

POLICIES

HEADMASTERS CODE OF PRACTICE

PHILOSOPHY

To achieve our mission we:

- Only enrol students who have the desire and aptitude to succeed in their chosen industry
- Use only the best Facilitators, who are currently working successfully and are involved in the industry
- Constantly liaise with employers and employees within the industry to ensure that all our programs and techniques meet their needs
- Treat each student as an individual to ensure that they understand and realise their potential
- All students must commit to working with clients in Headmasters Salon and in the classroom, as learning to relate to and satisfy client needs is fundamental to becoming a successful professional

HEADMASTERS VALUES

Accountability

The directors, trainers and staff are accountable to the Office of Training and Tertiary Education; to the students, and to each other.

Equity

The concept of equality, fairness and impartiality is a part of all activities within Headmasters

Caring

Everyone at Headmasters demonstrates and encourages caring behaviour as this is essential for a successful Hairdressing career.

Participation

All students are expected and encouraged to be involved in all class activities.

Creativity

Creativity is an essential component of success for Headmasters and our students and plays a critical role in this industry. We endeavour to develop each individual's creativity within their work, so that it is of a current and commercial standard.

Responsibility

At Headmasters each individual is encouraged to take responsibility for their actions and their learning.

Innovation

In our training programs we strive to use innovative methods to ensure that our students reach their full potential.

Service

Quality service is the key to our industry. This concept is imbued in all team members and passed on to other students.

Team Work

We work as a team and encourage students to be team players while both at Headmasters and in their workplace.

HEADMASTER'S COMMITMENT

As dedicated team members of Headmasters we:

- Demonstrate the highest standards of professionalism and personal integrity in all our education and training activities. This is in order to inspire industry and community confidence and trust in our programs, our teaching, our learning and assessment approaches and the credentials students obtain
- Provide an environment that safeguards the rights, interests and welfare of students
- Maintain a challenging learning environment in which all students can experience success
- Support, implement and promote social justice policies and procedures to assure equal educational opportunity
- Serve our clients with respect, concern, courtesy and responsiveness
- Respect and protect the privileged information to which we have access in the course of our duties
- Market our courses and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- Deliver courses within appropriate facilities using methods and materials that will enable students to achieve course outcomes
- Strive for personal and professional excellence in interacting with students, industry, and the community to achieve excellence through education and training

Student Rights

Students have the right to:

- Receive from their Facilitators at the beginning of each course, the learning objectives, content topics and assessment requirements
- Receive a regular progress report on their performance to enable them to gain a view of their overall performance in a course
- Undergo consistent and objective forms of assessment
- Receive an extension of time to submit work, where sickness or misadventure has occurred
- Receive a full explanation of a result from the Facilitator assessing their work
- Appeal against a result to a Facilitator and/or the Training Coordinator
- Have reasonable access to Facilitators to discuss course-related matters outside of course time
- Be free from discrimination and harassment on the basis of gender, race, sexuality, family, status, disability, age, political or religious beliefs
- Contribute to an evaluation of Headmasters policies, practices and programs
- Learn without having their learning in class interrupted or interfered with by other students
- Be taught by Facilitators who have a sound knowledge of their discipline and a mastery of various teaching-learning approaches
- Experience their education in an environment of care and support with an orientation towards success. This includes access to counselling services

Student Responsibilities

Students are responsible for:

- Working seriously at their studies
- Attending and participating in all classes and activities punctually and explaining any absences to Facilitators. A minimum of 80% attendance is required
- Completing all assessment requirements
- Actively seeking learning support from Facilitators
- Treating fellow students and Headmasters staff with respect
- Helping to maintain Headmasters as a caring community
- Behaving in a responsible way which acknowledges the rights of others as well as their own
- Always working with clients to satisfy their needs at any stage during the course

