

2024

WELCOME TO

TAYLORWEIR

HAIRDRESSER & BARBER TRAINING SINCE 1996

STUDENT HANDBOOK

INCORPORATING
TAYLORWEIR POLICIES & PROCEDURES



HAIRDRESSER & BARBER
TRAINING SINCE 1996

TAYLORWEIR

ACCREDITED PROGRAMS FOR CUTTING-EDGE CAREERS
LEVEL 1, 189 WILLIAM ST, NORTHBRIDGE WA 6003
RTO CODE 1896 CRICOS CODE 03016A

STUDENT HANDBOOK INCORPORATING TAYLORWEIR POLICIES AND PROCEDURES

Welcome!

Welcome to Taylorweir Hairdresser & Barber Training (Taylorweir) and congratulations on choosing Taylorweir to be your training provider. We want you to enjoy yourself and achieve your learning goals while you are with us.

Taylorweir is registered through the Australian Skills Quality Authority (ASQA). Our college is a WA based training provider committed to delivering high quality education for domestic and international students that meets the needs of both students and industry.

Since its inception in 1996, Taylorweir has always striven for excellence. Taylorweir prides itself in being the leading hairdressing registered training provider in Western Australia

Hairdressing and barbering is a serious business, but it must be progressive, with fresh and creative teaching methods. This is what Taylorweir epitomises in its commitment to excellence in the field of hairdressing and barbering.

Taylorweir's strongest asset is its team of trainers, all of whom, because of their ongoing involvement in current industry activity, are aware of what is happening now. They are a professional team who engage students with their knowledge, skill, and sense of fun.

INDUSTRY ACKNOWLEDGEMENTS:

Winner: WA Small Training Provider 2013

Finalist: Australian Small Training Provider 2013

Finalist: WA Small Training Provider 2019

Winner: WA Small Training Provider 2022

Bronze: Australian Small Training Provider 2022

Winner: Australian Hair Industry Awards Educator of the Year 2023 (Organisation)

Registered Training Organisation details:

TAYLORWEIR HAIRDRESSER & BARBER TRAINING

RTO Code. 1896 CRICOS Provider Code. 03016A

Level 1, Arcade 189

189 William Street

Northbridge 6003

Western Australia

Tel: **08 6103 0488**

Email: train@taylorweir.com.au

Web: www.taylorweir.com.au

Instagram: [#taylorweirperth](https://www.instagram.com/taylorweirperth/?hl=en) <https://www.instagram.com/taylorweirperth/?hl=en>

TikTok: [taylorweirperth](#) | [TikTok Search](#)

Facebook: www.facebook.com/TaylorweirInternational



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1. STUDENT INFORMATION PRIOR TO ENROLMENT

- ♦ The course: SHB30416 Certificate III in Hairdressing and SHB30516 Certificate III in Barbering is selected from the SHB Training Package and is delivered across a two-year period.
- ♦ Enrolled Certificate III Day Release Students must be indentured Apprentices allocated to Taylorweir by an Australian Apprenticeships Centre.
- ♦ Fees, charges, and the Taylorweir Refund Policy are detailed in this Handbook.
- ♦ Complaints and Appeals procedures are detailed in this Handbook.
- ♦ Access and Equity is detailed in this Handbook.
- ♦ Please notify Taylorweir if you have any difficulty with language, literacy, or numeracy as we have specialised teaching aids to address all these situations for the delivery of training and assessment.
- ♦ Apprentices may request Credit Transfer or RPL (Recognition of Prior Learning). The process is detailed in this Handbook.
- ♦ The Director of Student Training is always available to mentor and guide students if they are in need of assistance.

1.1 TAYLORWEIR ADMINISTRATION TEAM

Taylorweir's administration team is here to assist in answering any questions you may have regarding the training of your apprentice or trainee.

The following contact details are provided for you to ensure that if you are unable to personally come in and see us, we are only a phone call or email away.

TAYLORWEIR ADMINISTRATION TEAM:	
Director: E: liz@taylorweir.com.au	Elizabeth Maher Ph. 08 6103 0480
Director: E: vanessa@taylorweir.com.au	Vanessa Poole Ph: 08 6103 0481
Director of Student Training: E: jenny@taylorweir.com.au	Jenny Childs Ph. 08 6103 0484
Compliance, International & Cert II Coordinator: E: rosanna@taylorweir.com.au	Rosanna Ciccotosto Ph. 08 6103 0488
Enrolment Officer: E: kym@taylorweir.com.au	Kym Jackson Ph. 08 6103 0483
Salon Coordinator: E: salon@taylorweir.com.au	Holly Wood Ph. 08 6103 0472

1.2 TRAINERS AND ASSESSORS

Taylorweir's strongest asset is its team of trainers, all of whom, because of their ongoing involvement in current industry activity, are aware of what is happening now.

They are a professional team who engage students with their knowledge, skill, and sense of fun.

TRAINERS AND ASSESSOR TEAM LEADERS:
Maria Raiskums E: maria@taylorweir.com.au
Karen Williams E: karen@taylorweir.com.au

1.3 FACILITIES

Taylorweir's training facilities are located at:

Level 1 Arcade 189
189 William Street
Northbridge WA 6003
Ph. +61 8 6103 0488

All training is conducted with ample resources available to students and with supplementary research materials within easy access.

Taylorweir consists of:

- ◆ Client and Student Reception
- ◆ Fully Functioning Simulated Salon
- ◆ Fully Functioning Simulated Barber shop
- ◆ Three Fully Equipped Studios
- ◆ Three Lecture Rooms
- ◆ Student Common Room
- ◆ Full Time Student Lockers
- ◆ Restroom Facilities
- ◆ Lift
- ◆ Administration Office

1.4 UNIQUE STUDENT IDENTIFIER (USI)

It is compulsory for every student who attends a Registered Training Organisation (RTO/TAFE) to have a "Unique Student Identifier" (USI) number.

