soonest possible time after a decision is made and provide the learners with study options to complete their program.

The options could be one or more of the following:

- ❖ Teach out arrangements (due to a new training package being implemented)
- ❖ Assist with the completion of the course within the endorsed period
- ❖ Transfer learner to another program delivered at the college
- ❖ Refer learners to another college/institution for completion of program

16. Issuing Certificates

On completion of all units relating to a qualification, the learner is awarded a Nationally Recognised Certificate.

A Statement of Attendance is awarded when the learner attends educational seminars or workshops with industry representatives.

Individuals who complete only some of the requirements for the qualification will receive a Nationally Recognised Statement of Attainment. The Statement of Attainment will include the whole units of competency that have been achieved.

Certificates are awarded on successful completion of the chosen program and verifying that:

1. All competencies are accurately assessed
2. All tasks completed successfully in the specified time frame
3. There are no outstanding fees owing.
4. USI has been supplied (Certificates and Statement of Attainments cannot be issued without USI)

Once a learner has completed their qualification and an award has been issued, the learner's file is archived. A reference number is allocated to the learner's name, learner number and certificate number which are kept in the archive filing register; hard copies are kept for seven years after completion: electronic version kept for thirty years.

17. Appeal and Complaint Policy

LârShar College of Beauté & Hair recognises the need for an Appeal and Complaints Policy. In the event of an Appeal the learner should:

- Seek the assistance of their trainer
- Consult the director/administration
- Contact a third party that is acceptable to all parties involved.

Appeal Procedure:

- Notify your trainer within 21 days
- Provide a written statement of the outcome within 21days

- If still unresolved, the learner will be notified within 14 days and advised to contact external organisations.
- Training Ombudsman Queensland – 1300 306 699
- National Training Complaints Hotline - Ph. 07) 3247 5294

Assessments Appeal to your educator, principal students have one month to appeal results.

Complaints: If matters are not resolved, the learner is advised to take their Appeal through other avenues such as the Department of Fair Trading

18. Learner Support

LârShar college will ensure to the best help is supplied to learners whether it be for educational purposes or the learners wellbeing. We pride our college on being diverse and adaptable to the learners needs.

18.1 Language, Literacy & Numeracy

Once enrolled all learners will receive a Language, literacy and numeracy (LLN) survey sent to their email via survey monkey, it is a requirement of the learner to complete the survey before starting study. It will aid the educators to assess there is enough skill to successfully undertake the program. Those who require further support will be referred to a qualified expert. Any costs incurred will be the responsibility of the learner.

Assistance with literacy and numeracy can be found at the below support services:

❖ **Centre Link**

Website.

http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

❖ **Writing Hotline** on 1300 655 506 or at readingwritinghotline.edu.au.

❖ **Adult Migrant English Program (AMEP)**

TAFE Queensland English Language and Literacy Services | TAFE Queensland (tafeqld.edu.au)

18.2 Welfare and Guidance

LârShar College is at all times concerned with the welfare of the learner. Staff will respond to and attempt to alleviate any signs of distress or discomfort by learners and will guide learners to the appropriate help.

18 .3 Important Phone Numbers

Anti-Discrimination Commission Queensland	1300 130 670
Alcohol & Drug Information Line	Free Call 1800 177 833
ASQA – Issues With Quality of Training:	1300 701 801
Counselling Service	(07) 3837 5986
Centrelink	www.humanservices.gov.au/customer/contact-us/phone-us#centrelink
Domestic Violence	Phone: 1800 811 811 (24 hours, 7 days a week)
Depression	www.depressiondoctor.com
Drug addiction:	Narcotics Anonymous 1300 652 820
Emergency services (police, fire, ambulance)	000
Eating disorders Association	89 Sherwood Road, Toowong, QLD 07 3077 7320 1300 550 236
Family Planning 13 HEALTH	https://www.qld.gov.au/health/contacts/advice/13health/index.html 13 43 25 84 Lifeline (http://www.lifeline.org.au/Get-Help/)—phone 13 11 14.
Family Planning Queensland	(07) 3250 0200
Learning Support & LLN – Peta Hill	0435 345 937
Office of fair trading QLD	13 74 68
Occupational Health & Safety	www.occupationalhealthandsafety.net
Poison Information Centre	131 126
Pregnancy counseling	1300 737 732
Rape Crisis Centre	1800 424 017
Smoking – Quitline	13 18 48
Social Security Services	132 468
Woman’s Health QLD	3839 9988

*LârShar College of Beauté & Hair provides productive training to achieve
desired industry outcomes*