



the**makeup**technicians



The Makeup
Technicians



TMTMAKEUP



MAKEUP-
TECHNICIANS



@tmtmakeup

The Makeup Technicians Pty Ltd

Student Handbook 2019

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.

Table of Contents

1	Introduction	5
1.1	About the College.....	5
1.1.1	General Information	5
1.2	Locality and Amenities	6
1.3	Course aims.....	6
1.4	Course delivery.....	6
1.5	Class Allocation	6
1.6	Training Staff	6
1.7	External Curriculum Peer Review Committee.....	7
1.8	Liaison with Industry	7
1.9	Policy Framework:.....	7
2	Code of Practice.....	7
2.1	Values Underlying the Code.....	7
2.2	The College.....	8
2.3	Compliance with Government Regulations	8
2.4	Public Confidence	8
2.5	Code of Ethics.....	8
2.6	Educational Standards	8
2.7	National Standards	8
2.8	Sanction	9
2.9	Quality Management Focus	9
2.10	Interaction with Learners	9
2.11	Rights of learners	9
2.12	Guarantee	9
3	Students Information	9
3.1	International student engagement before enrolment	9
3.2	International student Visas:.....	9
3.3	Life in Australia (International Students).....	10
3.4	Cost of Living (International Students).....	10
3.5	Overseas Student Health Cover (OSHC).....	10
3.6	Accommodation (International Students).....	11
3.6.1	Houses and Apartments	12
3.6.2	Other Accommodation	12
3.6.3	Shared Accommodation	12
3.7	Additional Online Information for Students	12
3.8	Major Banks	12
4	Student Selection Policies and Procedures.....	13
4.1	Client Selection & Recruitment.....	13
4.2	Enrolment Procedure	13
4.3	Induction/Orientation	13
5	Course Information, Content & Vocational Outcomes	13
5.1	Course/Program Information.....	13
5.2	Vocational Outcomes	14
5.3	Kit and Equipment Supplied	14
5.4	Research.....	14
5.5	Attendance.....	14
5.6	Absenteeism	15
5.7	Student Course Progress.....	15
5.8	Intervention Strategy Progress Flowchart	16

6	Fees and Charges, Refund Policy & Exemptions.....	16
6.1	Fees & Charges	16
6.2	Refund Policy	16
6.3	Course Deferment	17
7	Work Placement	18
7.1	Professional Attitude	18
8	Management and Security Protocols	18
9	Language, Literacy & Numeracy Support.....	18
9.1	Copyright	19
9.2	Plagiarism	19
10	Student Support.....	19
10.1	Student Services, Welfare and Guidance.....	19
10.2	Procedure for Student Support/Counselling	20
10.3	Interaction with Learners	20
11	Flexible Learning & Assessment	20
11.1	Training and Assessment Standards.....	20
11.2	Flexible Learning	20
11.3	Assessment	20
11.4	Re-Assessment of Assessment	21
11.5	Learner Input and Feedback	21
12	Complaints & Appeals	21
12.1	Complaints	22
12.2	Appeals	23
12.3	Assessment Appeals	23
13	Disciplinary Procedures Complaints & Appeals.....	24
13.1	Discipline Policy.....	24
13.2	Rules & Regulations.....	24
14	Access and Equity.....	24
14.1	Access and Equity Principles	24
14.2	Staff Responsibilities for Access and Equity	24
15	Recognition of Prior Learning (RPL)	25
15.1	Recognition of Other Qualifications / Credit Transfer	25
15.2	Recognised Prior Learning (RPL) & Recognised Current Competence.....	25
16	Physical Resources	26
16.1	Physical Resources.....	26
17	Procedure for Issuing Certificates	26
18	Legislation.....	26
19	Health and Hygiene.....	27
19.1	First Aid Kit.....	27
19.2	Personal Hygiene.....	27
19.3	Smoking	27
19.4	Deodorant.....	27
19.5	Coughing/Sneezing.....	27
19.6	Nails.....	27
19.7	Hair	28
19.8	Clothing.....	28

20	Fire Drill	28
21	Learner's Rights and Responsibilities.....	28
21.1	Information for International Students	28
22	Behaviour	29
23	Mobile Telephones.....	29
24	Health and Safety.....	29
25	Reference Materials	29
26	Building your Portfolio	30
27	Policies and Procedures.....	30
27.1	Policy Framework	30
27.2	Access, Equity and Anti-Discrimination	30
27.3	Work Health and Safety (WHS)	32
27.4	Equal Opportunity Policy	32
27.5	Culturally Diverse Society Policy	33
27.6	Disabilities Policy.....	33
27.7	Women's Policy	33
27.8	Harassment Free Work Environment Policy	33
27.9	Sexual Harassment	34
27.9.1	What to do if feel you are a victim of harassment:	34
27.10	Marketing and Advertising Policy.....	34
27.11	Records	35
28	Privacy Policy	35
29	Code of Ethics	37
29.1	Ethical Standards.....	37
29.2	Objectives	37
29.3	Conflicts of Interest	38
30	Critical Incident Procedures.....	39
31	Human Resources	39
31.1	Trainers	39
31.2	Administrative and Support.....	40
31.2.1	Staff Recruitment.....	40
31.2.2	Staff Induction	40
31.2.3	Staff Training.....	40
32	Risk Assessment and Continuous Improvement Procedures	40
33	Code of conduct for students	42
34	Incident Report Form	43

1 Introduction

Welcome to The Makeup Technicians – TMT – School of Makeup. We would like to congratulate you on being accepted into our College.

Like your fellow students, you have the desire to learn the art of Makeup. However, you are among the few who have actually taken action to follow your dream. We acknowledge your courage and commitment. We appreciate the effort you've made to organise your time and finances.

This student handbook will act as your 'bible' while you are at the College-do not lose it!

In the next few pages, you will find a brief description of various aspects of our courses, procedures and standards that we expect, and what you can expect from us.

Please keep this handbook handy – for reference, so that you are familiar with our code of practice, procedures and regulations at all times.

1.1 About the College

The College is a Registered Training Organisation (RTO) under the VET Quality Framework. The College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The College is a member of the Australian Council for Private Education and Training (ACPET). Certificate and Diploma courses are offered under the Australian Quality Training Framework (AQTF).

For domestic learners Commonwealth Government support (Austudy) is available for learners enrolled in registered courses. Austudy DHS Code: 2P157

National registration number: 40774

For international students, the College CRICOS provider code is: 03367M

The contact details are as follows:

Registered Trading Name:

THE MAKEUP TECHNICIANS PTY LTD

TMT Address:

Suite 106, Level 10,
420 Pitt Street, HAYMARKET, NSW 2000 AUSTRALIA

Telephone: (02) 9280 2516 Fax:

Email: tmt@makeup-technicians.com

Web: www.makeup-technicians.com

1.1.1 General Information

This handbook has been developed for all participants of TMT, both domestic and international students. Some information, however, is specific to international students.

Accredited Courses

TMT offers the following nationally-accredited courses:

- CUA51015 Diploma of Screen and Media (Specialist Make-up Services)

- Advanced Skill Set – Specialist Makeup Effects Artist/Designer

Details of these courses may be seen on the TMT website.

1.2 Locality and Amenities

TMT is conveniently located in Haymarket, a five (5) minute walk from Central Train Station and Light Rail. The College is accessible from major bus routes on Elizabeth Street or George Street. Park at the Wilson Parking on Goulburn street is \$16 arriving before 9.30am and must leave 6pm. Parking is also available at World Square and Capitol Theatre.

Full-time students who are Australian citizens and who are not in paid employment are entitled to a government travel concession which entitles the holder to discounted fares on State bus, ferry and Sydney train services.

World Square has numerous options for food and refreshments, as does Pitt and George Streets.

College amenities available to students and staff are:

- Fridge and microwave in kitchen
- Hot water in kitchen
- Coffee and tea making facilities in kitchen
- Internal common areas
- External common areas

1.3 Course aims

TMT provides vocational education and training for individuals seeking a career in make-up and special effects in the performing arts, film, television, theatre, and fashion industries.

College courses are competency based and comply with benchmarks set for competency-based training in the industry. Courses are comprehensive and seek to combine theory with practical skills to produce well-educated and skilled personnel.

1.4 Course delivery

Courses are developed from relevant training packages and are accredited through the Australian Skills Quality Authority (ASQA).

Effort is made to ensure that courses are available to all those persons who might wish to take advantage of them, regardless of location or physical impairment, within the resources available to the College, and the practical nature of vocational education course delivery. Courses are provided at the premises of College. Distance learning is not accommodated at this time.

1.5 Class Allocation

Learners are allocated to classes by the Registrar taking into account College anti-discrimination policies. Allocation is based on applicants' prior knowledge and experience, availability and class timetabling constraints. Trainers are assigned to classes according to their expertise in the subject matter content, industry experience and training/assessment qualifications.