A student's training CANNOT commence without their USI number.

The USI number gives each student access to their USI account which in turn helps students keep track of their training records. A qualification cannot be issued without a registered USI number.

If a student has not already been allocated a USI, one can be created through accessing the USI website: <https://www.usi.gov.au/>

1.5 COURSE FEE, DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT (DTWD) POLICY STATEMENT

- ♦ A course fee is the sum of fees for all units that a student enrolls in.
- ♦ Apprentices are required to pay course fees regardless of mode of delivery.
- ♦ Concessions on the course fees are available for students aged between 15 to 17 years of age. (**For 2024**, year of birth must be on or after **1 July 2006, 2007, 2008 & 2009**).
- ♦ Students **under the age of 15 or 18 years and older must** provide a concession card on enrolment to receive concession on course fees:
 - 1) Pensioner Concession Card.
 - 2) Health Care Card (NOT Medicare card).

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/low-income-health-care-card>

1.6 EQUIPMENT REQUIREMENTS

An equipment list is provided with your enrolment pack.

Students **cannot commence training** for Certificate III in Hairdressing and Certificate III in Barbering if they do not have the necessary equipment as stated, **this includes providing your own tripod**.

If you are having difficulty being able to afford to buy equipment, you can apply for the **Apprenticeship Incentive Payment that you must apply for within 10 weeks of commencing** your apprenticeship or you can access the Australian Government “**Trade Support Loan**” scheme through your Apprenticeship Support Network Provider (AASN) to pay for your equipment.

<https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives>

https://www.australianapprenticeships.gov.au/sites/default/files/2021-07/TSL_factsheet_At_a_glance_June%202021.pdf

Please note that not having money to pay for your equipment is NOT an acceptable excuse for not having equipment with you on commencement of your training.

Should you need to purchase equipment, Taylorweir has quality professional hairdressing equipment available for purchase, inclusive of a twelve-month professional warranty on tripods and all electrical equipment.

1.7 FOOD AND BEVERAGES

Northbridge is the cultural dining hub of Perth; there are a variety of dining options all within minutes of Taylorweir.

Taylorweir has an on-site hot and cold-water dispenser. To encourage sustainability and reduce waste, students are required to bring their own water bottles.

For students wishing to bring their own lunch, the Student Common Room is equipped with microwaves, fridge, tea, coffee, sugar, Milo, and milk. Students are to provide their own cups, plates, and cutlery.

1.8 TRANSPORT

Taylorweir is located within easy walking distance from the city railway station, the bus station, and the free "CAT" bus routes.

Please note: Unfortunately, Apprentices are **NOT entitled** to a Tertiary Concession SmartRider

<https://www.transperth.wa.gov.au/Timetables>

<https://www.transperth.wa.gov.au/SmartRider/Types-of-SmartRider>

1.9 PARKING

Parking is at a premium in the city; however, there are numerous parking options available. Wilsons's parking and CPP parking are located very close and can be accessed via Roe Street.

CPP offers all day parking rates and Wilsons on Roe Street offer Early Bird rates if parking is paid prior to 9am.

<https://www.cityofperthparking.com.au/cultural-centre>

<https://www.wilsonparking.com.au/parking-locations/western-australia/northbridge/18-roe-st-car-park/>

2. STUDYING WITH TAYLORWEIR

2.1 ORIENTATION

Orientation is conducted in the morning on Day 1 of the course. Commencement day, date and time are detailed on the student's Course Enrolment email which contains the link to the Online Course Enrolment form.

During Orientation, students are given school-specific information relating to the workplace health and safety rules relevant to Taylorweir, emergency procedures, all relevant course information, rules of enrolment and an explanation of this handbook.

2.2 SCHEDULES, COURSE DATES, ASSESSMENT DATES, PUBLIC HOLIDAYS

Students receive a lesson plan for the semester on course day orientation. All classes commence at 8.30am sharp and concludes at 4.00pm with a 30-minute lunch break. *Your paid off the job training hours are 7 hours.*

The lesson plan details:

- ◆ What unit is being delivered on that day.
- ◆ Whether it is theory or practical.
- ◆ Client workshop days.
- ◆ Assessment dates.
- ◆ Public Holidays.
- ◆ Other relevant dates.

2.3 COURSE CREDIT

Taylorweir recognises that students may have a qualification, previous education, or experience, which they may wish to have recognised. In accordance with the Australian

Quality Training Framework, Taylorweir's recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs).

All students are made aware of the ability to apply for course credit via a RPL or Credit Transfer application throughout the enrolment and induction process of the course.

Students who have completed a Nationally Recognised Qualification or unit that has the exact same code as a unit currently enrolled, will be eligible for credit transfer for the unit(s)

Taylorweir is not obliged to issue an AQF Qualification or Statement of Attainment that is achieved wholly through recognition of units and /or modules completed at another RTO, for example:

- ♦ The candidate cannot complete all their learning and assessment with another RTO and request Taylorweir to issue the qualification through Credit Transfer or under Recognition of Prior Learning
- ♦ The amount of recognition contributing to the issuance of certification documentation from Taylorweir (i.e., using units/modules completed at other RTOs) is at the discretion of the Director of Taylorweir.
- ♦ In all instances, the onus is upon the candidate to demonstrate competence to the satisfaction of the Taylorweir assessors, including the provision of certification documentation.

2.4 STUDENT WELLNESS

- ♦ Taylorweir takes the wellness of our students seriously and provides a Student Common Room where students can relax and socialise during break times or when they may need alone time to decompress during class.
- ♦ Taylorweir Management and staff are committed to the provision of support services for enrolled student with staff in place who are appointed for general welfare matters.
- ♦ All staff are qualified Youth Mental Health First Aiders who can provide support to students and direct the student to the appropriate counselling service whenever needed.
- ♦ For students in need of personal sanitary products, they are to see the Salon Coordinator who will be able to provide emergency supplies.