Rules and Regulations

- Students must provide their own stationary eg. pens, paper etc. Fastrack students are provided with a full equipment kit as part of the fees
- Students who do not have the relevant equipment and competency passport cannot participate in class. Fastrack students will be sent home to pick up the necessary equipment and return to the college
- Students who borrow equipment from other students or Headmasters are responsible for that equipment and must replace if damaged or lost
- Students must adhere to class attendance and absenteeism procedures and telephone Headmasters if late or absent
- Smoking is not permitted in the building at any time
- Eating and drinking is only permitted in the designated area
- No alcohol, drugs (prescription drugs must be notified to the Training Coordinator) are permitted on the premises, instant expulsion will occur if violation of this rule takes place
- Students will make themselves aware of the Headmasters Refund, Complaints and Appeals Recognition of Prior Learning policies
- All rooms and equipment must be left in the condition required by Headmasters and occupational Health and Safety Standards
- Students must be clean, neat and dressed in workable fashion. Footwear must be comfortable and presentable. Closed-in shoes must be worn at all times
- Any student found guilty of stealing from Headmasters or other students will be expelled immediately
- Students will abide by the industry's Code of Ethics and Headmasters Code of Practice
- Mobile phones must be switched off during class times. Any student found using their phone will have it confiscated for the remainder of the day
- Students cannot leave the classroom to take phone calls. Messages will only be passed on if urgent. No student is to use Headmasters phones. A blue pay phone is provided for student use
- MP3 players, smart phones, PDA's and other such electronic devices are not to be used during class times. Any student found using these during class times will have them confiscated for the remainder of the day
- During class times students must not leave the classroom without the Facilitator's permission
- Students will always attend to clients without question at the request of their Facilitator or their Salon Manager
- To achieve success students should have 100% attendance. Attendance should never fall below 80%.

Disciplinary Policy

Any student who violates the Headmasters Code of Practice which outlines the college rules and regulations will be made aware of his/her violation by way of Incident Report.

If the student violates a rule or regulation that states instant expulsion as the course of action, the Director will enforce the procedure.

For breaches of other rules or regulations, three documented occurrences may cause expulsion at the discretion of the Director.

Disciplinary Procedure

Once a student violates a Rule or Regulation of the college, the Facilitator who was witness to the violation will:

- Complete an Incident Report Sheet
- For a rule requiring instant expulsion, the report will be handed to the Director
- The Facilitator will interview the student
- Student is to sign the Incident Report Sheet
- Once the above is complete, a copy of the report is given to the student and the original filed in the student's file
- The Student Training Manager will receive each Incident Report
- In the case of the second incident, the Student Training Manager will counsel the student and warn them of the consequences of a third event
- Three such Incident Reports will be handed to the Director for a decision

Complaints and Appeals Policy and Procedure

All student complaints are to be administered in the following manner:

- Firstly to the classroom Facilitator in order to achieve a satisfactory solution promptly
- If no solution can be reached the Training Coordinator will investigate the complaint and call a meeting with all personnel involved, including a student representative nominated by the student who made the complaint
- If the student feels uncomfortable in making the complaint to the Facilitator the complaint can be taken directly to the Training Coordinator
- Should mediation not be possible the student has the right to appeal and call an independent person of their choice to hear the complaint in conjunction with the Headmasters' Director or Director's delegate
- Complaints can be verbal or written. Written complaints will not be considered unless signed by the student.

Mutual Recognition Policy

Through mutual recognition, Headmasters recognises any evidence of prior learning obtained at another Registered Training Organisation. Evidence can be in the form of Statement of Attainment, Certificate of Qualification or equivalent. Such evidence will be used to promote direct credits for the course the student is enrolled into.

Recognition of Prior Learning Policy and Procedure

All students are entitled to apply for Recognition for Prior Learning

To gain access to the Recognition for Prior Learning, an assessment of prior competencies will take place. This covers: formal training, work experience and life experience.

The assessment is designed to individually determine the amount of prior learning as stated by the participant and to identify the units of competency still to be achieved. For International students, any variation to course load or duration resulting from an application for Credit Transfer/RPL, will be reported to DIAC.

Prospective learners are required to provide and complete the following:

Formal Training

Provide the Facilitator with relevant formal training documents and a written description of prior competencies gained. The applicant will then complete a paper based assessment.

Work Experience

The recognition of prior learning for work experience and/or pre-vocational training takes the same format as for formal training. The assessment of competencies will be both paper based and skills tested.

Life Skill Assessment

The assessment of life skills and relating to customer service and occupational learning, allied to the competencies required are assessed in the same format as formal training assessment.

Notes

All participants in Recognition of Prior Learning assessment are to be provided with a written report. The assessment carried out in the learning environment by at least two Facilitators and where possible a third person from the industry external to Headmasters. The student will be asked to formally acknowledge credit transfer/RPL.