1.6 Training Staff

The Director is Ms Carmelle Watkins. Training staff are highly-skilled, qualified professionals drawn from industry sources. College staff remains constant from year to year, subject to their availability, however the College may change training staff as required.

Specialist guest lecturers are engaged as necessary. Learners are informed of trainers and their subject areas at the beginning of each course.

1.7 External Curriculum Peer Review Committee

The role of the External Curriculum Peer Review Committee is to advise the Director on the effectiveness of course delivery and consultation of the courses and course content in relation to and responsiveness to the industry.

Officers of the committee are appointed by the Director and may change from time to time. The peer review committee's responsibilities are to:

- provide external validation of course materials;
- advise the Director on measures to ensure courses maintain industry relevance;
- advise and collaborate with the Director on changes in educational and industry practice.

1.8 Liaison with Industry

The College liaises with the industry through professional associations and local employers as appropriate. Input is collected from industry contacts to confirm that proposed and actual training develops skills to meet the employment and skill demands of industry and future growth areas for self-employment and employment of others. Industry input can include:

- Requests for specific programs
- Recent reports and journals
- Other evidence for skills to meet employment/skill demand

1.9 Policy Framework:

The College has in place a policy framework governing:

- Ethics
- Disabilities issues
- Women's issues
- Work health and safety
- Conflicts of interest
- Harassment issues
- Equal employment opportunity
- Access and equity, and
- Cultural diversity.

The College also has in place a Code of Practice (see below) through which the employees, learners and the public can gain a level of comfort concerning the management of the Company and its practices.

2 Code of Practice

Australian College of Make-up and Special Effects is committed to maintaining high standards in the provision of vocational education and training. The Code of Practice describes, at a minimum level, the standards applicable to the College.

2.1 Values Underlying the Code

The Code of Practice rests upon the assumption of a number of values:

- integrity
- honesty
- loyalty

- fairness
- conscientiousness
- compassion

2.2 The College

The name “The Makeup Technicians” accurately reflects the College’s nature and primary purpose. The names of all courses offered by the College accurately reflect the course content and qualification outcomes. All courses offered by the College are to be delivered in an adequate and safe environment with observance of health, safety and fire regulations maintained.

2.3 Compliance with Government Regulations

The College complies with all relevant Local, State and Federal government regulations covering this type of organisation.

2.4 Public Confidence

The public should be treated fairly, reasonably and equitably.

2.5 Code of Ethics

The college maintains a Code of Ethics, which all employees are obliged to observe.

2.6 Educational Standards

The organisation will maintain high standards in the provision of vocational education and training and other client services. The organisation has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

The organisation maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The organisation ensures that the following are the minimum elements of our Code of Practice (*Click for details*):

[Sanction](#)
[Legislative Requirements](#)
[Quality Management Focus](#)
[Language, Literacy and Numeracy Support](#)
[Marketing and Advertising](#)
[Access and Equity](#)
[Training and Assessment Standards](#)
[Admissions/Enrolment](#)
[Fees and Charges](#)
[Possible Vocational Pathways](#)
[Refund Policy](#)

[Complaint Policy](#)
[External Complaint Procedure](#)
[Discipline Policy](#)
[Appeal Policy](#)
[Recognised Prior Learning \[RPL\]](#)
[Credit Transfer](#)
[Assessment Criteria](#)
[Issue of Certification](#)
[Student Services, Welfare and Guidance](#)
[Privacy Policy](#)
[Guarantee](#)

2.7 National Standards

The College adheres to the principles and standards of the Vocational Education and Training (VET) Quality Framework which comprises:

- Standards for Registered Training Organisations (RTOs) 2015
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements
- Australian Qualifications Framework

2.8 Sanction

The organisation recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

2.9 Quality Management Focus

The organisation is committed to providing a quality service with a focus on a continuous improvement. The organisation values feedback from students, tutors, and industry representatives. Where possible, the organisation designs diagnostic assessment instruments specific to student needs.

2.10 Interaction with Learners

Instructors and assessors take the particular requirements of individual learners into account wherever possible. Learners are treated with respect and dignity through:

- Courteous behaviour
- Recognising learners' particular needs and circumstances
- Organising and monitoring equitable access to and participation in activities
- Referring learners who need specialised assistance unavailable to the organisation to external organisations appropriate to their needs
- Explaining reasons for recording information about the learners and assuring them of the confidentiality of information.

2.11 Rights of learners

Learners' rights and responsibilities are clearly set out elsewhere in this handbook. The College respects the right of learners to receive up to date information. It provides advice and support to learners through its policy framework and applies fairness and equity principles to all issues arising.

2.12 Guarantee

The organisation will honour all guarantees outlined in our Code of Practice.

3 Students Information

3.1 International student engagement before enrolment

The College does not accept applications from those who are under the age of 18 at the time of course commencement. International students are required to demonstrate English Language proficiency appropriate for Diploma level. Accepted proficiency test are IELTS (general training), level 6, TOEFL 600. Other evidence including recent tertiary level studies in English may be accepted by the College. The College also reserves the right to confirm the suitability of the applicant's English skills in a formal interview environment, via skype. Required AQF

3.2 International student Visas:

The College is registered with the Commonwealth Register of Institutions and Courses for International Students (CRICOS). The College provider number for CRICOS is 03367M.

International Students may only undertake full time study in accredited courses with the College. International Students require a Student Visa, which must be maintained while undertaking a course at the College. Obtaining and maintaining the correct visa is the responsibility of the individual students.

For all visa enquiries, contact the Commonwealth Department of Immigration and Multicultural Affairs. Contact details are:

NSW Headquarters	Ground Floor	9.00 am - 4.00pm	131 881
City Office	26 Lee St,	Mon - Fri	02 8861 4422 (fax)

	Sydney NSW 2000		
Parramatta	9 Wentworth St, Parramatta NSW 2150	9.00 am - 4.00pm Mon - Fri	131 881 02 8862 6050 (fax)

A lot of the information you require can be obtained from the Immigration department website at:

<http://www.immi.gov.au> or <http://www.dimia.gov.au>

A part-time job is not just a great way to earn yourself some extra Australian dollars, it's also perfect for making new Australian friends, gaining insight into Sydney work life and practicing your English.

Immigration regulations allows you to work up to 40 hours per fortnight on a casual basis during course time, and full-time during vacation periods. More details can be found in the Fact Sheet 50 – Overseas Learners in Australia (<http://www.immi.gov.au/About/Pages/media/fact-sheets/fact-sheet-50.aspx>).

For more information on Study, Work and Living in Australia you can refer to the official Australian Government website for advice on study in Australia (<http://www.studyinaustralia.gov.au/>).

3.3 Life in Australia (International Students)

Sydney is a vibrant, international city. With a population of four million people from over 180 countries and speaking over 140 languages, it is truly multicultural.

Situated on one of the world's most beautiful and natural harbours, Sydney provides a unique outdoor lifestyle, offering a variety of alfresco dining venues, parks and an exhaustive choice of outdoor leisure activities. 'Sydney Siders' also have access to more than 70 beaches spread along the city's coastline.

Sydney's natural beauty is enhanced by the rich and vibrant arts and entertainment scene with new concerts, opera, jazz, theatre and cinema regularly available. The many lively shopping and dining precincts (including its very own Chinatown) offer variety and ensure you'll never be bored. Above all, Sydney is home to a relaxed and friendly community who live, work and play together in this unique international city.

To learn more about Sydney go to:

www.cityofsydney.nsw.gov.au www.visitnsw.com.au/tourism_nsw.aspx

3.4 Cost of Living (International Students)

Living in Australia is cost effective when compared to other western countries. Sydney caters for all socioeconomic groups. You can determine your budget depending on the type of lifestyle you choose to lead and the location of your accommodation. We anticipate that an international student will require approximately AU\$14,000 - AU\$18,000 for living expenses each year (not including tuition fees).

You can find out more about the cost of living at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

3.5 Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health

Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

If you come to Australia on a visa other than a student visa and undertake a short course of study of three months' duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

Our Preferred Provider Medibank

www.medibank.com.au Overseas Students (OSHC) 1300 307 440

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Renewal information

You can renew your Medibank Private OSHC online. However, if you don't know your membership expiry date, please call us on 132 331 (+61 3 8622 5780 outside Australia) to renew your OSHC. When you renew your OSHC student insurance, this payment will cover the period from the date your membership is currently paid to.

Remember - if you renew your OSHC student insurance for 2 years or more (up to 5 years) you'll get a 5% discount!

For more information, please [email us](#) or phone us on 132 331 (+61 3 8622 5780 outside Australia),

Monday to Friday, 8am - 8pm or on Saturday 8am - 4pm, Eastern Standard Time, Sydney, Australia.

You must fill out the fields with a Medibank reserves the right to request proof of resident status if required.