2.5 CLIENTS

An important part of your course is ongoing practical demonstration on clients.

Students will need to refer to their lesson plan for when clients are needed for workshops.

Taylorweir will endeavour to provide suitable clients for all our **regional students**. It is difficult to source suitable clients for our students; therefore, it is important for Taylorweir to notify clients in due time if their appointment is to be cancelled.

Each regional student is given THREE chances with clients, if on the third chance throughout their course, the student does not show up to class without adequate notification or is late for their client, no further clients will be provided to the student and the student will have to source their own clients from that moment on. Please note that all assessments require clients to be assessed.

It is in the student's best interest that they provide their own clients.

2.6 LUNCH AND BREAKS

Northbridge is the cultural dining hub of Perth; there are a variety of dining options all within minutes of Taylorweir.

Should you wish to bring your own food, a fridge and microwave is provided in the Student Common Room. **The common room must be clean and tidy before leaving, with all rubbish placed correctly in bins provided and spills cleaned up prior to leaving.**

Food and beverages **are not permitted** in defined **training areas**. The only exception is drinking water contained in sealable bottles, which can be taken throughout all classes.

Taylorweir provides a free filtered water station area to fill up your bottles. **Students must bring their own water bottles.**

Meal breaks are as follows:

- Student lunch break is from 12.00 – 12.30pm.
- Morning Break is from 10.00am – 10.15am.
- Afternoon Break is from 2.45pm – 3.00pm.

Break times are flexible and may change on client workshop days.

Please ensure that you return to class on time.



2.7 STUDENT ABSENCES

If you are absent from your classes due to illness or other reason, you must call and notify Taylorweir of your absence by **no later than 8.30am on 6103 0488**. Your employer will be notified of your non-attendance.

If you have clients booked in that have been arranged by Taylorweir, please ensure that you **contact reception on 6103 0472 no later than 8.15am** to notify the salon coordinator that you will not be in to do your client. Failure to do this will be recorded against your client privileges.

If you have arranged your own clients, please ensure that you give your client the courtesy of notifying them in advance to cancel their appointment with you.

2.8 ALLERGIES, PHYSICAL AND MEDICAL CONDITIONS

Taylorweir will endeavour to make reasonable adjustments for all students. However, students who have allergies or a physical or medical condition that may prevent them from participating in any of the core units of the qualification they are undertaking may not be able to complete the qualification.

2.9 SUSTAINABILITY

Taylorweir has implemented sustainability procedures in the use and disposal of chemical products.

Taylorweir has teamed up with Sustainable Salons Australia that re-purposes 95% of salon resources from landfill. This includes but is not limited to hair, colour tubes, used foils, plastic containers, and packaging.

It is expected that all students follow the guidelines and procedures explained and demonstrated by their trainer.

2.10 STUDENT CONSENT

Taylorweir regularly photographs students working on clients and mannequins to post on Taylorweir's Website and Social Media platforms. Students may at any time opt out of having their photo taken or shared on Taylorweir web/social media platforms by completing a "Withdrawal of Consent" form.

2.11 SOCIAL MEDIA

Taylorweir recognises that your personal social media accounts are your private property and does not require you to engage with Taylorweir online using your personal accounts.

However, should you choose to use your personal accounts to engage with Taylorweir online, be clear that you offer your individual opinion, not the official opinion of Taylorweir.

Prior to posting:

- ◆ Think before you post.
- ◆ Be respectful.
- ◆ Be accurate.
- ◆ Be honest.
- ◆ Be ethical.
- ◆ Do not breach copyright.
- ◆ Add value and do not spam.
- ◆ Protect your privacy.

Disclaimers:

You are legally responsible for the comments you post. The inclusion of any non-Taylorweir link does not imply endorsement by Taylorweir on that platform. Posts by Taylorweir site administrators will appear next to the official page icon. Any other posts or comments on the site do not necessarily reflect the opinions and positions of Taylorweir.

Your commitment. By posting any comments, links, or other material on Taylorweir-administered platforms, you give Taylorweir your permission to reproduce, distribute, publish, display, edit, modify, create derivative works from, and otherwise use your submission for any purpose in any form and on any media.

3. RULES OF ENROLMENT

To ensure that all enrolled students can experience a learning environment that allows all students to gain the maximum benefit from the courses undertaken and maximise their study outcomes, Taylorweir Management, have established the "Rules of Enrolment at Taylorweir".

The Rules of Enrolment at the Taylorweir are adhering to the:

1. Taylorweir Student Behaviour Standards
2. Payment of Fees

3.1 TAYLORWEIR STUDENT BEHAVIOUR STANDARDS

- ◆ Student dress is to be clean, neat, tidy, and modest, as per the Taylorweir "Dress Code".
- ◆ Personal Hygiene must be of a high standard. Hairdressing and Barbering are a personal services industry, and students will be working within close proximity to other students and clients.

- ♦ Being punctual for the commencement of class is very important. When late students enter class, they must exercise consideration so as not to disturb their fellow students already involved in class work.
- ♦ Taylorweir provides a non-discriminating, equal opportunity environment for staff and students.
- ♦ Students are always expected to behave with courtesy and respect towards each other as well as toward Taylorweir staff. Students are not permitted to be disruptive in class, not only is this unproductive, but it also distracts fellow students and shows disrespect to training staff.
- ♦ Students are always expected to uphold proper moral conduct within all contact with fellow students and staff.
- ♦ Taylorweir maintains a zero tolerance on bullying (social or otherwise), harassment and discrimination.
- ♦ Taylorweir maintains a zero tolerance on theft, be it stealing property from a student or from Taylorweir.
- ♦ Chewing gum is NOT allowed on Taylorweir premises.
- ♦ There is a NO-Smoking and NO Vaping Policy on Taylorweir's property including within the arcade.
- ♦ Students discovered to be under the influence of alcohol or illegal Drugs will be asked to leave Taylorweir property immediately and may face enrolment cancellation.
- ♦ Use of electronic equipment, such as cameras, video cameras, tape recorders and mobile telephones is not permitted during classes unless previous authorisation has been acquired. Students must ensure that watches, mobile phones, or any other kind of equipment do not make noises, such as the sounding of alarms during classes.

3.1.1 DRESS CODE

Taylorweir has the following dress code:

WORKPLACE READY - Clean, Neat and Tidy - To reflect a professional salon/barbershop culture.

In the interests of health and safety and a responsible learning environment, it is **mandatory** to comply with the dress requirements listed below:

- ♦ **Closed in shoes** must be **worn at all times**.
 - ♦ NO Slippers.
 - ♦ NO Slides.
 - ♦ NO thongs.
 - ♦ NO Ugg boots.
- ♦ NO very short skirts and shorts.
- ♦ To minimise infection and burn risk - NO Midriff tops.
- ♦ NO bulky jumpers, jackets, or hoodies to be worn in Taylorweir practical workshops or work placement.
- ♦ NO pyjamas.

3.1.2 TIMEKEEPING

Arriving on time for your classes ensures you do not disturb your classmates, and you do not waste your time.

All classes commence at 8.30am sharp and concludes at 4.00pm.

Arriving to class late on model workshop days is not only extremely rude to your model/client but allows you no time for preparation.

3.1.3 EQUITY AND ACCESS

Taylorweir is completely committed to the principles of equity and access in the running of its school. Taylorweir does not permit discrimination in terms of race, religion, sexual preferences, disability, gender, age, ethnicity, literacy, numeracy, geography, or any other basis which is not directly related to the performance of the person involved.

3.1.4 HARASSMENT

Every student deserves a safe and caring learning environment.

Harassment, antisocial behaviour, or discrimination of any kind will not be tolerated. If you experience difficulties or are aware of incidents, including any gesture, written, verbal or physical act, whether it be a single incident or series of incidents, that occurs at Taylorweir, please inform the Director of Training or the International Student Coordinator immediately.

If any student feels that a client or fellow student is violating their learning opportunity, they should immediately STOP what they are doing and go to their trainer.

Any Harassment, antisocial behaviour, or discrimination directed to our students or staff will result in the perpetrator being instructed to leave the premises.

3.1.5 SMOKING

There is a **NO-Smoking** and **NO Vaping** policy on Taylorweir's property including within the arcade.

3.1.6 ALCOHOL AND ILLEGAL DRUGS

Taylorweir maintains a "Zero Tolerance" on illegal drugs.

Students found to be under the influence of alcohol or drugs will be asked to leave Taylorweir. Any students found in the possession of illegal substances will be immediately dismissed from class. The student may be reported to the appropriate authority. Dismissal from the training program, should these circumstances persist, will be at the discretion of the Directors of Taylorweir.

3.1.7 MOBILE PHONES

Mobile phones must be kept on silent in the student's bag. Taylorweir recognises that there are times when it is genuinely necessary to have access to your mobile phone. With permission from your lecturer, phones may be used to photograph your own work, and in genuine circumstances; kept on vibrate. Students are not permitted to text, receive calls, or make calls during class times.

3.2 PAYMENT OF FEES POLICY

Students cannot commence until the statutory, R.T.O based fees, and charges are paid on enrolment, or alternatively have entered a course fee payment plan arrangement with Taylorweir.

It is the responsibility of each student to ensure the payment of their course fees.

On commencement, students must inform the Enrolment Officer if they wish to opt for a Course Fee Payment Plan with Taylorweir. Students are required to set up their own direct debit arrangements with their bank to ensure timely payments according to the agreed plan.

Please note: The "Course Fee Payment Plan Option" is unavailable to Block Release Students. Students seeking concession rates must present their concession card during enrolment. It is advisable to **contact Centrelink in advance** to ensure timely availability of the card.

[Low Income Health Care Card - Services Australia](#)

Once established, course fee payment arrangements must be maintained consistently.

Failure to comply with the payment plan may result in the student being unable to enrol in additional units unless alternative arrangements are made and agreed upon by Taylorweir. Non-compliance may also lead to cancellation of enrolment if the student fails to fulfill their Course Fee Payment obligations.

IMPORTANT DETAILS TO CONSIDER:

If an employer fails to fulfill their obligation to cover their apprentices' course fees, the apprentice (student) will be required to settle any of their outstanding course fees.

In cases where employers have set up a payment plan to cover their apprentice's fees, Taylorweir reserves the right to recover any outstanding fees from the student.

Any course fee payment disputes between employers and apprentices should be directed to the Fair Work Ombudsman for resolution.

[Apprentices and trainees - Fair Work Ombudsman](#)

Students who **change employment during their apprenticeship or traineeship may incur increased fees** on units that have not yet begun or units that have commenced but are incomplete at the time of employer transfer. We encourage you to consult with your enrolment officer to determine if there will be any impact on your fees.

Financial support to help pay your fees is available through the Australian government in the form of **Apprenticeship Incentive Payments which you must apply for within 10 weeks of commencing your apprenticeship.**

[Financial support for apprentices in priority occupations | Australian Apprenticeships](#)

Also available is the **Trade Support Loan which you must pay back**. Speak to your Apprenticeship Support Network Provider (AASN) for further information.

[Australian Apprenticeship Support Loans – At a glance.pdf](#)

Taylorweir will issue a tax invoice at the time of payment when fees are paid directly to Taylorweir.

Please note: A Statement of Attainment or an Academic Record **will not be issued**, until all outstanding fees are finalised.

Students requiring advice concerning their current financial circumstances should in the first instance, seek an interview with the enrolment officer.