3.6 Accommodation (International Students)

Most students want to live within walking distance of TMT – The Makeup Technicians but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from TMT – The Makeup Technicians but closer to shops and public transport.

The College cannot arrange accommodation for learners whose normal place of residence is outside Sydney. Learners are advised to allow 3 to 6 weeks to find suitable accommodation, as there is a high demand for accommodation in Sydney.

3.6.1 Houses and Apartments

They provide self-contained accommodation but are mostly unfurnished and relatively expensive by Sydney standards. Rents vary according to the number of bedrooms, condition and location of the flat or house. The best websites for finding houses or apartments are:

<http://www.realestate.com.au> <http://www.domain.com.au>

3.6.2 Other Accommodation

Whether you would like to share an apartment with others or book into a hostel for the first few days, the following websites will help get you started.

<http://www.wakeup.com.au> <http://www.yha.com.au> <http://www.glenferriellodge.com>
<http://www.falconlodge.com.au>

3.6.3 Shared Accommodation

This accommodation is usually a single or shared room (often unfurnished) in a rented flat or house with other learners, groups or individuals such as a family or elderly person.

<http://au.easyroommate.com> <http://sydney.gumtree.com.au>

3.7 Additional Online Information for Students

A portal for international and local students in Sydney, Australia, student jobs, accommodation, classifieds, student's discounts, student forum and much more for all university, vocational, ELICOS and TAFE students in Sydney. (TMT is not affiliated with this website and does not necessarily support and/or endorse the content, information and options expressed within the website. This website link is for student convenience only).

<https://www.studyinaustralia.gov.au/>

3.8 Major Banks

Banks are generally open at 9:30am and close at 4:30pm. On Fridays, they close at 5:00pm. Most banks are closed on the weekends, although some branches do open Saturday mornings. Most banks provide Automatic Teller Machines (ATMs). These are also located in shopping arcades. If you want to open your bank accounts, visit banks' websites for further information or visit bank branches.

Websites of major banks in Australia:

<http://www.anz.com.au> <http://www.nab.com.au> <http://www.commbank.com.au>
<http://www.stgeorge.com.au> <http://www.westpac.com.au>

Location of City Banks

National Australia Bank www.nab.com.au World Square Shop 10-33, 686 George St, Sydney, NSW 2000 Mon-Thu 9:30am - 4:00pm Fri 9:30am - 5:00pm	ANZ Bank www.anz.com.au 205 Castlereagh Street Sydney NSW 2000 Mon-Thu 9:30am - 4:00pm Fri 9:30am - 5:00pm	Commonwealth Bank www.commbank.com.au 691-693 George Street Haymarket NSW 2000 Mon-Thu 9:30am - 4:00pm Fri 9:30am - 5:00pm Sat - Sun Not Open
Westpac Bank www.westpac.com.au 671-675 George St, Sydney 2000 NSW Mon-Thur 9:30am - 4:00pm Fri 9:30am - 5:00pm Sat 10:00am - 2:00pm Sun Not Open	St George Bank www.stgeorge.com.au George St & Ultimo Rd Haymarket NSW 2000 Mon-Thu 9:30am - 5:00pm Fri 9:30am - 5:00pm Sat - Sun Not Open	Credit Union Australia www.cua.com.au 83 York Street Sydney 2000 Mon-Thur 9.00am-4:30pm Fri 9.00am-5.00pm Sat - Sun Not Open

4 Student Selection Policies and Procedures

4.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. The organisation is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

4.2 Enrolment Procedure

An enrolment form may be posted or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature should appear under the certification section.

When the completed enrolment form is received with fees, the student is allocated a permanent identification number. This student identification number is required for any certificates to be issued on completion of the course.

The enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

The enrolling officer opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If the fees are received in full then the enrolment form and the funds are processed and receipted. If the fees received are a deposit only then the arrangements for the payment of the balance are made before proceeding.

The receipt for fees and a copy of the confirmed enrolment form are given to the student. A copy of the Student Handbook and Course Booklets are attached and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original receipted confirmed enrolment form is filed in numerical sequence. The receipt number, date of receipting, total receipted and any further payment arrangements made with the student are noted on the enrolment form.

4.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Booklet;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

5 Course Information, Content & Vocational Outcomes

5.1 Course/Program Information

Students should receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;

- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Booklet for each course. Consult the Course Booklet or the course adviser for more information.

5.2 Vocational Outcomes

When graduates have completed their studies with the organisation, a register of the skills of the graduate will be maintained for future vocational reference.

5.3 Kit and Equipment Supplied

You will receive a full kit of professional make-up and hair at the beginning of your course. If you lose or run out of products in the kit it is your responsibility to replace them. If you wish to purchase any extra products to add to your make-up kit you can do so through the TMT shop and receive 10% Student discount.

5.4 Research

Research is a sign of an exceptional make-up artist as opposed to an average one. Extensive knowledge comes with experience and research in their chosen fields. A director can always tell when a make-up artist is prepared. You will need research for almost everything you do as a professional make-up artist and you will present any relevant research when you attend production meetings. The research should be a cross section of looks and designs that the director or art director requires. The art director is in charge of the 'look' and 'feel' of a scene.

Along with your research and class notes, this information will become a very important part of your research folder and by the end of the year you will have your own complete folder that you can use as a reference at all times.

5.5 Attendance

Learners are to arrive at the College prior to the timetabled start time for their course. Exceptions may be where a learner required to attend location, is ill, or when a learner has given prior notice of an absence for a legitimate reason.

Learners are expected to attend all scheduled classes. If a learner is unable to attend classes on any day, they must contact the College no later than 9.30am to inform administration or another appropriate member of staff. If a learner is ill they must notify the College as soon as practicable. Absences of more than two days require a doctor's certificate.

All learners must be in class at the time the role is called otherwise they will be noted as absent. Your attendance record is an important part of your overall performance assessment.

Learners must attend 80 per cent of classes (including locations) in order to be assessed. International

students are regulated by the provisions of the Education Services for Overseas Students Act (ESOS) which stipulate that students who attend less than 80 per cent of classes may not graduate from the course nor receive their qualification. This standard will be equally applied to local learners.

It is the learner's obligation to catch up missed classes.

5.6 Absenteeism

Students who are consistently absent from class must be contacted, counselled and advised of the consequences associated with non-attendance.

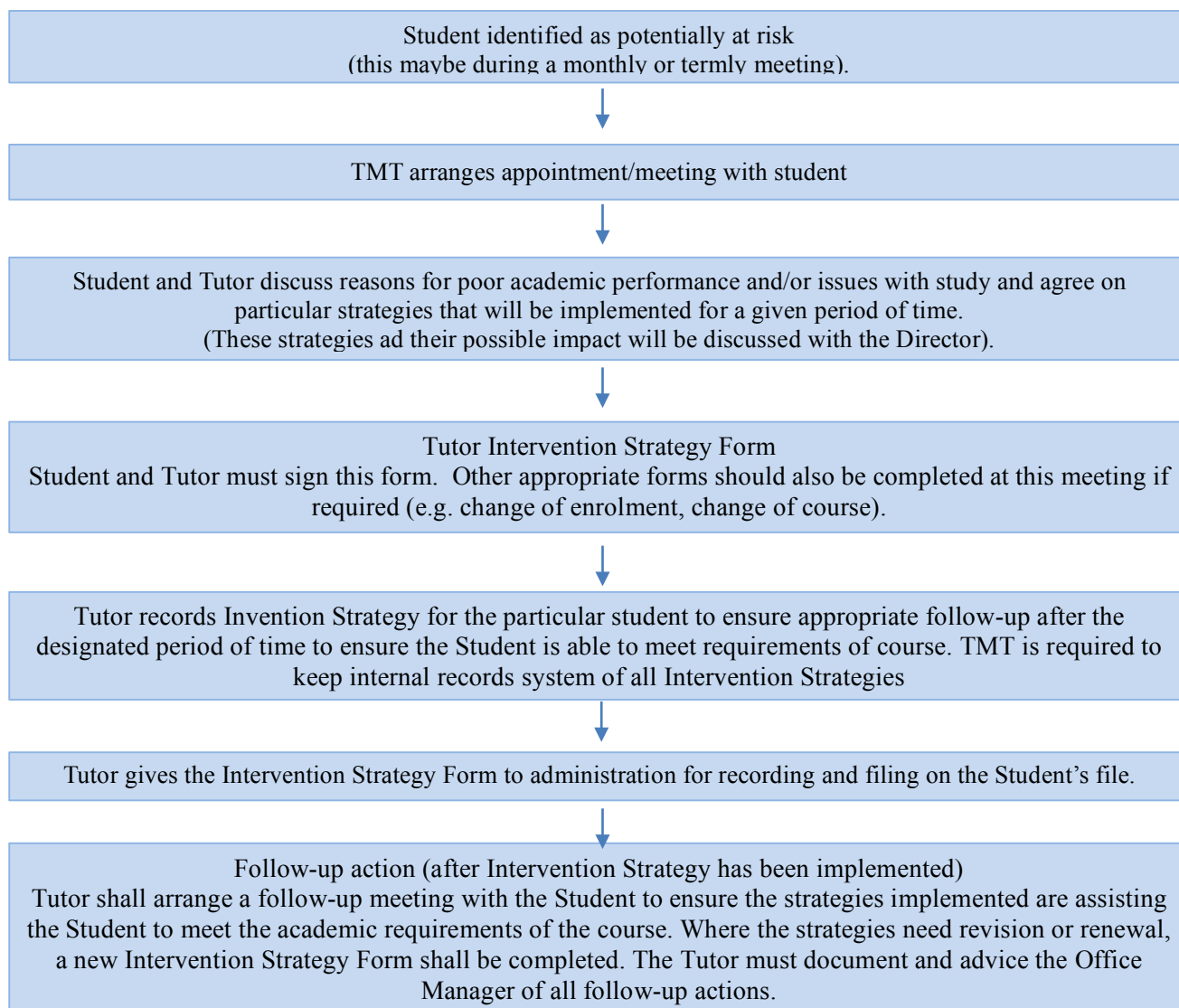
Attendance records are checked weekly. Where a student has been absent for five consecutive days:

1. The Director or Office Manager will contact the student by telephone to ascertain the reasons for the absence. Should contact not be established the Director will write to the student requesting they contact the College as soon as possible.
2. The Director will meet with the student to discuss any issues that might have arisen that are affecting the students' study
3. Should the Director not be able to resolve the issue the student will be advised that professional counselling is available, and offer to arrange a meeting with the counsellor on a confidential basis.
4. Should the student continue to absent themselves the Director will inform them of the consequences of their actions in writing. These may include failure to qualify and ultimate expulsion.
5. Records of actions taken, notes of meetings, including outcomes must be retained and filed with the student records.

5.7 Student Course Progress

Student advancement through each unit of a course is determined by the Director and relevant training staff. Assistance is given if a student is experiencing difficulty with a particular unit or subject through a monitored Course Progress and Intervention Procedure.

5.8 Intervention Strategy Progress Flowchart



6 Fees and Charges, Refund Policy & Exemptions

6.1 Fees & Charges

Details of fees are supplied in the course information for each course. Please consult the Course Booklet or the course adviser.

If a student is deemed to be "Not Yet Competent" at the conclusion of a course, then the student will be offered additional gap training for the units still to be completed at a reduced fee of no more than 50% of the unit cost.

Subject fees will be accessed only when the service is rendered on commencement of course. A maximum deposit of \$1,500 only can be paid in advance of commencement of the program.

6.2 Refund Policy

The policy of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director. The Deposit is non- refundable. Refunds are only payable where fees have been paid in advance, and exclude amounts paid for learner kits. Health considerations prohibit the

return of the make-up kits once they have been supplied.

This refund policy is provided to the student prior to the student making any payment to The Make-up Technicians. The following refund policy applies to all enrolments:

- Administration and Material fees are not refundable.
- Only when the full admin/material fee and all enrollment forms have been completed and signed will a student's space in the class be secured. A student's enrolment in the class may be cancelled if all enrollment forms and deposit money has not been received 28 days prior to the course commencement date.
- Advance course monies and admin/material payments will be 100% refunded if notice is received in writing 28 days or more before the scheduled course commencement date. All Course monies are protected.
- If less than 28 days' notice is given in writing prior to course commencement, advance course payments will be refunded, less the deposit.
- Refunds for students who have paid their fees in advance and wish to leave the course before conclusion of the course will have their fees calculated on the basis of paying each term (as shown in Option 2 of "Method of Payment"). Refunds will be based on this calculation. There is no payment or refund for 4th Term.
- Once a term has been commenced, fees are payable for that entire term. If a student wishes to leave the course the student must notify the principal in writing of their intention to leave and the written notification must be received before the first day of the next term to be commenced otherwise fees are due and payable for that term. If students paying monthly or by term are dismissed or leave through the term, then they must pay the amount equivalent to the full-term fees for the term they have commenced.
- If a student commences study and defers / transfers to another class, they are not eligible for a refund as your course fees are allocated to your original class of enrolment.
- Any refunds will be made to the person or organisation that enters into the contract within four weeks of receipt of a written application, unless the person gives a written direction to pay someone else. Refunds will be paid in the same currency in which the fees were collected.
- No refund applies if a student is expelled or deported
- Notethattherefundagreementandprocessdoesnotremovetherighttotakefurtheractionunder Australian consumer protection laws. The refund agreement does not circumscribe the student's right to pursue other legal remedies.
- Requests for refunds should be made in writing and directed to the Principal and or Director of The Make-up Technicians.
- In the unlikely event that The Makeup Technicians is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. If The Make-up Technicians is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET cannot place you in a suitable alternative course, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
- All fees must be paid in full 2 weeks prior to commencing your final exams.

6.3 Course Deferment

Learners may only defer their studies once. Learners wishing to defer will receive written confirmation of

deferment and must inform TMT which intake they would like to defer to (subject to availability) within 6 weeks, otherwise they will be withdrawn. Once a learner has deferred, a second deferment is not permitted. Further, learners that defer must confirm their attendance to their course 6 (six) weeks prior to course commencement and will be requested to pay Term 1 course fees 6 (six) weeks prior to course start date. If a learner doesn't get back to the College within 3 months regarding the intake they would like to defer to, the College will withdraw them. This deferment period will follow the necessary steps taken by the College documenting all its communication to the learner prior to withdrawal, including a final letter.

7 Work Placement

During the course of the year you will be offered the opportunity of being involved in work placement.

Work placement is vital to you as it will help you understand how film, television, fashion and the theatre system works and the important part you will play in it.

While on work experience you will be expected to conduct yourself in a professional manner, eg. Arrive at the location at least 15 minutes early, present yourself with a clean appearance, have your kit and equipment hygienically presentable as well as be prepared to attend production meetings and submit artwork and prepare and manage a budget.

Note: you will not be allowed to undertake work placement if your attendance is poor, or if you are not up-to-date with your assessments. If you are unsure, please contact administration.

7.1 Professional Attitude

Professionalism is essential in any job. As a make-up artist, you will be required to exhibit a professional approach to your work at all times. Be prepared for the job, follow through with your assigned task and be in the studio at all times.

8 Management and Security Protocols

Learners must not loiter around the premises during breaks, and prior to and after leaving their classes. Learners should always be aware that the College is located in a busy public area, and should at all times behave in a sensitive manner to persons they may encounter.

Learners will at all times undertake to maintain access to and from, and around the College by not obstructing footpaths, roadways and entrances.

Smoking is not permitted in the College. Learners will observe local government regulations in relation to littering, and will at all times be responsible in the disposal of cigarette butts, food wrappings and beverage containers.

The College will, during learner orientation and at appropriate intervals throughout the period of a course, provide briefings to both learners and staff detailing the obligations the College has to maintain the area in a clean and accessible manner.

Security of the site will be maintained through appropriate measures that may include the employment of security staff, but during College hours will be provided through staff vigilance. Access to the premises is through a swipe card or similar system, preventing access to unauthorised persons.

9 Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Learners needing language and literacy support are identified on

application. Where only a low level of support is required the Director may arrange for the learner to receive extra-curricular assistance. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student. If the learner's language and literacy skills will inhibit achievement of the course's outcome, the learner's enrolment may be postponed.

9.1 Copyright

The College holds the appropriate copyright approvals. The use of our licensed materials is acknowledged and recorded.

9.2 Plagiarism

The College does not allow plagiarism in any of its undertakings and instructs its learners not to indulge in this activity. Any learner or tutor who is found to have presented material that is not original, or contains excerpts from another person's work without acknowledgement will be subject to disciplinary measures, which may include expulsion or dismissal.

10 Student Support

10.1 Student Services, Welfare and Guidance

The organisation uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days' notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

The organisation has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

The organisation has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

The organisation informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The organisation's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter, outside of the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

Your course is very 'hands-on' and practical. However, to ensure you gain the necessary knowledge and understanding there will also be theory classes. Your trainers will support you in these classes by:

- pre-teaching any technical terms;
- demonstrating how to carry out procedures;
- giving you as much support and advice as is practicable in class;
- providing learning materials and illustrations to reinforce your learning.

10.2 Procedure for Student Support/Counselling

The organisation is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

10.3 Interaction with Learners

The particular requirements of individual learners are taken into account by instructors and assessors wherever possible. Learners are treated with respect and dignity through:

- Courteous behaviour
- Recognising learners' particular needs and circumstances
- Organising and monitoring equitable access to and participation in activities
- Referring learners who need specialised assistance unavailable to the organisation to external organisations appropriate to their needs.
- Explaining reasons for recording information about the learners and assuring them of the confidentiality of information.

11 Flexible Learning & Assessment

11.1 Training and Assessment Standards

The organisation's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. The organisation complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

11.2 Flexible Learning

The organisation provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Flexible learning alternatives may include full/part attendance, face-to-face lectures, demonstrations, practical workshops and supervised work experience. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Because of the practical nature of the courses offered the College can only apply flexible learning principles to theoretical subject areas. These include self-paced and self-directed learning where possible. Distance learning is not available.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the Director.

11.3 Assessment

The assessment policy and procedures for each course are detailed in its Course Booklet. The organisation applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real-life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

Assessors are required to:

- be fair and reasonable during assessment.
- be familiar with the field, and with the requirements of relevant industry standards.
- be up to date with assessment methods and procedures appropriate for the course.
- make proper assessment decisions based on explicit evidence of competency.
- systematically review the assessment evidence obtained through means such as interview, workplace assessment and performance tests.

11.4 Re-Assessment of Assessment

If a learner is required to re-submit an assignment for re-assessment, a Re-Assessment Fee of \$60 (incl GST) per cluster will be charged. Re-submission of an assessment/assignment is required where the assignment submitted fails to adequately address the assessment criteria and/or is deficient in composition and/or structure and requires the assignment to be re-submitted for assessment before it can be assessed as either Competent or Not Yet Competent. Note: this re-assessment fee only applies when the work needs to be re-submitted more than two (2) times.

11.5 Learner Input and Feedback

Learner input and feedback may be gathered formally or informally and is used to evaluate past and current programs. Our trainers are expected to obtain evaluation feedback from the learners. Learner and Staff feedback is used to plan future programs. We obtain feedback in the following ways:

- program evaluations;
- requests for specific programs;
- learner appeals or grievances;
- industry statistics;
- recent reports or journals;

12 Complaints & Appeals

ACPET over the years has provided members and learners with a dispute resolution and mediation service. In consideration of the enhanced capacity of both state and federal agencies to provide a higher level of learner support and protection, the ACPET Board has determined that the requirement for ACPET to continue to assist as a third-party mediator of learner-institute grievances is no longer warranted.

There is also a continuing requirement for providers to ensure that learners and training institutions have access to an independent third party should the internal grievance processes not resolve the matter. This is particularly relevant for those providers with VET FEE-HELP and FEE-HELP.

It is the responsibility of member institutions to ensure that they have adequate internal policies and procedures in place to assist learners with a grievance, and that these policies are advised to learners and acknowledged accordingly.

The availability of a complaints and appeals process in an institution does not remove the learner's right to take further action under Australia's Consumer Protection Laws, nor does a particular member institute's dispute resolution process circumscribe the learner's right to pursue other legal remedies. Should the processes outlined above not satisfactorily resolve a grievance the College will engage a professional mediator to resolve the issue.

12.1 Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the director;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, the organisation will advise students of external organisations to which they can appeal.

12.1.1 Lodging Complaints – Domestic Student enrolled in a VET course

The College has a Complaints procedure (see page 22) and there are downloadable forms on the TMT website. Domestic VET learners who wish to lodge a complaint may also contact the Australian Skills Quality Authority (ASQA). For contact details and information please see <http://www.asqa.gov.au/complaints/making-a-complaint> or contact the ASQA info line on 1300 701 801.

12.1.2 Lodging Complaints – Domestic Student enrolled in a Higher Education course

Domestic Higher Education learners who wish to lodge an external appeal or complaint against the outcome of the internal appeal process may contact the Administrative Appeals Tribunal (AAT) for an independent review. For more information, please see www.aat.gov.au.

12.1.3 Lodging Complaints – Tertiary Education Quality and Standards Agency (TESQA).

TEQSA is Australia's regulatory and quality agency for higher education. Learners with a complaint about a higher education provider may contact Complaints@teqsa.gov.au

Some other external agencies The following is a guide to some other services:

ACT	- Commonwealth and ACT Ombudsman
South Australia	- South Australian Ombudsman
Western Australia	- Western Australian Ombudsman
Northern Territory	- Northern Territory Ombudsman

Victoria	<ul style="list-style-type: none"> - Victorian Ombudsman - Victorian Equal Opportunity & Rights Commission - VIC Consumer Affairs
New South Wales	<ul style="list-style-type: none"> - NSW Anti-Discrimination Board - NSW Office of Fair Trading (Sydney Centre)
Queensland	- QLD Anti-Discrimination Commission • QLD Office of Fair Trading
Tasmania	- Tasmanian Ombudsman

12.1.4 Lodging Complaints – All International Students enrolled in a VET, ELICOS or Higher Education Course

Overseas learners who wish to lodge an external appeal or complaint against the outcome of the member's internal grievance process can contact the International Student Ombudsman. For contact details and information please see www.oso.gov.au/making-a-complaint

12.2 Appeals

The organisation seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or Director provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. Consumer Affairs or relevant Government Departments that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

12.3 Assessment Appeals

A learner may appeal to the Director against an assessment decision, and following discussion if felt appropriate may request a re-assessment. Grievance procedures are outlined on page 22 of this handbook. External appeal: If the matter remains unresolved after the review panel presents its findings, the appellant may make a written request to the Director that they wish the matter be dealt with through an independent external dispute resolution process. TMT in consultation with the appellant will appoint a mutually agreed independent external mediator within 14 working days. It is then up to the mediator, the appellant and TMT to resolve the complaint.

The appellant or the respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the Director, the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the Director, receives the report of the outcomes from the independent mediator, they will provide a written report to the appellant within 10 working days on the recommended actions to resolve the complaint.

TMT agrees to be bound by the independent mediator's recommendations and the Director, will ensure that any recommendations made are implemented within 30 days of receipt.

13 Disciplinary Procedures Complaints & Appeals

13.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow the organisation's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Director.

13.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, the organisation accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

14 Access and Equity

14.1 Access and Equity Principles

The organisation will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The organisation increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The organisation prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

14.2 Staff Responsibilities for Access and Equity

The organisation applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

15 Recognition of Prior Learning (RPL)

15.1 Recognition of Other Qualifications / Credit Transfer

The organisation recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

15.2 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

The organisation advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module set the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints*.)

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Candidates are charged a fee of \$50.00 per module when making application for RPL assessment.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the Director or a panel consisting of a course/subject expert and the Director.

If further evidence is required, then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" learning options prior

to a second assessment will be suggested. “Competent” is recorded on the student’s record if recognition is granted.

16 Physical Resources

16.1 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and
- shape and size of the room(s) and the type of furniture conducive to varied layouts.

2. Reference Materials

3. Refreshment Facilities

17 Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more modules but not a complete qualification, a Statement of Attainment will be issued. A Statement of Attendance may be issued where appropriate.

Before certification is issued the Director verifies competency has been properly assessed, all tasks completed, and all fees paid. Once all is in order, the Director issues the relevant certificate.

When a student has completed their course and a certificate has been issued, the student’s file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.

18 Legislation

The organisation identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Workplace Health and Safety Act 1995
- Workplace Injury Management and Workers’ Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995
- Health Rights Commission Act 1991
- Building Fire and Safety Regulations 1991
- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)

- Home and Community Care Act 1985
- Health (Drugs & Poisons) Regulations 1996
- Nursing Act 1992
- Education Services for Overseas Students (ESOS) Act 1991
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

19 Health and Hygiene

19.1 First Aid Kit

We have complete first-aid kits available for all learners. They are kept in TMT's Office, so you are able to access it easily and at all times. Please advise staff immediately when items in the kit are depleted. Students must sign for any medication given by Office Manager/Director/Tutor.

19.2 Personal Hygiene

As a professional make-up artist, you are somewhat like a doctor's or dentist's assistant when it comes to hygiene standards. You must be impeccable in your routines and be scrupulously clean at all times, as you will be touching someone's skin either on their face or body.

19.3 Smoking

TMT is a non-smoking environment. Always respect peoples' wishes with regard to smoking in their presence. Smokers will need to carry mouthwash, toothpaste, toothbrush and nailbrush. After you smoke you must use these items to remove all traces of smell.

19.4 Deodorant

Often you will work in hot studios, so the use of a good, effective antiperspirant deodorant is essential for both you and the person you are working with. Spray deodorant is a much more hygienic method of application than roll-on – keep some in your kit at all times.

19.5 Coughing/Sneezing

You must never cough or sneeze over or near the person you are working with. If you feel a cough or sneeze coming on, move away as quickly as possible. Never blow your nose while you are working, always move away. Wash your hands or wipe with a moist cloth such as 'wet ones', or an anti- bacterial wipe and do this in front of the artist so they can see you have sterilised your hands before you continue to work.