3.2.1 STUDY MATERIALS

Study resources for each Unit of Competence is included in the course resource fee and issued to each student as required for each Unit of Competence being undertaken.

Training Manuals are issued at the commencement of each semester and must be paid for at the time of issue.

3.2.2 RESOURCE FEE

The "Resource Fee" includes:

- ♦ Training Manuals.
- ♦ Mannequins for cutting and styling.
- ♦ All consumable products and sundries used in the course.

Please note that on commencement of the first day of each semester, all students MUST pay for their Training Manual.

3.2.3 SPECIAL CONDITIONS FOR STUDENTS PARTICIPATING IN THE VET IN SECONDARY SCHOOL PROGRAMS

Secondary school students undertaking VET Traineeship or VETDSS courses as part of a publicly funded VET in Secondary Schools Program are exempt from course and resource fees.

4. FINANCIAL ASSISTANCE FROM THE AUSTRALIAN GOVERNMENT

Australian Apprentice Training Support Payment

The Australian Apprentice Training Support Payment provides up to two years of direct financial assistance for Australian Apprentices undertaking a Certificate III level or above qualification in an occupation listed on the Australian Apprenticeships Priority List. A **full-time Australian Apprentice can receive \$1,250.00 every six months for the first two years** of their apprenticeship (\$5,000 in total), a part-time Australian Apprentice can receive \$625 (\$2,500 in total). This payment is to help offset the costs of everyday living, supporting Australian Apprentices to continue in their Australian Apprenticeship.

[Support for Australian Apprentices | Australian Apprenticeships](#)

<https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives>

Trade Support Loan Scheme

Apprentices, who are eligible, are provided with assistance by the Australian government through the "Trade Support Loan Scheme" to assist in course fees and tools for the trade. **Please note that you must pay this loan back to the Australian government.**

For further information, click on the link provided:

https://www.australianapprenticeships.gov.au/sites/default/files/2021-07/TSL_factsheet_At_a_glance_June%202021.pdf

Additional Australian government assistance is available for Australian apprentices.

Australian Apprentices may also be eligible to access fortnightly payments delivered by Centrelink including:

- ♦ Youth Allowance for Australian Apprentices aged 16-24;

- ♦ Austudy for Australian Apprentices aged 25 and over; and
- ♦ ABSTUDY for Australian Apprentices of any age and who are Indigenous Australians.

More information about these payments is available from Centrelink on 13 3 633 or

<https://www.servicesaustralia.gov.au/individuals/contact-us>

<https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives>

Other links to available government assistance websites:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/low-income-health-care-card>

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/youth-allowance-students-and-australian-apprentices>

<https://www.servicesaustralia.gov.au/individuals/subjects/payments-students-and-trainees>

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/income-bank>

5. CANCELLATION OF ENROLMENT

Taylorweir may cancel the enrolment of a student if:

- ♦ The student refuses to comply with the “Taylorweir Student Behaviour Standards”.
- ♦ The student fails to make a payment in accordance with their payment plan when it becomes due.
- ♦ Taylorweir has given the student twenty-One (21) days written notice of its intention to cancel the enrolment for failure to make a payment in accordance with their payment plan.
- ♦ The payment remains unpaid at the expiry of the twenty-One (21) days.

6. WORKPLACE HEALTH AND SAFETY POLICY

Taylorweir will ensure that the learning environment within Taylorweir complies with the current Work Health and Safety Act 2020 (WA) (WHS Act).

As a part of the regulations, Taylorweir will:

- ♦ Provide a safe place of training that does not expose students, employees, or visitors to hazards within the school.
- ♦ Provide information, instruction, training, and supervision by trainers on WH&S to all students.
- ♦ Ensure that WH&S is embedded in every unit of competence delivered at Taylorweir.
- ♦ Consult with students and employees on WH&S matters.
- ♦ Ensure safe use, cleaning, maintenance, transportation, and disposal of substances in the learning environment that may be toxic.

It is expected that students will:

- ♦ Take reasonable care to protect their own safety and health as well as the safety and health of others.
- ♦ Only use equipment that complies with Australian regulations and is in good repair.

- ♦ Provide their own gloves and apron and use them for all chemical applications and removals.
- ♦ Provide their own safety glasses and use them when mixing and applying chemical products. *If students wear prescription glasses, they are to source their own safety glasses that will **fit over** their prescription glasses.*
- ♦ Cooperate with their trainers in matters relating to WH&S.

6.1 FIRE SAFETY AND ESCAPE PROCEDURE

The building is equipped with smoke detectors, a fire alarm, and fire extinguishers. If it is necessary to evacuate the building for any reason, please follow the instructions from your trainer or Taylorweir staff member.

If there is a fire alarm, follow the procedure explained on orientation day. Please assemble on the Wilson's Roe St car park behind Taylorweir. Trainers will check everyone's attendance to ensure that everyone has safely vacated the premises. All students are to remain in the designated area until their trainers advise them otherwise.

6.2 PERSONAL SAFETY

Perth is a safe city but please take these precautions in the Perth City Centre and Northbridge:

- ♦ Keep your cash out of sight, in your pocket.
- ♦ When walking on your own, be aware of your surroundings – keep the volume low on personal music players.
- ♦ If you are near someone who makes you feel uncomfortable in any way, Walk Away, do not worry about offending them.
- ♦ If you are in the Perth City Centre or Northbridge late at night, be there with a friend.
- ♦ Stay on main streets where there are lights, and you can be seen.
- ♦ Make sure your phone is charged up.
- ♦ Do not go with strangers who invite you to go with them.

7. EQUITY AND ACCESS

Taylorweir is completely committed to the principles of equity and access in the running of its school. Taylorweir does not permit discrimination in terms of race, religion, sexual preferences, disability, gender, age, ethnicity, literacy, numeracy, geography, or any other basis which is not directly related to the performance of the person involved.

7.1 HARASSMENT

Every student deserves a safe and caring learning environment.

Harassment, antisocial behaviour, or discrimination of any kind will not be tolerated. If you experience difficulties or are aware of incidents, including any gesture, written, verbal or physical act, whether it be a single incident or series of incidents, that occurs at Taylorweir, please inform the Director of Training or the International Student Coordinator immediately.

If any student feels that a client or fellow student is violating their learning opportunity, they should immediately STOP what they are doing and go to their trainer.

Any Harassment, antisocial behaviour, or discrimination directed to our students or staff will result in the perpetrator being instructed to leave the premises.

7.2 SUPPORT AVAILABLE

We want your experience at Taylorweir to be a positive one. We understand the challenges that students face when trying to adjust to a new environment, making new friends, and successfully completing your studies all at the same time. Be assured you are not alone - we are here to help you with any question or concern.

Taylorweir Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for student support and general welfare matters.

All enrolling students are provided with an orientation event, which includes guidance concerning student support services.

All enquiries from students regarding personal or welfare matters during their time of study with Taylorweir should be directed to the following:

Apprentices: The Director of Student Training: **Jenny Childs**

All Other Students: Cert II, International and Compliance Administrator: **Rosanna Ciccotosto**

Taylorweir aims to ensure that every student gains the maximum benefit from participating in a particular course or program. Management practices are implemented that safeguard the interest and the welfare of learners in all training and assessment situations.

All staff are highly qualified and experienced personnel who give students support, advice and counselling whenever needed. Students who are unable to attend classes due to illness are provided with additional learning and assessment strategies.

Students who require further assistance during the program with terminology or high technical areas are advised of additional learning opportunities before and after classes by arrangement with the Senior Lecturer. Support is provided with dual lecturing in difficult practical sessions.

Customised programming is available for students who find themselves in a serious personal situation and are unable to attend Taylorweir over a period of weeks. Evidence may be required in the form of a doctor's certificate.

Please note: Students who continually miss classes, or leave early and abuse their learning options, with no formal evidence or documentation, will not be offered additional learning opportunities. In this instance, extra tuition fees and a re-assessment fee will apply. This will be at the discretion of the Director of Taylorweir.

7.3 COUNSELLING AND STUDENT SUPPORT

Academic Counselling

If you are having difficulties with your course, or you need some academic advice of any kind, speak to your Course Trainer or the Director of Student Training, they will be more than happy to help.

Welfare Counselling

For any other difficulties, such as personal problems of any kind, please talk to the Director of Student Training.

7.4 CRITICAL INCIDENTS ON CAMPUS

Definition of "Campus": Level 1, Arcade 189, 189 William St Northbridge WA 6003 inclusive of stairs/lift to access campus.

In the event of a Critical Incident occurring on campus, Taylorweir has entered a Memorandum of Understanding with Counselling Services Australia Pty Ltd to manage Critical Incidents on campus.

This service will be provided at the discretion of the Directors of Taylorweir, who will assess if the event is a "Critical Incident". Should this service be required, Taylorweir will provide one Counselling Session for the students affected. This session may be conducted in a group, or singularly, at the discretion of the Directors of Taylorweir.

Any further sessions required by the student will be at the student's own cost.

7.5 INCIDENTS OFF CAMPUS

Should you be involved in, or witness any accident, danger, hazard, or other incident which might affect you or others attending Taylorweir you must report it to a Taylorweir staff member as soon as practical. The school contact number is: (08) 6103 0488.

Please note that counselling Sessions with Taylorweir's external provider is not supplied for "Critical Incidents" that occur off campus.

8. ASSESSMENT POLICY

Taylorweir ensures all assessments are to the benchmark standard, consistent, fair, and flexible, and conducted in a timely manner.

All Assessment Tools have been developed by Taylorweir and incorporates:

- ♦ Pre-requisite requirements.
- ♦ Candidate's confirmation of readiness for assessment.
- ♦ Candidate self-assessment.
- ♦ Application of the unit to be assessed.
- ♦ Overview of assessment.
- ♦ Employability skills attached to the unit.
- ♦ An explanation of the appeals process.
- ♦ The lesson plan that a student receives on the first day of their course highlights the assessment dates throughout the semester.

Prior to assessment, students must complete all training and tasks as prescribed by Taylorweir.

This will include:

- ♦ Demonstrating the necessary practical skills and theoretical knowledge for assessment.
- ♦ Knowledge of workplace policies and procedures.
- ♦ Adherence to Relevant legislation required to perform the task.
- ♦ Students will receive feedback to help them know how they have progressed.

8.1 COLLUSION AND PLAGIARISM

Any work submitted for assessment that is found to be fraudulent for reasons of collusion or plagiarism, will result in Not Competent (NC) being recorded for the work submitted.

8.2 ASSESSMENT APPEALS PROCEDURE

Students have the right to challenge the assessment decisions made by the assessor on a Unit of Competence.

The following steps are to be followed if a student wishes to exercise this right.

Step 1: The student should first discuss his/her opinions with the assessor. If still not satisfied with the decision the student may appeal to the internal verifier. She/he must notify the assessor in writing of the intention to appeal.

Step 2: The student can request a Student Grievance Form from the Assessor.

Step 3: An appeal must be made in writing on the Student Grievance Form and given to the Director of Student Training within five days of this notification.

Step 4: The Director of Student Training must notify the Director of Taylorweir that an appeal has been lodged.

Step 5: The Director of Taylorweir will collect information from the student and assessor within 15 days of the original appeal and give a decision.

Step 6: If an agreeable outcome is not achieved, the appeal will be taken to the external adjudicator for collection of information and analysis, a final decision from here will be made:

External Adjudicators:

Apprenticeship Office Phone: 13 19 54

Email: apprenticeshipoffice@dtwd.wa.gov.au

<http://www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice/Pages/default.aspx>

Fair Work Ombudsman (if employed under a Federal Award) Phone: 13 13 94

<https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees>

Australian Skills Quality Authority (ASQA) Phone: 1300 701 801

[How ASQA can help students | Australian Skills Quality Authority \(ASQA\)](#)

9. CRITERIA FOR SUCCESSFUL COMPLETION OF THE QUALIFICATION

The apprentice must be deemed competent in all Units of Competence for SHB30416 Certificate III in Hairdressing or SHB30516 Certificate III in Barbering and Trainee for SHB20216 Certificate II in Salon Assistant

Training and Assessment documents are used to record all Units of Competence delivered and assessed by Taylorweir. The employer will validate the apprentice or trainee's ability to perform the skill in the workplace.

9.1 COMPLETION NOTIFICATION AND ISSUE OF THE QUALIFICATION

Taylorweir will be responsible for ensuring that all Units of Competence attached to the qualification have been completed and assessed.

Certificate III in Hairdressing, Certificate III in Barbering apprentices and Certificate II in Salon Assistant Trainees require validation and final sign off from their employer.

Prior to the end of the apprenticeship or traineeship agreement, Taylorweir will notify the employer and send the employer the Training Completion Agreement to be completed and signed.

The Nominated Completion Date MUST be within 21 days of signing and returning the Training Completion Agreement to Taylorweir.

Failure to do so will result in the apprenticeship or traineeship expiring.

Once validation and sign off have been received from the employer, Taylorweir will issue the Certificate of Qualification.

9.2 GALA AWARDS EVENING

Professionalism and our high standards are the major contributors to the high profile and reputation that Taylorweir has achieved. Taylorweir graduates feature amongst Australia's most respected hairdressers and barbers. Taylorweir provides the opportunity of a Gala Awards Evening on completion of the apprentice's "off the job training" at Taylorweir, **this is not to be confused** with the apprentice completing their apprenticeship.

The Gala Awards Evening is an opportunity for the completing students to celebrate their achievements as a group with their family, friends, and work colleagues.

The Apprentice Hairdresser of the Year, Apprentice Barber of the Year and Trainer's Choice Awards are presented for those students demonstrating outstanding excellence, for example theory, practical, professional excellence or organisation and management skills.

Sponsors within the hairdressing and barbering industry donate the awards and prizes.

10. APPEALS, COMPLAINTS AND GRIEVANCE POLICY

The complaints and appeals procedure of Taylorweir shall ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant.

10.1 STUDENT COMPLAINTS AND GRIEVANCE PROCEDURE

If you have any concerns at Taylorweir, we encourage you to proceed with the "Corrective Action Procedure" as outlined below.

The "Student Grievance Form" is available from the Director of Student Training.

The following steps are to be followed:

Step 1: Complete the "Student Grievance Form" outlining the concern that needs to be addressed.

Step 2: Submit the completed form to the Director of Student Training.

Step 3: The Director of Student Training will notify you of the outcome.

11. COURSE FEE REFUND POLICY

All students must provide written advice of withdrawal to ensure they are eligible for refunds.

Requests for refunds must be lodged within two weeks of the official withdrawal date.

No refund is applied to Learning Manuals.

11.1 APPRENTICE REFUND ELIGIBILITY

Certificate III Apprentice and Salon Based Certificate II Traineeship:

Full Refund:

Students who withdraw are entitled to a full refund of fees and charges where:

- ♦ A course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student.
- ♦ A place is not given due to maximum number of places being reached.
- ♦ A class is cancelled due to declining student numbers, no available lecturer, or due to other circumstances caused by Taylorweir.

Part Refund:

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to the census date for each withdrawn unit will be eligible for a full refund of their course fee and 50% of the resource fee paid. **No refund is applicable to Learning Manuals**

Pro Rata Refunds:

Students may apply for a pro rata refund of fees at any time during the delivery of a course if the reason/s is beyond their control.

For example:

- ♦ Serious illness resulting in extended absence from classes.
- ♦ Injury or disability that prevents the student from completing their program of study.
- ♦ Other exceptional reasons at the discretion of the Director of Taylorweir.

In all cases, relevant documentary evidence (for example, medical certificate from a Doctor) is required. **No refund is applied to Learning Manuals.**

11.2 FEE FOR SERVICE REFUND ELIGIBILITY

Certificate II, Certificate IV, Diploma and Short Courses

Full Refund:

Students are entitled to a full refund of Tuition Fees and Charges where:

- ♦ A course is cancelled or re-scheduled to a time or location unsuitable to the student.
- ♦ A student is not given a place due to the class being full.
- ♦ A student provides written notice of their intent to withdraw, no less than 28 (twenty-eight) days prior to course commencement.

- ♦ A Student withdraws prior to course commencement due to serious illness, injury or disability that prevents the student from attending the course (medical certificate from a doctor detailing the condition is required).

There are no other grounds for refund prior to course commencement.

Pro Rata Refund

A student may apply for a pro rata refund of tuition fees, less administration fee of 10%, at any time during the delivery of a course if the reason/s is beyond their control.

For example:

- ♦ Serious illness resulting in extended absence from classes.
- ♦ Injury or disability that prevents the student from completing their program of study.
- ♦ Other exceptional reasons at the discretion of the Director of Taylorweir.

Students must provide written advice of withdrawal to ensure they are eligible for refunds.

Requests for refunds must be lodged within 10 (ten) working days of the official withdrawal date.

There will be no refund applied to Learning Manuals, Resource Fee, or the purchase price of Hair Extensions for the model.

In all cases, relevant documentary evidence (for example, medical certificate from a doctor) is required.

No other refund will be available to students once the course has commenced.

12. TRANSITIONING STUDENTS TO A NEW TRAINING PACKAGE

Should a new version of the SHB National Qualification be endorsed and released by the relevant authorities, Taylorweir will manage the transition of its students to the new version in accordance with the Australian Skills Quality Authority's directions and that this circumstance does not constitute Provider Default.

Taylorweir will inform all students affected by a change to the SHB Training Package of any additional training requirements and costs associated with transitioning to the new training package. Students may elect not to transition; however, they may be unable to complete their qualification. Should a student elect not to transition, a meeting with the Director of Training is required to assess if completion of the qualification can be achieved within the transition period.

13. CONFIDENTIALITY

Taylorweir will safeguard any confidential information obtained by our staff, or individuals acting on their behalf. Information will not be circulated or disclosed to a third party without the written consent of the student.

A "Consent Form for Disclosure of Information" must be completed and signed prior to information being disclosed to anyone other than to the student. Forms can be requested from the Cert II, International and Compliance Administrator.

Students will have access to their personal records by arrangement.

Information and student records after Graduation will not be given to students without ID received: This may include date of birth, full name, Student ID number, course of study or student address, before being released in writing with the student's signature.

Student records and certificates are archived electronically in a secure system for 30 years and will be accessible at a cost to the Graduates concerned.

13.1 PRIVACY OF INFORMATION

Why we collect your personal information.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information.

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- ♦ Administration of VET, including program administration, regulation, monitoring and evaluation
- ♦ Facilitation of statistics and research relating to education, including surveys and data linkage
- ♦ Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more

information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information:

TAYLORWEIR HAIRDRESSER & BARBER TRAINING

Email: train@taylorweir.com.au

Phone. 08 6103 0488

At any time, you may contact Taylorweir to:

- ◆ Request access to your personal information.
- ◆ Correct your personal information.
- ◆ Make a complaint about how your personal information has been handled.
- ◆ Ask a question about this Privacy Notice.

14. ANY SUGGESTIONS?

Please let us know if you any ideas about how to make Taylorweir better, please let us know.

Student Feedback Forms are available at the salon reception. All suggestions are taken seriously.

Student Feedback Forms are given to all students once a year, please use this opportunity to be give honest, positive, and constructive feedback.

15. USEFUL NUMBERS AND WEBSITES

SERVICE	CONTACT
Fair Work Ombudsman <i>(If employed under a Federal Award)</i> Web:	13 13 94 https://www.fairwork.gov.au/employment-conditions/awards
Department of Commerce Labour Relations <i>(If employed under a State Award)</i> Web:	Wageline 1300 655 266 https://www.commerce.wa.gov.au/publications/wa-award-summary-hairdressers-award
LEGAL SERVICES:	
Youth Legal Services Address: Web:	9202 1688 Suite 3, 12 St Georges Terrace. Perth WA 6000 https://youthlegalserviceinc.com.au/services/
Legal Aid: Web:	1300 650 579 https://www.legalaid.wa.gov.au/get-legal-help
MEDICAL:	
Health Direct Australia	1800 022 222
Perth Medical Centre Address:	9481 4342 713 Hay St, Perth https://www.perthmedicalcentre.com.au/

Central City Medical Centre Address: Web:	9225 1188 Shop 14, City Station Concourse. 378 Wellington St Perth https://www.ccmc.net.au/
INCIDENTS:	
Police (non-emergency)	131 444
Fire and Emergency Services Authority	1300 130 039
Police /Ambulance /Fire Brigade (Emergency Only):	000
TAYLORWEIR CRITICAL INCIDENT SUPPORT SERVICE PROVIDER:	
Metro Counselling Service	9448 3210
DENTAL:	
Lifecare Dental: Address: Web:	9221 2777 419 Wellington St Perth Open every day, 8am-8pm https://lifecaredental.com.au/treatments/
Dental O So Gentle Address Web	9321 1791 168 St Georges Terrace Perth WA https://dentalosogentle.com.au/
HOSPITALS:	
Royal Perth Hospital: Address	9224 2244 197 Wellington St, Perth WA 6000
Fremantle Hospital & Health Service Address	9431 3333 Alma St Fremantle WA 6160
Fiona Stanley Hospital Address	6152 2222 11 Robin Warren Drive Murdoch WA 6150
Sir Charles Gardiner Hospital: Address	6457 3333 Hospital Ave, Nedlands WA 6009
TELEPHONE HELP LINES:	
Crisis Care: (24-hour support):	9223 1111
Lifeline WA: (24-hour support):	13 11 14
Salvo Care: (Support &Referral Service, Family refuge Assistance in Emergencies):	1300 363 622
Mental Health Emergency Response Line: (24 hour):	1300 555 788
Samaritans Crisis Line (Suicide Emergency Line):	135 247
Alcohol and Drug Information Services (24 hours): Email: Web:	9442 5000 alcoholdrugsupport@mhc.wa.gov.au https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/
WA Government Help Line Directory:	https://www.mhc.wa.gov.au/getting-help/helplines/

**HAIRDRESSER & BARBER
TRAINING SINCE 1996**

TAYLORWEIR

**ACCREDITED PROGRAMS FOR CUTTING-EDGE CAREERS
LEVEL 1, 189 WILLIAM ST, NORTHBRIDGE WA 6003
RTO CODE 1896 CRICOS CODE 03016A**



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+61 8 6103 0488



[Taylorweir Hairdresser & Barber Training](http://www.taylorweir.com.au)



[Taylorweir Hairdresser and Barber Training](https://www.facebook.com/Taylorweirperth)



[Taylorweirperth](https://www.instagram.com/Taylorweirperth)



[Taylorweirperth](https://www.tiktok.com/@Taylorweirperth)

ACCOLADES:

Winner: 2023 Australian Hair Industry Award for Education Organisation

Winner: 2022 Western Australia Small Training Provider Award

Bronze: 2022 Australian Small Training Provider Award

Finalist: 2019 Western Australia Small Training Provider Award

Winner: 2013 Western Australia Small Training Provider Award

Finalist: 2013 Australian Small Training Provider Award