19.6 Nails

Nails must be clean at all times. The use of nail polish is not recommended. If you wear it make sure it is neatly applied with no chips or worn out polish. Neatly trimmed, well groomed, natural, clean nails are the ideal.

19.7 Hair

Hair must be clean and tied back in a style that takes it away from your face -it's not advisable to touch your hair and then the artists face. It is also annoying for you to have hair falling in your face while you are working. The less distraction, the better.

19.8 Clothing

The College is flexible in our attitude to dress, but we remind you that clothing reflects who you are, and what your hygiene standards are like. Some people are going to judge you by the way you look before anything else. Clothing retains the smell of cigarettes - please bear this in mind. Closed toes shoes are required at all times on college campus.

We expect that you will exercise common sense by dressing appropriately for particular classes. Special effects and some makeup materials can cause damage to clothing when they come in contact. Protective clothing such as aprons and dustcoats will prevent clothing being damaged.

20 Fire Drill

In case of fire learners must vacate the building. Immediately stop what you are doing and head towards the nearest marked exit signs. Evacuation notices are placed strategically within the building. It is your responsibility to study these and note evacuation routes, in line with the College's WHS and evacuation policy.

21 Learner's Rights and Responsibilities

Learners must receive up to date information about the status and outcomes of the courses for which they are enrolled.

All reasonable efforts are made to ensure learners are aware of their rights and responsibilities under all relevant government legislative and regulatory requirements, and the College Code of Practice. Information regarding College policies is to be found in this Handbook and is also available from the College office. Copies of relevant legislation are accessible by the College for reference purposes.

Tea and coffee making facilities in the learner kitchen may be used during breaks. Learners are responsible for cleaning up after themselves.

Eating is not permitted in the studio. Drinking water may be consumed, provided it is contained in a sealed container.

If you have any problems please do not hesitate to approach your instructor, the Director or another member of staff whom you trust. We are here to help.

21.1 Information for International Students

The College is bound by the Education Services for Overseas Students Act 2000 (as amended from time to time) when dealing with international students.

International students are expected to abide by the organisation's academic standards. However, extra assistance needs (e.g. language support) and cultural differences relating to learning styles etc. will be taken into account.

Students are required to meet the standards of behavior, attendance, academic performance and concern as is

expected at the college. If the student is judged by the college to have lost good standing then their enrolment maybe cancelled and they may lose their student visa.

The following enrolment requirements must be maintained.

- Student must notify the College of a change of address with seven days
- Student must maintain an 90 per cent attendance record for scheduled class
- Student must maintain consistent academic performance
- Student must have OSHC for the duration of their visa

An international student on a student visa may opt for deferral under very limited circumstances, on grounds of compassionate or compelling circumstances, an extended illness which affects the student's ability to study, bereavement, a disaster in a student's home country requiring a student to return or a traumatic experience which affects the students' ability to study.

22 Behaviour

Learners must show respect for fellow learners, instructors and staff at all times. It is the duty of the College to protect learners and staff from harassment of any kind and any such problems should be reported to the Director/Office Manager without delay. The College reserves the right to refuse admission to classes (without a refund of fees if suspension is permanent) to any learner who is considered to be a disruptive influence for other members of the class.

Also see Sexual Harassment policy (page 35). A copy of the Code of Conduct for Students is reprinted on page xx. To download a copy visit www.makeup-technicians.com

23 Mobile Telephones

All mobile phones must be turned off once class has started, there is no exception. No private phone calls are to be taken through the College during class. College staff will take urgent Messages and calls can be returned during breaks.

24 Health and Safety

Strict hygiene must be observed at all times in use and care of equipment, brushes, lipsticks, etc. All equipment must be kept clean and well maintained and a high standard of personal hygiene is a necessity.

When using irons, heaters and chemicals, you must observe all safety precautions out of consideration for yourself, and others.

TMT IS A NON-SMOKING ENVIRONMENT. Smoking is strictly prohibited inside the building and including the outdoor verandah area. Fire safety regulations must be observed at all times.

25 Reference Materials

TMT has an extensive library that is accessible to the learners. No books or other reference materials are to be taken away from the College. Student must ask a Tutor, the Office Manager or Director if they are allowed to use books or reference materials.

26 Building your Portfolio

Learners are expected to take photos where appropriate of every make-up, hairdressing, sculpture, special effects and location work. General photos are for your class notes and special photos for your CV/Resume.

You must take notes during class, which are to be presented at various intervals during the year for marking. All assessments must be undertaken and all assigned work presented, except in exceptional circumstances with the Tutor's permission.

27 Policies and Procedures

27.1 Policy Framework

The College maintains a Code of Practice (see page 8), which governs its operations. The Code is available for all learners on request. See also the Code of Conduct for Students (reprinted on page 43). Elements of the code are reproduced as part of this handbook. Policies incorporated in the Code are also part of this handbook.

27.2 Access, Equity and Anti-Discrimination

27.2.1 Purpose

The purpose of this policy is to outline TMT's commitment to access, equity and anti-discrimination principles.

27.2.2 Overview Purpose

TMT is committed to ensuring that:

- i. Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all applicants, students and clients.
- ii. No person is discriminated against, harassed or treated unfairly in their dealings with TMT.
- iii. Each student has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- iv. It complies with relevant Equal Opportunity Legislation and Discrimination Acts.

27.2.3 Scope

This policy applies to the TMT's liaison with all applicants, students, and family members of students, as well as industry, administrative and training staff.

27.2.4 Policy

27.2.4.1 Diversity

- TMT recognises and values the individual differences of its students and the student community they create and recognises that students come into its programs with a wealth of personal knowledge and life experiences.
- TMT recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:
 - providing a welcoming and supportive training community
 - offering flexibility in the way in which training and assessment is provided
 - providing reasonable adjustments to training and assessment activities
 - having transparent learner and staff recruitment and selection procedures

- determining the needs of all individuals upon engagement with the organisation
- providing students, staff and clients access to a range of support services.

27.2.4.2 Discrimination

- In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

27.2.4.3 Harassment Discrimination

- TMT is committed to providing all people with an environment free from all forms of harassment. TMT will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

27.2.4.4 Fairness

- The principles and practices adopted by TMT aim to ensure, that current and prospective learners, clients and other stakeholders are treated fairly and equitably in their dealings with TMT.
- TMT aims to provide open, fair, clear and transparent policies and procedures for use by staff and learners.
- TMT has fair and equitable processes for selecting students for enrolment into its courses. Decisions about student selection are based on clearly defined entry requirements. Entry requirements as well as application and enrolment procedures are published in TMT's website.
- All people will be treated courteously and expeditiously throughout the process of enquiry, acceptance and enrolment, as well as throughout their participation at a course.

27.2.4.5 Exclusion from services

- A person may not be permitted to access our services if:
 - they have a criminal history that impacts on the requirements of the course or vocation of the area being studied
 - the student requires delivery in a language other than that being offered by TMT in accordance with the related Training Package
 - the learner requires special services or facilities and provision of such that would cause unjustifiable hardship to the organisation.

27.2.4.6 Equity in access

- TMT provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All learners are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.
- TMT provides equitable access to training and education services by:
 - offering culturally appropriate training and assessment resources that are relevant to learner needs and circumstances
 - referring learners to support and counseling services where needed
 - offering a wide range of course and learning options
 - encouraging students to be involved in their own feedback and decision making processes to ensure

realistic training goals and progress.

27.3 Work Health and Safety (WHS)

TMT acknowledges its obligations to provide a healthy and safe working environment for its employees, its learners and visitors to the organisation and these obligations are considered to be of the utmost importance. Resources in line with the importance attached to occupational health and safety are made available to comply with the Work Health and Safety Act 2011 and other associated legislation to ensure that the workplace is safe and without risk to health.

The responsibility of ensuring that health and safety requirements are complied with does not rest solely with the Principal of the College but is a core responsibility of staff members at all levels.

In order to achieve policy objectives, there are several key areas towards which attention and resources are focused. These are:

- i) compliance with Work Health and Safety legislation and other statutory and industrial agreements is observed
- ii) elimination of hazards/procedures in the workplace which can cause death, injury or occupational disease;
- iii) appropriate and adequate accident prevention measures and reporting procedures;
- iv) appropriate and adequate occupational health and safety training and educational programs;
- v) prevention of interference with or misuse of equipment or facilities provided for health, safety and welfare;
- vi) overall safe and healthy work/study environments and procedures, and safe plant, equipment and substances;
- vii) safe storage and handling procedures for hazardous materials is are observed.

Although the prime responsibility for health and safety rests with the employer, it is the responsibility of all employees and learners to ensure their own and others' health and safety by observing safe systems of work and reporting potential hazards in their work and study areas.

Trainers must incorporate WHS considerations when planning and delivering training and conducting assessments. Learners must be advised of the WHS requirements of their course and supervised accordingly.

27.4 Equal Opportunity Policy

1. The Makeup Technicians has a policy of equal opportunity in employment and education.
2. In seeking to pursue these policy objectives and in accordance with the objectives of the New South Wales Anti-Discrimination Act 1977 and the Commonwealth Affirmative Action (Equal Employment Opportunity for Women) Act 1986, the College will act:
 - i) to eliminate and ensure the absence of direct and unfair systemic discrimination on the grounds of sex, age, marital status, race, ethnic origin, sexual preference, political or religious belief, intellectual or physical impairment, HIV or AIDS status in relation to:
 - access to the educational, research and other facilities of the College;
 - the recruitment, advancement and conditions of employment of staff;
 - the daily routines of the College community;
 - ii) to promote equal employment opportunity as an integral part of the College's policies and practices;
 - iii) to review and evaluate the progress towards achievement of this equal employment opportunity policy;
 - iv) to establish procedures for dealing with grievances covered by this policy.
3. Harassment or victimisation of staff or learners because of their race, sex, ethnic origin or any of the grounds listed above by other members of the College community is formally condemned by the College. The College has in place a policy on work place harassment, and promulgates that policy.
4. Sexual harassment as a form of sex discrimination is unacceptable; it creates an offensive, intimidator or hostile environment, and is contrary to the educational and employment policies of the College.

5. The College has established a system for the handling of grievances by persons who feel they have been discriminated against, or denied equal employment opportunity or fair treatment by the College. Those procedures are outlined in the Learner Handbook and as a separate policy within this document.

6. The sole consideration in assessing all applicants for College courses is the applicant's potential to make a career of and contribute to the profession, to the College community and the broader community as well as their own personal development. Although the College is committed to actively preventing any form of unfair discrimination, there are circumstances where the appropriateness of persons attending the College may be subject to the discretion of the DIRECTOR. These circumstances might include:

- i) Persons under the age of 18 may be advised to defer a full-time College course for one to two years, depending on an assessment of their personal maturity.
- ii) Persons with a physical impairment may have limited access to the College premises and College courses depending upon the nature and extent of their impairment. If the DIRECTOR is uncertain whether an individual would be capable of successfully completing a course, certification by a doctor will need to be produced stating that the individual is capable of performing the required work without undue risk of endangering themselves or others.

27.5 Culturally Diverse Society Policy

TMT recognises and supports the NSW Government Charter for a Culturally Diverse Society and seeks to implement the principles of the charter in its dealings with learners, staff and the general public.

27.6 Disabilities Policy

In employment and learner selection, the college makes every effort to accommodate the needs of persons with disabilities. TMT has in place an Equal Employment Opportunity policy that guides the selection of candidates for employment and education.

The College's primary objective is to provide professionally trained make-up artists to the film, theatre, television and fashion industries. Within the limits of employment in those industries the College will endeavour to promote the aspirations of disabled persons while acting within the framework of its Equal Opportunity policy.

Given the College size and particular focus it is not practical to provide physical resources required to provide total access to College facilities for severely disabled persons. However, where possible within the limited resources of the College it will endeavour to adopt an inclusive approach to such cases.

27.7 Women's Policy

TMT recognises the importance of fostering opportunities for women. It agrees with the key objectives of the NSW Government Action Plan for Women and promotes those objectives in its training programs and employment where appropriate. TMT is not obliged to observe the requirements of the NSW Affirmative Action Act 1986 as its employment levels are significantly less than 100 persons, however employment levels in the college currently consist of 75 per cent female staff, a position the college would hope to maintain in the future.

27.8 Harassment Free Work Environment Policy

The College promotes a productive work environment that is free from any type of harassment (verbal or physical) which may interfere with the terms and conditions of employment. Verbal or physical conduct by any employee that harasses, disturbs or interferes with another employee's work performance or which creates an intimidating, offensive or hostile environment will not be tolerated.

Harassment, either intentional or unintentional, has no place in the work environment. Accordingly, the College does not authorise and will not tolerate any form of harassment of employees (e.g. supervisory or

non-supervisory) and learners based upon race, sex, sexual preference, religion, colour, national origin, age or disability.

27.9 Sexual Harassment

It continues to be the policy of TMT that sexual harassment of employees, learners, or applicants for employment, in any form will not be tolerated. Sexual harassment includes unwelcome sexual advances, requests for sexual favours, or physical conduct of a sexual nature.

Sexual harassment also includes, but is not limited to, unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or requests for sexual activities, unnecessary touching of an individual, graphic verbal commentaries about a person's body, sexually degrading words used to describe an individual, a display in the workplace of sexually suggestive objects or pictures, sexually explicit or offensive jokes, or physical assault.

No employee shall threaten or insinuate, either explicitly or implicitly, that another employee's, applicant's or learner's refusal to submit to sexual advances will adversely affect that person's employment, work status evaluation, wages, advancement, assigned duties, hours, or any other condition of employment or career development. Similarly, no employee shall promise, imply, or grant any preferential treatment in connection with another employee, applicant or learner engaging in sexual conduct.

27.9.1 What to do if feel you are a victim of harassment:

Any employee who feels that they are the victim of harassment by any supervisor, management official, other employee, customer, client, or any other person in connection with their employment should bring the matter to the immediate attention of the Registrar. An employee who is uncomfortable for any reason in bringing such matter to the attention of the Registrar should report the matter to the Director.

Any question about this policy or potential harassment should also be brought to the attention of the same persons. The College will promptly investigate all allegations of harassment in as confidential manner as possible and take appropriate corrective action if warranted.

Any employee who is determined, after an investigation, to have engaged in harassment in violation of this policy will be subject to appropriate sanctions up to and including summary dismissal.

27.10 Marketing and Advertising Policy

TMT is committed to integrity, accuracy and professionalism in its marketing activities.

Advertising for the College will, at all times, represent the College and products offered for sale in an honest and clear manner. Advertising materials must not mislead the public, and must respect the public's right to accurate and factual information about products and courses offered.

Written and visual materials must be approved by the Director before publication in any form, including by electronic means.

Advertising material must not disparage or demean persons or organisations.

Where images of individuals, or written references to individuals or organisations, appear in advertising material, written permission must be obtained prior to publication.

All marketing and advertising material must comply with relevant legislation.

All marketing and advertising material related to the education aspects of the College's activities must

comply with regulatory standards.

Advertising of courses offered must at all times be within the scope of the College registration.

Advertising of College courses must at all times clearly distinguish between courses offered under regulatory standards and those not so offered. Use of coded course identifiers must accompany accurate descriptions of courses offered. Training packages should be identified, and the use of government regulatory body logos (including the NRT logo) must comply with specifications prescribed by those organisations. There should be no suggestion, either written or implied, that courses offered outside the scope of registration are offered as part of the scope.

Advertising should clearly identify courses offered that lead to registered qualifications, and/or Statements of Attainment.

The information provided to potential students will avoid vague or ambiguous statements and false or misleading comparisons with other courses.

The Director is responsible for overall marketing outlays and design and dissemination of marketing and advertising materials.

27.11 Records

Records are maintained of program development, program delivery, program outcomes, individual learner achievements, physical resources and financial activities. Records are kept accurate and up to date. Archived physical records must be stored with the years that they cover clearly displayed.

All Archived physical records relating to students, including results, assessments, units achieved and qualification gained, must be stored for a period of 30 years from the year of their creation.

Archived electronic records must be stored with version information applied to the box or case, and the contents.

The Director maintains master copies of financial documents, and master copies of curriculum and course related documents. Student records are held in electronic form, and regular back-ups of the information are made ensuring multiple copies are available. Back-up copies of electronic data are also stored in a secure location off-site.

Access to files is limited to staff involved in their maintenance and appropriate program personnel. Access by learners to their records is available on request.

28 Privacy Policy

The organisation complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services.

TMT is bound by the Australian Privacy Principles (APP) contained in the Commonwealth Privacy Act. The College may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the College's operations and practices and to make sure it remains appropriate to the changing environment.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Director.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within the organisation and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for the organisation's market analysis and course development.

The organisation does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records, please contact the Director.

Information about students from third parties

The organisation may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, the organisation will inform the student when such information is collected.

Receiving marketing information

With students' consent, the organisation may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify the organisation that they do not wish to receive this information. You may do this by advising the Director that you do not wish to receive marketing information.

Security of personal information

In line with new technology, the organisation continually improves the security of personal information collected. The organisation takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require the organisation to amend the information.

To access this information, students are required to contact the Director and complete a request for access form. The Director must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Director as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the Director.

Staff Confidentiality

The organisation complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

Student Information Requests

The Director is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the students' identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (home and semester)
- Phone Number (home and semester)

The Director and the student must both sign the request form as an official record of identification. The Director may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Director is to notify the student when access is available. The Director and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the Director who ensures a third-party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. The Director will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

29 Code of Ethics

The College aims to maintain the highest standard of ethical behaviour in its dealings.

29.1 Ethical Standards

TMT acknowledges the need for continued maintenance of the highest standard of corporate governance practice and ethical conduct by all directors and employees.

29.2 Objectives

In maintaining its ethical standards, The College will:

- behave with integrity in all its dealings with members of the public, clients, learners, employees, government, suppliers and business partners;
- ensure that its actions comply with applicable laws and regulations;
- foster good relations with business partners, government, suppliers and clients;
- maintain and implement policies that will enable employees to avoid situations where conflicts of interest could arise;
- maintain high standards of financial probity and marketing and advertising integrity.
- not engage in any activity that could be construed to involve an improper inducement;
- achieve an environment where:
- equal opportunity is rigorously practised;
- harassment and other offensive behaviour is not tolerated;
- the confidentiality of commercially sensitive information is protected;
- employees are encouraged to discuss concerns about ethical behaviour with their superiors
- college courses are delivered in an adequate and safe environment, with strict observance of fire, health and safety regulations.

The Principal is responsible for implementing, promoting and reviewing the effectiveness of the code of ethics.

29.3 Conflicts of Interest

Staff of the College should avoid any financial or other interest or undertaking that could directly or indirectly compromise the performance of their duties. Conflicts of interest should be assessed in terms of the likelihood that staff possessing a particular interest could be influenced, or might appear to be influenced, in the performance of their duties on a particular matter.

Staff must always avoid situations in which they have the opportunity to prefer their own interests above those of the college.

In many cases only the individual will be aware of the potential for conflict. Therefore, the onus is on the individual to notify his or her supervisor if a potential or actual conflict of interest arises.

Staff members must inform the Director of any paid work performed outside their duties, and must consider if there is a conflict of interest between the duties of their job and those of the other work.

Learners are similarly required to seek permission from the Director to undertake make-up related work whilst enrolled at the college (this requirement is designed to protect learners from exploitation).

Staff must not use employment at the College in an improper way to obtain future employment opportunities. Having left the College, they must not misuse information obtained during their employment with the College.

No member of the staff should accept a gift or benefit if intended or likely to cause the individual to do his or her job in a particular way, or deviate from the proper course of duty.

It is expected, however, that token gifts or benefits may be accepted in circumstances approved by the Director, provided there is no possibility that the recipient might be, or might appear to be, compromised in the process.

As a general rule, gifts or benefits should not be accepted if others could see them as either an inducement or a reward that might place a staff member under an obligation.

30 Critical Incident Procedures

Definition:

A Critical Incident for the purposes of this policy can be defined as: Any traumatic event (which be in the form of a threat) that has the potential to cause extreme stress, fear, injury or death. Examples might include (but are not limited to):

Bomb Threats; Uncontrollable aggressive behaviour on the part of an individual or group of individuals; Fire; Flooding; Earthquake.

Procedures:

The responsible staff member should first determine the nature of the incident. Where there is a possibility of diffusing the situation, all appropriate measures should be taken, such as discussion of the issue to achieve a resolution suitable to the parties.

In the case of physical threats assistance should be sought from other staff members, and from the relevant authorities (Police, Fire, Emergency Services).

Emergency evacuation procedures (as noted in prominent places throughout the building and listed below) should be followed when the incident is a potential risk to individuals.

Following the resolution of any incident an Incident Report form should be completed and placed on file.

Emergency Evacuation Procedure:

In case of emergency:

All Campus sites of the College have clear instructions for evacuation located prominently within the classrooms, common, office and public areas. All students and staff must familiarise themselves with those procedures, emergency exits and assembly areas.

A count will be conducted to make sure everyone has evacuated safely. The 'All Clear' notification will be given before anyone can return to the building.

Incident Report form found in this document on page 44.

31 Human Resources

31.1 Trainers

Staff involved in the instruction and assessment process must possess the appropriate pre-service and/or in-service competencies and knowledge. Instructors and assessors must possess knowledge, skills and experience such as would be attained in at least five years of high- quality industry experience relevant to the unit(s) being taught/assessed.

The organisation is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers must also be qualified at a level of TAE40110 Certificate IV in Training and Assessment as a

minimum, and have formal evidence of successful completion of a relevant course of study on the content area. Instructors and assessors must appropriately maintain and upgrade professional competencies and knowledge, relevant to the content.

31.2 Administrative and Support

All administrative and support staff must have qualifications suitable to the duties required of them. Such qualifications may be experienced based or formal.

31.2.1 Staff Recruitment

Staff are recruited responsibly and ethically at all times and recruitment is consistent with any curriculum requirements. The College is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

31.2.2 Staff Induction

New staff undergo an induction process in order to;

Familiarise them with the organisation, its goals and structures Identify other staff members Familiarise them with premises and equipment Instruct them in organisational principles and standards

31.2.3 Staff Training

The College encourages staff to undergo appropriate training courses, and will consider providing assistance in training based on the relevance of the proposed training to the objectives and requirements of the College.

Staff involved in the instruction and assessment process must possess the appropriate pre-service and/or in-service competencies and knowledge. Instructors and assessors must possess knowledge, skills and experience such as would be attained in at least five years of high- quality industry experience relevant to the module being taught/assessed.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition, they participate in an ongoing basis in training to enhance their training and assessment skills.

32 Risk Assessment and Continuous Improvement Procedures

TMT is committed to the identification of opportunities for improvement in all its activities.

The College will use available information sources to identify and manage risks associated with its endeavours, and to identify opportunities for improvement in its practices, policies and service delivery.

Risks may be financial, educational or physical in nature. Staff and students are apprised of the need for constant information flow so that potential problems may be identified early and dealt with in a timely manner.

Methods of Identification:

- Student feedback through Staff members and regular student survey;
- Regular Staff meetings to discuss current activities, financial status, and physical operations of the College;
- Regular review of financial matters by the Director in association with external accounting firm;
- Regular inspection of premises to ensure compliance with WHS regulations;
- Regular review of compliance with the VET Quality Framework and standards;

- Regular meetings with industry representatives and professionals to ensure College procedures meet with current industry standards;

Risk Management and Continuous Improvement:

Responsibility for regulatory compliance issues rests with the Director who may delegate tasks to other members of staff to ensure any potential problems are avoided. Continuous Improvement may be achieved through constant review and implementation of ideas gathered through the identification methods listed.

Recording of Actions and Decisions All actions and decisions must be documented in the form of minutes of meetings, notes for file, or by other means appropriate to the action or decision. Documentation should be clearly identifiable as relating to risk management or continuous improvement policies.

33 Code of conduct for students

The Makeup Technicians is committed to be Sydney's Leading School for Makeup by assisting individuals to maximise their potential through the provision of high quality education and training activities by leading industry professionals. The principles that students – of both accredited and non-accredited courses – must at all times demonstrate the following:

- Personal and professional integrity
- Respect for others
- Acceptance of responsibility for the contributions to their learning in the make-up industry

Students must demonstrate integrity by consistently:	<ul style="list-style-type: none"> • Displaying professional behaviour and practice appropriate to being a student at the College and the make-up industry • Creating and maintaining professional relationships with students and staff
Students must demonstrate respect by:	<ul style="list-style-type: none"> • Dealing with other students and staff honourably and fairly • Communicating appropriately with other students and staff, trainers and industry colleagues • Showing consideration to other people for cultural, ethnic, religious and personal differences.
Students must demonstrate responsibility by:	<ul style="list-style-type: none"> • Maintaining their professional knowledge, practice and engagement in their training • Demonstrating commitment to their education and wellbeing of other students • Behaving at all times lawfully, courteously and in ways that enhance the standing of the make-up profession.
Students MUST NOT	<ul style="list-style-type: none"> • Discriminate against any staff member or student, irrespective of gender, race, colour, sexuality, age, religion, and mental or physical disability.
Students MUST NOT	<ul style="list-style-type: none"> • Display any aspects of bullying while on campus toward other students, TMT staff or trainers.
Students MUST NOT	<ul style="list-style-type: none"> • Steal from other students' property, namely make- up materials.
Students MUST NOT	<ul style="list-style-type: none"> • Divulge other student's personal information to a third party without permission.

34 Incident Report Form

Incident Report Form

This form is to be used for all incidents involving students and staff of TMT

Date of Incident: _____ **Time:** _____ **am/pm** **Location:** _____

Description of Incident:

Was anyone injured?

Yes

No

Name of injured:

Address:

Contact Number:

Please provide the names and addresses of any witnesses to the incident (maximum of three witness)

1.

2.

3.

What action was taken regarding incident (e.g. Police, Security, Ambulance, Head, etc)

What further action is required?

Name and Address of person making report:
