



**Australian College
of Beauty Therapy**

**INTERNATIONAL
STUDENT HANDBOOK**

**POLICIES AND
PROCEDURES**

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WELCOME TO THE AUSTRALIAN COLLEGE OF BEAUTY THERAPY

1. INTRODUCTION

1.1 Establishment

The Australian College of Beauty Therapy (ACBT) offers courses in beauty therapy; nail technology and make-up services at Certificate and Diploma level.

The aim of the College is to train students to achieve the highest qualifications and training standards available in Australia today, an important part of the training is to see that all students are well equipped for the workplace and that they are confident in seeking employment.

The College is registered to deliver training and conduct assessments based on national Training Packages. Qualifications are issue to Diploma level, adhering to the Australian Qualification Framework. The College has previously achieved Quality Endorsed Training Organisation (QETO) status with the West Australian Department of Training. This is now being replaced with the current Australian Quality Training Framework (AQTF). The College is also registered with the Department of Education Services to train overseas students.

1.2 Client Diversity

The College has dealt with people from all walks of life including:

- International/Overseas students
- School leavers
- Mature age students
- New career pathways students
- Sole parents (JET)
- Return to work students

1.3 Trainer Qualification and Experience

Training staff hold qualifications relevant to the level of qualifications they deliver, as well as being qualified Workplace Trainers and Assessor to Certificate IV level. New training staff are required to complete the Certificate IV in Training and Assessment (TAA) prior to employment.

1.4 College Profile

The Australian College of Beauty Therapy is a Registered Training Organisation in Western Australia (National Provider Number 50129) and Department of Education Services (Provider Code 01010A) , and is registered to provide the following nationally recognised training courses:

- WRB 50105 – Diploma of Beauty Therapy (CRICOS Code: 017545E)
- WRB 40105 – Certificate IV in Beauty Therapy (CRICOS Code: 035563J)
- WRB 20204 – Certificate II in Make-up Services (CRICOS Code: 035562K)

Other short courses are offered up to 3 months if the student is already studying fulltime on a student visa at another institution. (Check on the Immigration website – Visa Wizard for student visa conditions)

1.5 Resources – Trainer and Equipment

Training resources/equipment held by the College includes the following:

Training rooms: – 1st and 2nd floor, 60 Stirling Street Perth WA seating up to 140 students at a time.

Resources: E-mail and facsimile facilities, website – www.acbt.com.au

Equipment:

- Data Projector
- Digital camera
- VCR, TV and DVD player
- Mobile whiteboards
- Desks and chairs
- Overhead Projector (OHP)
- Electrical equipment for therapy use
- Costume wardrobe
- Lecturer/Student Makeup Product and supplies
- Laptop computer
- Laser printer / photocopier / fax machine
- CD/Cassette/Radios
- Classroom and resource cupboards
- Product trolleys
- Spray on tan
- Student salon
- Lecturer / Student Cosmetic Products and supplies
- Massage beds

Trainers: Access to qualified Trainers with a wide range of experience in:

- Competency based training and assessment
- Customer Service
- Design and development of training programs
- Personal development
- Small business training
- Workplace and technical experience

For the assurance of our customers, The Australian College of Beauty Therapy has established and maintains a quality system based on the Australian Quality Training Framework (AQTF) standards.

2. QUALITY POLICY STATEMENT

Australian College of Beauty Therapy has committed to establish and maintain a Quality Management system conforming to the Australian Quality Training Framework (AQTF), National Code, ESOS Act for quality assurance in design, development, training and assessment, and to use the system as a tool for the continuous improvement of the processes within the College.

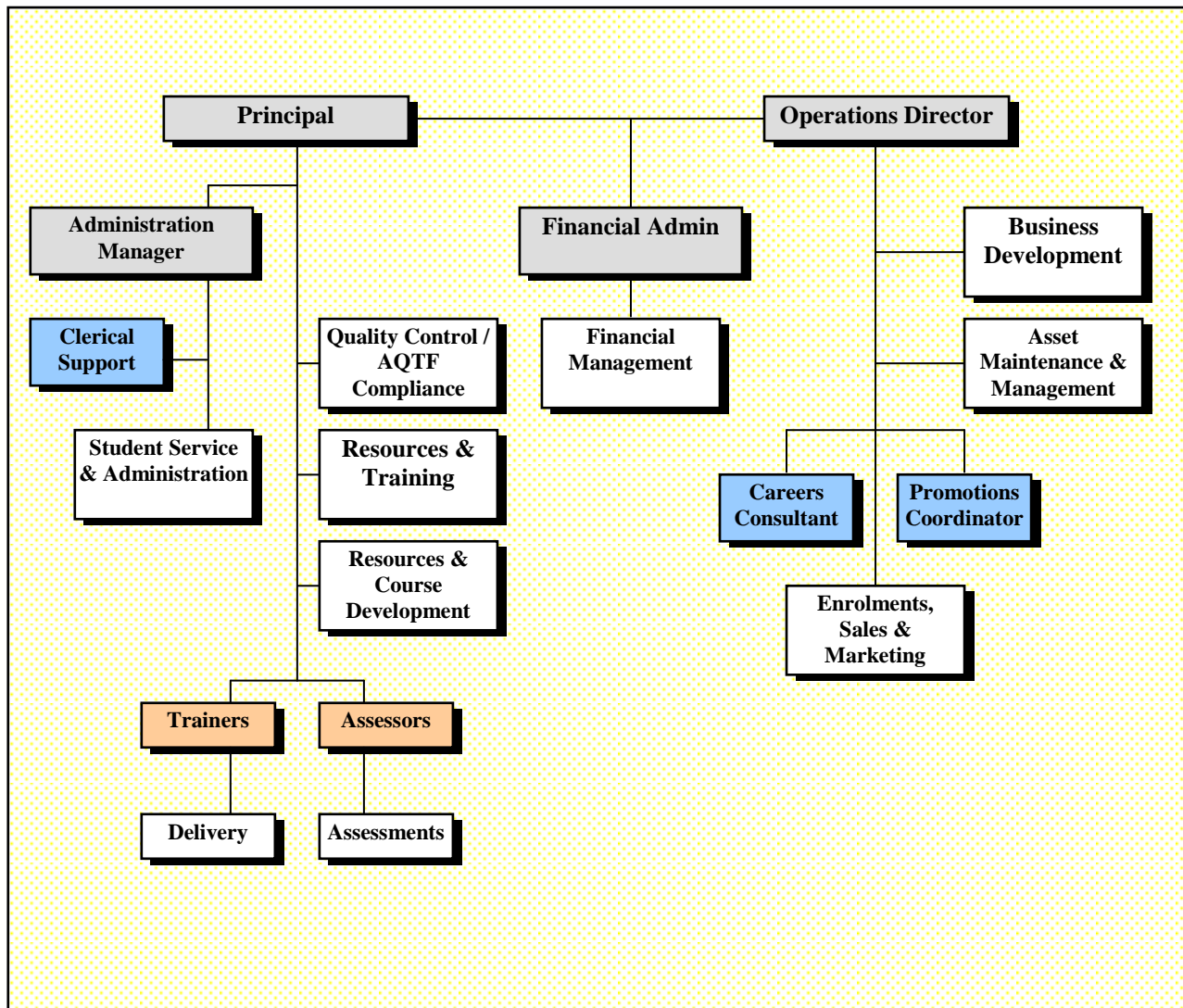
The Australian College of Beauty Therapy is a privately owned College which designs and provides a range of courses to Diploma level, for a student base which is moving into an industry which demands a high level of training and service. The College objectives are to offer a student programme that encourages the development of professional and personal standards and ethics, and to act with integrity and honesty in relationships with the students.

The College is also committed to continuous improvement and excellence in the linking of the theory to practice, based on input from students, lecturers, professional associations, industry representatives, government departments and from observation of international trends and developments. The College encourages personal career development for all its students.

A vital part of the College success is the high level of professionalism of the training and administrative staff to ensure the efficiency of the delivery processes.

The quality of service to the students is the responsibility of every person within the College. It is a policy that all staff and students report any concerns, problems or suggestions they may have with regard to quality, directly to the Principal.

3. ORGANISATIONAL CHART



The “Executive Committee” is comprised of the:

- Principal
- Operations Director
- Administration Manager, and
- Financial Administrator

4. RESPONSIBILITY AND AUTHORITY FOR QUALITY

The Principal shall head the Executive Committee to define working relations, responsibility and authority for quality-related activities. The following summaries of the responsibilities and authorities of position of selected key personnel, within the College.

There are four program areas to conduct the business of the Australian College of Beauty Therapy. This has been identified as:

- Administration;
- Clerical;
- Finance; and
- Training and Resources.

4.1 Principal

The Principal will be the Chairperson of the Executive Committee and responsible for:

- The overall operation, financial and administrative management of the College.
- Strategic management and business planning.
- Overseeing quality standards and quality control procedures within the College.
- Organisational planning and development.
- All dealings with the TAC and Quality Recognition Branch regarding RTO and College matters affected by the Australian Quality Training Framework (AQTF).
- Technical support services to Lecturers, particularly in relation to the AQTF standards.
- Design and production of resources and materials for College Lecturers.
- Managing quality control procedures of training courses and other aspects within the College, according to the AQTF, National Code and ESOS Act standards.
- Ensuring that the Australian College of Beauty Therapy complies with the AQTF, National Code and ESOS Act Standards for Registered Training Organisations across all of its operations and in all its training/assessment activities, including those undertaken by other persons or bodies on its behalf, as appropriate.

4.2 Operations Director

The Operations Director has prime responsibility for:

- Development of the College's business plan and strategies.
- In-charge of promotions and marketing of the Australian College of Beauty Therapy.
- Asset maintenance and management.
- Coordinate processes and activities that ensure a prospective student receives timely and exemplary service during recruitment and enrolments process.

4.3 Administration Manager

The Administration Manager has prime responsibility for:

- Administrative and support services to Lecturers, local students and liaise with international students.
- International Student Welfare and Counselling
- Issuing of AQF qualifications and statement of attainment.
- Monitors all students attendance
- Class timetables, handles students files and records.
- Document and implement administrative policies and procedures.

4.4 Financial Administrator

The Financial Administrator has prime responsibility for:

- Reporting of financial aspects of the College to the Principal and Directors.
- Recording monthly information regarding College receipts and expenditures.
- Prepares organisational budgets and statutory reports.

4.5 Clerical Support

The Clerical Support has prime responsibility for:

- The operations of the general office activities.
- Participant registration and enrolment.
- Reception duties.

The College provides all staff with a job description; a copy of the job description shall also be maintained in the quality records file. This copy is to be signed by the person concerned as having been read and understood.

MANAGEMENT SERVICES

1. QUALITY ASSURANCE

The Australian College of Beauty Therapy will adopt and maintain a quality assurance system that will include clearly documented procedures for managing and monitoring all educational and training operations and for reviewing student's satisfaction.

The Executive Committee will review the quality system periodically to ensure it's continued suitability for purpose and effectiveness in satisfying the requirements of the AQTF, National Code and ESOS Act and the College Quality Policy Statement. These reviews should take place at least once a year. They include, but not restricted to:

- Assessment of the results of the regular internal quality audits and internal verification.
- Assessment of the result of any external audits and verification, where required and completed.
- Consideration of the needs and expectations of customer/students. Particular attention will be paid to complaints/grievances that may be received.
- Consideration of the need to update the quality system in respect to any new technology, new operational practices, changing social and environmental conditions, both national and international.
- Consideration of the performance of suppliers / subcontractors, and any changes to be made to the current preferred suppliers list.
- Review of any non-compliance reports, and the corrective or preventive actions taken.
- Consideration of actions to be taken to promote quality improvement.

A record of reviews is kept in the form of minutes. A copy is maintained in relevant files and a copy is circulated to those taking part, plus others as considered necessary.

1.1 Quality System Planning

The Executive Committee considers and plans for the quality requirements of the College's business activities at the Executive meetings. In particular, consideration is given to the following activities:

- Identifying and obtaining any equipment, processes, skills or other resources to carry out procedures efficiently and to meet quality requirements.
- Ensuring that the documented procedures that take place are compatible with the processes.
- Updating assessment and other related processes and techniques.
- Ensuring that specifications and standards of acceptability for services performed are clearly expressed and understood.
- Ensuring that suitable quality records are maintained.

2. CODE OF PRACTICE

The Australian College of Beauty Therapy lecturers and staff will act in accordance with the highest level of industry standards to provide vocational education in the field of beauty therapy. The ACBT Code of Practice outlines our operational policies and our commitment to our students.

In performing their duties and responsibilities, the Directors, Principal and staff of the Australian College of Beauty Therapy agree to:

- Comply with all aspects of the Australian Quality Training Framework (AQTF) standards, National Code and ESOS Act.
- Plan and provide quality training and assessment services to ensure that the interest and welfare of students are maintained.
- Provide qualified and experienced trainers, lecturers and assessors.
- Provide the highest standard of service to students, act professionally and undertake their duties with honesty, objective, integrity and diligence.
- Treat students fairly with professional concern for their interest in an honest, respectful, integral and compassionate manner.
- Comply with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:
 - i. Occupational, health and safety
 - ii. Workplace harassment, victimisation and bullying
 - iii. Anti-discrimination, including equal opportunity, racial vilification and disability discrimination

- iv. Privacy
- v. Vocational Education and Training (VET)
 - Provide an assessment appeals procedure, opportunities for reassessment and complaints procedures.
 - Use all information in a confidential, appropriate and proper way.
 - Maintain an up-to-date, accurate, confidential and secure training, administrative and financial records.
 - Advertise and market training and assessment products and services in a responsible and ethical manner.
 - Encourage feedback and evaluation from stakeholders for basis of improvement.

3. STATEMENT OF COURSE ASSURANCE

The Australian College of Beauty Therapy is required to ensure that tuition fees paid by students are safeguarded, in the event that the College is unable to continue or cease to offer the course of study in which the student is enrolled.

The student will be able to enrol in a similar course of study offered by another registered training provider and to receive full credit for the unit of study successfully completed as part of the course.

The course assurance is available through the College's membership of the Australian Council of Private Education and Training (ACPET), Australian Student Tuition Assurance Scheme (ASTAS) for local Australian students and Overseas Student Tuition Assurance Scheme (OSTAS) for International students.

This would enable the student to receive a refund of the student tuition fee for any incomplete units of study, or have the funds paid for the incomplete unit to another registered training provider.

4. MARKETING OF EDUCATION AND TRAINING SERVICES

The Australian College of Beauty Therapy will market its vocational education and training product with integrity, accuracy and professionalism. There will be no false or misleading comparisons with any other provider or course.

The following protocols have been established for marketing of information, from within the College to customers:

- All course information provided by College Staff will be done so ethically and with information that is unambiguous.
- The college must accurately represent its recognised training services to prospective customers.
- AQF Qualifications may only be advertised if the college is registered to issue the qualification.
- Advertisements will identify nationally recognised services separately from a course recognised by other bodies or without recognised status, e.g ITEC Diploma.
- An information Package shall be distributed to prospective customers (local or overseas) containing requested information that is accurate and reflects current training information, as required through the AQTF standards, National Code and ESOS Act..

5. STUDENT RECRUITMENT

The Australian College of Beauty Therapy will ensure that recruitment of students in Australia or overseas is conducted in an ethical and responsible manner at all times, and consistent with the requirements of the curriculum. International applicants must meet the required English language proficiency.

5.1 Education Agents: A list of formal accepted Agents by the Australian College of Beauty Therapy is available from the ACBT Website. www.acbt.com.au

6. HONEST DEALING

The Australian College of Beauty Therapy supports the principle of honest and fair dealing. The Australian College of Beauty Therapy will at all times do its utmost to ensure that its students and staff alike are fully and accurately informed to permit them to make decisions in their best interests regarding their future relations with our organisation. This will, however, exclude information that might be considered commercially sensitive or personally confidential.

6.1 Disclosure

- The Australian College of Beauty Therapy will disclose any communication relating to individual student to those students on request, unless the matter is confidential.
- The Australian College of Beauty Therapy will provide regular updates on student progress to ensure that students are fully informed of their progress in the course.
- The Principal may provide student information to educational, training and assessing staff of the Australian College of Beauty Therapy.

6.2 Confidentiality

Notwithstanding 6.1 above, the Australian College of Beauty Therapy will not disclose details of any student to any party or other training institution unless:

- The student is under age and where parent/guardian have consent.
- The College is required to do so under authority of Australian Law or Regulations, or
- The student has approved in writing the release of information.

In all the above cases the Australian College of Beauty Therapy will provide the minimum information required for the purpose specified.

7. COURSE INFORMATION

ACBT will ensure that the prospective students are provided with accurate and clear information regarding the course and units of study that allows them to make an informed decision about the study options. This information will include but not limited to:

- Course program information
- Course fees and charges including refund policy and exemptions
- Student support services
- Credit transfer and Recognition of Prior Learning (RPL)
- English language proficiency requirements (international students)
- Complaints and appeals procedures
- Disciplinary procedures
- Facilities and equipments

8. STUDENT SERVICES AND WELFARE

Over and above contractual obligation to the student, the Australian College of Beauty Therapy seeks to create a friendly and caring environment, attentive to legitimate needs of students.

Wherever possible, the College will strive to ensure that students have the best chance of success in their course through the provision of:

- A cheerful welcome,
- Friendly, co-operative advice,
- Motivation and support on training and assessment issues,
- Monitoring of performance to determine if issues other than physical/academic ability are impacting on progress,
- Counselling on personal issues, if considered appropriate, and
- Referral to appropriate specialist assistance, if required.
- Students who may experience difficulties whilst attending the College are encouraged to discuss and resolve their situation by contacting the Administration Manager or Principal. Students are able to contact the College, in case of emergency, after hours on mobile:

0419 194 680.

9. STUDENT ORIENTATION PROGRAM

Student orientation will take place on the first day of class. All students are introduced to their Lecturer, the Administration Manager and the Principal who will conduct the Orientation/Induction. The Principal will cover such things as:

- Student Induction Checklist
- Ensure that all students have copy of Student Handbook
- Discuss attendance, personal presentation, class requirements, assessment processes, classroom activities, In-house Salon etc.

The Lecturer will take the students on a tour of the College and explain housekeeping etc.

10. LANGUAGE, LITERACY AND NUMERACY

Where language, literacy or numeracy issues may affect progress, the student will be counselled on the minimum requirements to achieve competency. The Lecturer/Assessor will advise the student of an appropriate course of action (including referrals) for remedial assistance. In cases where the language, literacy or numeracy issues are such that it impinges on the individual or group's safety and security, or the safe and efficient use of equipment, the student will be required to undertake remedial development before continuing with the training or assessment.

If Students are having particular difficulties, they may seek assistance from the Principal, Administration Manager or be referred for more professional assistance.

Queries can be directly made to the Principal or Administration Manager:

Australian College of Beauty Therapy

2nd Floor, 60 Stirling Street, Perth WA 6000

Phone: **(08) 9228 4611** between the hours of 8:30am and 5:00pm Monday to Friday.

Email: acbt.principal@space.net.au or acbt.admin@space.net.au

Professional referral may incur costs at student expense.

11. ACCESS AND EQUITY

The Australian College of Beauty Therapy supports equal opportunity within the parameters of the requirements of the company and appropriate legislation and as such is committed to opening all of its courses to any person who wishes to participate regardless of:

- sex, marital status or pregnancy;
- family responsibility, family status;
- race, religious or political convictions;
- impairment or age;
- disability (physical, learning disabilities)
- homosexuality or transgender status

Provided that the student meets the minimum entry requirements when and where stipulated in the program and/or the Training Packages. The College entry requirement for courses is completion of year 10 or equivalent.

Where pre-requisites are not listed any student is able to attend and partake of the training as long as they are able to complete the requirements of the course. When a student cannot complete a training requirement the College may suggest and/or offer alternative arrangements until they are able to finish the training.

Therefore, access to the packages included in the scope of this application are not limited on the basis of age, gender, social or educational background, race, language or religion. The delivery modes are designed to meet the needs of individual and cultural differences in order to meet the defined competencies required. In fulfilling this policy the College aims to:

- Promote the development of a College culture supportive of equity principles.
- Ensure that all of its management and training policies and practices reflect the social and cultural diversity contained within the College and the community, which it serves.
- Ensure that the appointment and advancement of staff and admission and progression of students within the College are determined on the basis of merit only.
- Provide equal employment and training opportunities within the College and identify and remove barriers to participation and progression in employment and training.
- Comply with State and Federal legislation on discrimination, equal opportunity and binding international human rights instruments.

For staff this policy relates to all aspects of employment including recruitment and selection, academic promotion, job classification, staff development, supervision and interpersonal relationships.

12. CONTINUOUS IMPROVEMENT

Australian College of Beauty Therapy is committed to continuously improving their quality management policies, practices and procedures.

The management of ACBT is responsible for promoting and coordinating the implementation of quality, safety and environmental values and continuous improvement initiatives across the College, working closely with the administration staff, lecturers and students.

Continuous Improvement Objectives:

- To make the changes necessary to establish standards and reliable methods for performing key work procedures.
- To promote the establishment and maintenance of measurement systems to ensure that processes operate to their best, and to give early warning of problems occurring within processes.
- To establish a baseline of process performance from which continuous improvement initiatives may be launched.

Continuous Improvement Processes:

- Gathering of data and resources process, the information for continuous improvements may come from students, staff members or external agency;
- Identify the issue/s and documenting these by completion of a Continuous Improvement Form and noting the issues on the Continuous Improvement Register;
- Create and Implement an improving strategy; and
- Monitor the outcomes and progress of the issue/s for improvement.

12.1 Gathering of Data and Resources Process**Students**

- a. Student Feedbacks – Lecturer and Unit of study
In each semester students are asked to complete questionnaires related to their learning experience to date with a focus on the lecturer and unit content.
- b. Student raising concerns by letter or email.
- c. Student raising concerns directly to staff members.

Staff members

- a. Internal staff meetings
Management meetings are held on the 1st Friday of each month, should this date fall on a public holiday the meeting is conducted on the following working day.
- b. Internal quality performance and compliance audits.
- c. Staff feedbacks / Suggestion Forms
Staff concerns are raised directly to the Principal. Feedbacks are also gathered through regular staff performance review meetings.

External agency

- a. Registered Training Organisation (RTO) compliance audit by Training Accreditation Council (TAC)
- b. Updates in the Training Packages
- c. Updates in Australian Quality Training Framework (AQTF) standards.
- d. Updates in the National Code and ESOS Act
- e. Feedback from Professional Associations

12.2 Identifying Issues

In the event of an issue/s being identified for continuous improvement. A detailed report is documented in the Continuous Improvement Register for monitoring.

12.3 Strategies for Improvement

Strategies for continuous improvement are created and implemented by the Executive Committee with the concerned parties involved and with the approval of the Principal and Director.

12.4 Monitoring Continuous Improvement Outcomes

The Principal and Administration Manager monitors the outcomes and progress of the continuous improvement issue/s identified.

13. OCCUPATIONAL HEALTH, SAFETY AND WELFARE (OHS & W)

The Australian College of Beauty Therapy is committed to maintaining a safe and healthy environment for staff, students and visitors. This means that students, staff and visitors have a responsibility to conform to all the policies implemented by the Company. All staff/contractors are aware of these policies, and will be discussed with students during orientation/induction.

Students have a responsibility to:

- Observe Occupational, Health, Safety and Welfare requirements
- Ensure you are not, by use of alcohol or drugs, in a state that may endanger their own or others' safety.

The College will achieve the highest level of occupational safety and health for all by:

- The provision of an adequate, responsible financial budget for the function
- Sound workplace planning, design and operation
- A positive and consistent example of all levels of administration and supervision
- Training based on standard proven work methods and written operational and administrative procedures
- Training, counselling and where necessary, rehabilitation of those involved in its activities and the enforcement of statutory and College safety regulations and procedures.

It is the responsibility of all College personnel to ensure the implementation of safety systems appropriate for their operational responsibility and in accordance with current technology.

It is the responsibility of supervisory staff at every level to ensure that safe working procedures are clearly understood and consistently observed.

All accidents on college premises, work experience location or the college's excursions must be reported to the lecturer or administration immediately.

Notwithstanding any of the above, neither the Australian College of Beauty Therapy nor its Lecturers/Assessors are liable in any way for the health and safety of students in their own place of work.

13.1 Examples of unacceptable behaviour

Unacceptable behaviour includes:

- Disobeying any reasonable direction by a College Trainer/Assessor.
- Discrimination and harassment.
- Bullying and intimidation.
- Making racist or sexist comments.
- Assaulting or attempting to assault anyone while on the College premises or in the workplace, while meeting with a College Trainer/Assessor.
- Behaving in a disruptive manner such as swearing, yelling or using offensive language.
- Viewing or distributing offensive material via the Internet, e-mail or other means.
- Illegal use of drugs or alcohol.
- Vandalising or causing wilful damage to College property.
- Endangering the safety of yourself or others.

13.2 Consequences of unacceptable behaviour

Where behaviour is disruptive or unacceptable, disciplinary action may be taken.

- A Lecturer/Assessor may ask a student to leave the training area or refuse entry to a training area if behaviour is disruptive or dangerous.
- A student may be suspended or expelled by the Principal, for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens the College's property.
- The police may be contacted in cases of possible criminal behaviour.

14. ASSESSMENT AND MODERATION

The Australian College of Beauty Therapy will continuously review assessments performed within the College to ensure that the skills and knowledge it is assessing and the standards it is setting for these, are relevant and furthermore meet the needs of the relevant industry.

To do this the College has all of their assessment tools and materials reviewed by relevant industry bodies and professional association.

Result of student assessments that are conducted under trial conditions are to be signed off by assessors and will be subject to validation prior to issuance of qualifications either by another qualified assessor, the Principal, the Administration Manager or a relevant industry body or professional association.

The College also conducts an independent review for both the assessment and criteria for competency.

15. RISK MANAGEMENT

The Management of Australian College of Beauty Therapy is responsible for overseeing and approving risk management strategy and policies, internal compliance and internal control.

The Quality Auditor is required to assess risk management and associated internal compliance and control procedures and report back on the efficiency and effectiveness of risk management.

The process of risk management and internal compliance and control includes:

- Identifying and assessing significant risks that might impact upon the achievement of the company's objectives.
- Developing risk management strategies to manage identified risks, and designing and implementing appropriate risk management policies and procedures.
- Monitoring the performance and improving the effectiveness of risk management procedures.

To this end, procedures are in place that are directed towards achieving the following objectives:

- Effectiveness and efficiency in the use of the company's resources. Procedures are established for the protection of the company's assets and records from breaches of security, fire and disaster.
- Compliance with applicable laws and regulations. The College has a range of policies and procedures to minimise the risks in areas of occupational health and safety, quality management and AQTF compliance.
- Preparation of reliable financial information. The College's accounting procedures and internal and external audit programmes are designed to produce accurate financial and operating reporting.

The Management oversees an annual assessment of the effectiveness of risk management and internal compliance and control.

FEES, CHARGES AND REFUNDS

1. FEES AND CHARGES

Rules and principles associated with fees, withdrawals and refunds are clearly set out in enrolment forms, marketing brochures and associated documentation, copies of which are provided to all potential students and which are available on request at any time. All fees are to be paid as per the original enrolment contract and any changes to this procedure is at the consent of the Principal without creating a general precedent (eg. In the case of special disadvantage).

- Administration and Tuition fees are clearly stated on the enrolment contract
- You are normally required to pay the Administration fee and tuition fees for 1st semester and balance of fees at 2nd semester.
- Students unable to pay fees when required will be required to pay a course deposit and arrange a payment plan (direct debit) agreement on enrolment.
- Students will be issued COE (Confirmation of Enrolment) only when deposit amount has been made
- In the event that the fees are outstanding or the payment schedule is not up to date, ACBT may, at its discretion apply any one of the following:
 - Advise in writing of breach of enrolment conditions
 - Advise Immigration of breach of enrolment conditions.
 - exclude the student from attending classes;
 - exclude the student from sitting exams;
 - withhold student result and qualifications
- Cancellation of payment plan agreement will only be granted if the remaining course fees are paid in full.
- All fees outstanding for a period greater than 30 days may be referred to a debt collection agency and the student will be liable to all recovery costs.
- Payments more than 7 days overdue will incur a late payment fee of \$8.25 per week per payment

1.1 STUDENT REQUIREMENTS

In addition to Administration fees and Tuition fees, as part of the Students Requirements all students are required to purchase:

- i. Beauty kit (for Diploma of Beauty Therapy & Certificate IV in Beauty Therapy)
- ii. Make-up Brush kit and cape (for Diploma of Beauty Therapy & Certificate IV in Beauty Therapy)
- iii. Professional Make-up kit (Certificate II in Make-up Services)
- iv. Uniform (trousers & Tops & shoes)
- v. Text books

1.2 HEALTH INSURANCE

It is a requirement that students must have Student Health Cover whilst studying at the College. Student Health Cover must be valid from time of entry into Australia to the completion of course (52 weeks). Additional time may be required if the student was to attend the student Graduation. (Visa must also be current)

2. PAYMENT METHOD

2.1 Course Payment in full and Course Deposits

Students paying their course fees can do so by using one of the following options.

Processing of payments may take a number of days; bank deposits will only be registered once they are credited into the College's account.

In Person

Simply make payments to the College's reception, we accept payments by cash, bank cheque, money order, EFTPOS, Mastercard, Visa and American express.

Direct Deposit

You can electronically transfer funds from your nominated bank account into the College's account. Please contact your bank for details. The College's account details are as follows:

Bank:	ANZ Bank
BSB Number:	016-185
Account Number:	1074-01197

Post

Simply mail your bank cheque or money-order (no notes or coins) to:
Accounts Department, PO Box 8477, PERTH WA 6849

3. CANCELLATIONS AND REFUND POLICY

Refund Policy for Fee Paying Students

The Australian College of Beauty Therapy Refund Policy is in accordance with the Department of Education Services minimum refund specifications. The specifications appear as Appendix A of the Policy Guidelines – Registration for Providers of Education Services to International Students (January 2008)

Reason for Refund	Notification Period	Refund
1. Students application for a visa unsuccessful.	Prior to semester/course Commencement.	Registration Fee: AUD\$250.00
2. Student with a visa withdraws	More than 10 weeks before semester commences	Full refund of semester fees paid less AUD\$1000.00 or 10% whichever is the lessor
	More than 4 weeks and up to 10 weeks before semester commences	70% of a semester's fees.
	4 weeks or less before semester commences.	40% of a semester's fees. less AUD\$1000.00 or 10% whichever is the lessor
	After semester commences and during first 4 weeks	30% of a semester's fees less AUD\$1000.00 or 10% whichever is the lessor
3. If provider withdraws offer, fails to provide program offered or terminates an Education service	Before semester commences.	Full refund.
	After semester commences	
4. If a provider withdraws a student from an education service because the student has seriously breached international student visa conditions or provider's rules	After semester commences	No refund of the 1 st semester's fees and not less than 40% of fees applicable to 2 nd semester fees.

ACBT will ensure that:

- Student's course fees are refunded should ACBT cancel the course delivery for any reason.
- Overseas students are refunded their tuition fees if a student visa is not granted.
- Funds paid by local and overseas students are safeguarded by a student tuition assurance scheme. (TAS)

3.1 Application for Refund and Process

- If you are eligible for a refund on paid tuition fees, you can apply in writing to the:
Administration Manager
Australian College of Beauty Therapy
P.O. Box 8477
Perth WA 6849
- Ensure that you briefly explain why you are entitled for a refund and attach any independent supporting documents that would support your claim.
- The Administration Manager will review your application for refund on the basis of your supporting documentations. It is your responsibility to provide the College with all relevant documentation to support your claim.
- The Administration Manager will make a decision whether to refund your paid tuition fees based on your claims.
- The Administration Manager will write to you, normally within 14 days, advising you of the outcome. If you are successful with your application for refund a refund cheque, if applicable, will be mailed to you. Students must allow up to 20 working days for refund to be issued.

4. ATTENDANCE AT SCHEDULED ASSESSMENTS

All qualifications are based on completion of each Unit of Competency before a nationally recognised qualification may be issued. Attendance is compulsory for all theory and Practical assessments.

5. DEFERMENTS OR NON-COMPLETION OF COURSE

5.1 Deferrals

Deferral including leave of absence will only be granted through formal agreement in certain limited circumstances including consideration of the following:

Before course commences:

- Visa is refused
- Visa taking longer than expected to get approval
- Compassionate or compelling circumstances such as:
 - Serious illness or injury, where a medical certificate states that the student is unable to attend classes
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impact on the student's studies.
 - A traumatic experience (witness or victim of a serious crime, involvement in or witness a serious accident)

After course commences:

- Compassionate or compelling circumstances (see above)

Student must send to the college written notice of any deferral addressed to the Administration Manager within 7 days of non-attendance or prior to commencement of course.

A student unable to continue their course due to health reasons (supported by a Doctors letter/medical certificate)

A fee of \$75.00 will be charged for administration costs.

Deferrals can only be granted with up to 6 months additional time. Any outstanding fees must be paid before deferral can be granted.

The College has an obligation to notify Immigration of any deferrals.

Any price difference in course fees during deferral must be paid by student before re-commencement of course.

Implied deferral from the College. The College to put in writing to the student a Notice of Intention allowing 20 working days notice for an appeal.

It is the student's responsibility to follow up any deferrals with DIAC. (Department of Immigration and Citizenship)

6. SUSPENSION OR EXPULSION FROM COURSE

The ACBT will process any suspension or expulsion in accordance with the provisions of the ESOS Act and the national Code 2007.

Suspension may be imposed:

- Behaviour by the student is unacceptable
- Compassionate or compelling circumstances (see above)

Where the Principal or Administration Manager is of the opinion that a student should be temporarily suspended from a course or unit of study, the student will be notified in writing (Notice of Intention to Report, giving 20 working days to appeal). This letter will specify reason of the suspension, the duration of the suspension and details of how the student is expected to maintain course progression during the period of suspension.

Expulsion may be imposed:

Where the Principal or Administration Manager is of the opinion that a student should be expelled from a course or unit of study, the student will be notified in writing (Notice of Intention to Report, giving 20 working days to appeal). This letter will specify reason for the expulsion, the duration of the expulsion.

7. CANCELLATION OF ENROLMENT

In the event that the Principal and or the Administration Manager intends to cancel the students enrolment the student will be notified in writing. The Notice of Intention to Report will include a statement that the student has 20 working days in which to lodge a complaint of appeal.

In the event that an Overseas student may be deferred, suspended or expelled and cancellation of the enrolment is warranted, the College will be required to notify DIAC (within 7 days of the suspension or cancellation of enrolment is effected). The student Visa may be affected.

FACILITIES AND STUDENT SERVICES

1. FACILITIES AND STUDENT SERVICES

1.1 College Address

2nd Floor, 60 Stirling Street, Perth WA 6000

The College is situated within easy walking distance to Perth, The State Library of WA, Perth Central Train Station and numerous car-parking facilities. A lunch shop is located adjacent to the College in Stirling Street.

The College is currently situated on level 2, 60 Stirling Street, Perth. However, the College reserves the right to relocate to new premises at any time in the future. All students will be notified, as soon as possible, should the College intend to relocate to enable students to make the necessary arrangements to attend classes. Students should be aware that the conditions of their Enrolment Contract still apply in the event the College relocates.

1.2 Mail Address

P.O. Box 8477
Perth Business Centre WA 6849

1.3 Operating Hours

Although these hours are subject to change, they are generally as follows:

Monday:	8:15am – 9:00pm
Tuesday:	8:15am – 5:00pm
Wednesday:	8:15am – 9:00pm
Thursday:	8:15am – 5:00pm
Friday:	8:15am – 5:00pm
Saturday:	8:15am – 4:00pm
Sunday:	Closed

1.4 Telephone

A public phone is located in Stirling Street. (Just outside the Building)

1.5 Lost Property

Lost property is located at the College reception. Please label your belongings so we could contact you should the need arise. All lost property is held for one semester and then donated to charity.

1.6 Water Coolers

Free drinking water is available from the water coolers located at the lunchroom.

1.7 Smoking Regulations

Smoking is not permitted within the College premises, in particular the College entrances, doorways and stairwells. **Smoking in College uniform is not permitted.** Your professionalism inside and outside the College **whilst in College uniform is a reflection of the College**, therefore any misconduct will not be tolerated and will result in exclusion from class.

1.8 Job Placement Assistance

As part of our commitment to our students, ACBT is offering students and graduates services to assist in securing employment. Eligible job-ready students and graduates will be referred to the job vacancies that employers make available to the College.

Positions available are updated on a regular basis on the Job Notice Board located at the hallway on the 2nd Floor. To find out more about this service, please contact the College Reception on (08) 9228 4611.

1.9 College Salon

The ACBT College Salon is located at the 1st Floor of the college building. If you are a current student at the college, this is where you could potentially practice your skills and knowledge with the work experience program available to you. For this reason, it is important to support the Salon, so tell your family and friends to visit the salon.

1.10 Lunchroom

The lunchroom is provided for students use. The lunchroom has facilities such as a fridge, microwave, tea and coffee, and a vending machine. Students are responsible for keeping the lunchroom neat and tidy.

1.11 Photocopying

Photocopying is available at the reception desk. This service will incur a charge of 0.20 cents per page copied.

1.12 First Aid

A first aid kit and some feminine hygiene products are available at the reception desk. In the event of an injury or accident that requires urgent medical attention, report to your lecturer or the administration immediately. Pain relief products are only dispensed by signing the first aid dispensary form.

1.13 Library

Students have the opportunity to utilise the first class facilities of the State Library of WA. The College is within a 5 min walking distance to the State Library of WA, located in the Alexander Library Building which is part of the Perth Cultural Centre. Situated in Northbridge between Francis Street and the James Street Mall.

Please check with the State Library for opening hours by calling (08) 9427 3111 or go to website: www.slwa.wa.gov.au. To gain further information on the services and products available at the Library.

2. Student Services

2.1 Academic Performance Counselling

Lecturers monitor the academic progress of their students. If you have difficulty with a particular subject, you should make time to speak with your Lecturer as soon as possible. If your performance is unsatisfactory your Lecturer will counsel you.

Students who are having difficulties with their studies may be assisted by:

- A buddy arrangement with another student in the same class or another class who is able to work with the student to guide and coach them.
- Offering extra time after class with the lecturer.
- Placed in extra classes to assist with their academic progress

2.2 Attendance Counselling

Student's attendance is regularly reviewed by the Lecturer and Administration Manager and will counsel those who are at risk of not meeting their attendance requirements. It is important that Students make an appointment with the Administration manager if they have any questions or concerns about their attendance record. In the event attendance is low, students can be placed into extra classes to make-up time required and also assist with their academic progress.

2.3 Personal Counselling

Students suffering from personal problems should contact the Administration Manager and discuss their issues. The Administration Manager may refer you to a Professional Counsellor or Psychotherapy service (e.g. Analysis WA)

3. Translators and Interpreters

3.1 Translator:

A translator deals with written text. They translate from one language to another. A Translator may be needed for written documentation.

In the event that a student requires the service of a translator, contact the Administration Manager for details of location and costing.

3.2 Interpreter:

An Interpreter deals with the spoken word. They interpret what someone says into another language. An Interpreter is needed for situations where help is required in understanding what someone is saying or to help someone else understand what you are saying.

In the event that a student requires the service of an Interpreter, contact the Administration Manager for details of location and costing.

IMPORTANT INFORMATION

Change in Personal Details

Students are responsible for notifying the college of any changes to personal details including change in name, address, phone numbers, email address and emergency contacts person's details. All correspondence including results will be posted to the address supplied on the student enrolment form

The College does not accept responsibility for any documents lost due to failure to notify of new contact details. Student wishing to change their names are required to produce a certified documentary evidence to support the change.

Results and Awards

Fulltime students

Student's results and awards are ready for issue within 28 days of completion of the training program; fulltime students usually collect these documents at the graduation ceremony.

Students not attending the graduation ceremonies can obtain their results and awards by contacting the college administration.

Results and Awards that have been lost or damaged can be replaced, however these will incur a charge of \$22.00 each for reprinting.

Graduation Ceremonies

Students who complete their qualifications are invited to attend a Graduation Ceremony. These are held twice per year, one in March for end of year graduates and one in September for mid-year graduates. The venue, date and time of the graduation ceremony will be available by the end of semester and will be made known to the students graduating.

Students wishing to attend must ensure that they comply with their Visa requirements.

COMPLAINTS AND APPEALS

1. COMPLAINTS AND APPEALS

1.1 Complaints Procedure

The Australian College of Beauty Therapy will attempt to resolve complaints issues on an individual case basis if they arise.

This Policy is designed to facilitate confidential resolution of complaints with a minimum of delay and formality for any student who believes that they have been unfairly treated and has a complaint against the College.

The Australian College of Beauty Therapy will attempt to resolve complaints on an individual case basis if they arise.

All students, current or prospective are entitled to access the complaints procedures set out in this policy.

i. Procedures for resolving complaints from International Students

- a. If a student has any complaints within class, the Lecturer is first contact to resolve the complaint.
This is always handled on one to one, either during a class break or after class.
- b. If the student has a complaint with their Lecturer, the complaint is first taken to the Administration Manager and/or Principal who will address the complaint.
- c. If in both situations the student does not feel satisfied with the outcome, an internal review panel will meet with the student to resolve the complaint.
- d. The internal review panel will be made up of the Principal or Manager, a senior Lecturer (not the students Lecturer), a Senior Student and a senior external Industry representative.
The meeting will be kept informal with both student and College given ample time to present their case.
- e. If a solution is not reached, either party may consult an independent conciliator.
- f. Notwithstanding every possible effort will be made internally to satisfy and resolve any complaints for students.

1.2 Independent External Student Appeals Service:

The College has membership to the ACPET External Student Appeals Service. Should this service be required ACPET will assign a Conciliator at the cost of \$200.00 to be paid each by the student and the College.

1.3 Appeals Process

In the case of an appeal against an assessment result, the student may make application to the Trainer/Assessor concerned, which will attempt in the first instance to resolve the disputed assessment. Where, as a result of the appeal, the assessee is not satisfied; a written appeal is to be forwarded within 7 days to the Principal for consideration.

The Principal may gain assistance from other suitably qualified persons in considering the appeal. The Principal may reject the appeal, require a reassessment, support the appeal or deal with the matter in any other appropriate way.

The outcome of the Trainer/Assessor and Principal considerations will be given in writing. The Principal's decision is final. Where the appeal is against an assessment completed by a College representative, a competent person qualified to assess in the area may be appointed to review the assessment decision.

At any time during the appeal process, the applicant for assessment may request another assessor be appointed. The Principal must approve this request, and additional costs incurred may be charged to the applicant.

Students should not be deterred and are not to be counselled from exercising their right to appeal against an assessment where they feel they have been wrongly assessed.

In the majority of cases, minimal costs would be incurred (\$75.00). The costs will be advised during the initial appeals interview, for which there will be no charge.

The decision related to fees for appeals or change of Assessor, will be made by the Principal when applying the principles of fairness and equity and the relative legitimacy of the claim.

The process for appeal should be finalised within a 3-month period.

CODE OF CONDUCT

Students, staff and contractors at the Australian College of Beauty Therapy have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. This right is accompanied by everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality

The right for clients to have a say is balanced with the responsibility to listen to others, students may expect staff to:

- treat people in a fair and non-discriminatory way.
- be professional in performing their duties.

Students have a responsibility to:

- observe any class rules or behaviour guidelines set by Trainers/Assessors.
- behave in a manner that does not interfere with the learning of others.
- conduct themselves in a responsible manner while in training or within an industry experience.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

Students will be assessed daily on personal presentation (grooming), professionalism (acting responsibly), manner (behaviour) respect for others and the environment (public property and the belongings of others) and for class teamwork.

1. PRESENTATION

1.1 Uniform and Presentation requirements

While students are attending the College, students will be trained and assessed for a professional career, therefore the standard of dress, grooming and conduct are extremely important.

Students attending training programs and assessments need to comply with the College requirements of uniform in their training and assessment activities, as detailed in Training/Assessment plans.

Students are required to wear the College uniform from the College preferred uniform supplier. Shoes and uniform should comply with the description set out in the uniform pack available at the college reception. All students should ensure that their hair is neatly tied back at all times and nails should be clean and short.

Student's professionalism inside and outside the College whilst in College uniform is a reflection of the College; therefore any breaches of misconduct will not be tolerated.

Dress codes for Lecturers and Assessors will be as stated in the College requirements for their involvement in these activities in support of the students.

1.2 Non-compliance

Non-compliance of uniform will result in exclusion from class.

1.3 Jewellery and Valuables

Students are advised not to wear jewellery at all times in class to prevent items from being lost or stolen. ACBT accepts no responsibility for lost or stolen valuables. Refer to the college reception for lost and/or found items.

2. COLLEGE RESOURCES

In order to help keep the college resources in good working conditions, students are required to assist in maintaining serviceable facilities, resources and equipments.

Students are required to report any breakage and/or faults with equipments to their lecturer or the college administration.

Students are required to leave classrooms, lunchroom, change rooms and other public areas in a neat and tidy manner after classes' and/or usage of the rooms and ensuring that the equipment and tools used are clean, working and correctly stored.

Evidently each student is responsible for the care of the College property in the rooms, facilities, public areas and the campus in general. Any student who is responsible for damaging College property will be billed for the necessary repair work. Disciplinary action may also result.

3. ATTITUDE AND BEHAVIOUR

3.1 General

Students may not engage in behaviour which infringes on individuals or group rights or which jeopardizes the health and safety of individuals and property.

3.2 Classroom Rules

Students have the responsibility to:

- show courtesy and respect toward fellow students, lecturers and other College staff members;
- ensure that their behaviour is not disruptive to the learning of others;
- ensure that the College environment is kept neat, tidy and secure;
- ensure that they are punctual, polite, prepared and display a positive manner;
- behave in a way that protects the health, safety and wellbeing of others;
- respect personal possessions and school property.

Students are required **NOT** to:

- eat, drink (except for water) and/or chew gum in class at all times. Food and drinks are to be consumed in designated eating areas.
- enter the classroom or the lecturers/staffroom unsupervised.
- have their mobile phones switched on during class, phone calls can be made or received during break times.
- have their sounds and photographic equipments switched on during class, unless approved by the lecturer for class purposes.
- bring children and pets in class due to the disturbance and distraction to other students.

The Principal at her discretion can refuse to permit a student to continue attendance at the College for inappropriate behaviour, theft or injury caused to another student or lecturer.

Suspension or termination will not affect the liability of outstanding fees and/or expenses. All fees must be paid as per enrolment agreement.

4. ATTENDANCE

All students are required to attend a minimum of 90% of classes in each semester to be deemed competent in the College assessment processes. The College and/or Trainers cannot be held responsible for information missed by a student through absence. Attendance missed must be made up in extra classes to ensure competency in the College assessment process.

Please ensure that you arrive on time for your classes. Students are expected to arrive at College at least 10 mins before class. Any student leaving the College before class finishes is required to see their lecturer for a sign out slip and sign the sign out book at reception. In the event that you are unable to attend class or will be late, please notify the College before 8.30am.

The College has an obligation to notify the Immigration Department when attendance falls below 80%.

4.1 Lecture Times

Students are expected to arrive at the College at least 10 minutes before class starts. Normal lecture times are:

Day – Diploma Make-up classes (Monday, Wednesday & Friday)	9.00 am to 4.00pm	= 21 hours per week
Day – full time beauty therapy classes (Tuesday, Wednesday, Thursday & Friday)	9.00 am to 3.00pm	= 24 hours per week
Day – full time beauty therapy classes (Monday, Wednesday & Thursday)	9.00 am to 5.00pm	= 24 hours per week

4.2 Minimum Attendance

Students are required to attend a minimum of:

Diploma students: Beauty Therapy & Make-up	90% of classes in each unit/semester to be deemed competent in the College assessment process.
Certificate IV in Beauty Therapy, Certificate II in Make-Up Services	90% of classes in each unit/semester to be deemed competent in the College assessment process.
International Students	Attendance is monitored and recorded, The College is required by the Australian Government to report any unsatisfactory attendance that does not meet the department's requirements. Immigration requires no less than 80% attendance.

4.3 Missed Classes

The College and/or Lecturers cannot be held responsible for information missed by a student through absence. Students can approach the Admin Manager for assistance. This will be assessed on an individual basis

Any student leaving the College before the end of a class is required to see their lecturer and sign the sign-out book.

In the event that you are unable to attend class or will be late, please notify the College. The student may be required to provide legitimate proof of absence and/or provide a medical certificate.

- A medical Certificate is required as proof of absence and is required if referred to DIAC. (Please Note: sick days are counted as non attendance therefore any time taken under the required number of days of attendance (see minimum attendance) will be required to be made up in other classes).

4.4 Non-attendance Without Notice

Any student not attending class for a period of 4 working days without notifying the College or the College unable to contact the student will be sent a Notice of Intention giving the students 20 working days to respond before notifying DIAC.

5. ALCOHOL AND OTHER DRUGS

Students are not allowed on the College premises when under the influence of alcohol; consumption of alcohol by any student on the College premises is prohibited. The possession, use or sale of illegal drugs on College premises is not tolerated and will be reported to the police. Any offender risks suspension, expulsion and/or being reported to the police.

6. WEAPONS

Students are not allowed to bring knives and other weapons to the College premises, it is an offence to be in possession of weapons in educational facilities and public places. Threats to any of the College's staff member and/or students will be reported immediately to the police. Any offender risks suspension, expulsion and/or being reported to the police.

DISCIPLINARY PROCEDURES

- Students must abide by the College rules and regulations set out in this student handbook at all times.
- Should a student breach any of the Colleges rules and regulations or behave inappropriate. The lecturer will verbally inform the student of the offence and suggest a more appropriate behaviour to rectify the situation.
- If the student breaches the College rules and regulations for a third (3) time and has been cautioned by their lecturer about their inappropriate behaviour. The matter will be referred to the Administration Manager, Principal and possibly DIAC.
- The Administration Manager and Principal will review the situation along with any supporting evidence that the lecturer provides.
- The Administration Manager will then advise the student and ask him/her to respond in writing within five (5) working days. The student will be given the opportunity to respond to all allegations against him/her.
- If the matter is still unresolved, a panel comprising the Administration Manager and the College Principal will hear and attempt to resolve the situation. Should the decision not resolve the matter to the satisfaction of both parties, the College Principal may wish to make further recommendations (in writing) to resolve the matter giving 20 working days notice. (Notice of Intention to Report)
- An independent person may accompany both the College and the student during the meeting.

Should the student be found in breach of the College rules and regulations, possible actions may be taken:

- May be asked to apologise to those involved.
- A Lecturer/Assessor may ask a student to leave the training area or refuse entry to a training area.
- Withdraw from the unit or course (DIAC to be notified)
- A student may be suspended or expelled by the Principal, for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens the College's property. This action may affect your Visa conditions.
- The police may be contacted in cases of possible criminal behaviour.

The following behaviour is regarded as serious and will result in immediate dismissal:

- Theft
- Discrimination or harassment against other students, lecturers and college staff members
- Being under the influence of recreational drugs or alcohol during college hours
- Deliberate damage to the college property
- Physical violence or threat of physical violence
- Serious breach of safety rules

If you have been found guilty of misconduct, you will be issued with a Notice of Intention to Report.

NOTICE OF INTENTION TO REPORT:

A Notice of Intention will be issued under the following circumstances:

- Unsatisfactory attendance
- Unsatisfactory academic progress
- Non payment of fees
- Disciplinary reasons – (misbehaviour)
- Does not hold current Student Visa

ACADEMIC INFORMATION

1. ASSESSMENT

1.1 General Principle

The principles of the Australian Quality Training Framework will be adhered to in relation to competency-based courses. The Australian College of Beauty Therapy sets its standards to industry "best practice" requirements. In competency based and non-competency based courses, training and assessment standards are set to ensure that successful students are highly competitive with those of other training and educational institutions.

1.2 Detail

- Assessment is open and transparent and not influenced by factors extraneous to actual performance against elements and performance criteria from units of Training Packages.
- The process complies with National Assessment Principles and is a valid, fair, reliable, flexible and consistent assessment of competencies
- Commitment to validity ensures that due allowances are provided to students who are legitimately disadvantaged in assessment due to physical, linguistic or other barriers and, as far as possible, alternative assessment will be provided within the constraints of reliability and allowable adjustments. However, Occupational Health & Safety requirements will not be compromised and where necessary, doubt as to the students apparent disabilities will be referred to Worksafe WA, or other applicable body, for a decision on whether or not it is safe to allow the student to undertake the training or assessment.
- The College ensures its Lecturers, Assessors and Management are kept informed of industry best practice standards in comparable training establishments to ensure standards are, at all times, equivalent or better. Liaison with appropriate networks ensures this.
- The College ensures its Assessors are cognisant of the mutual recognition requirements. They will recognise the suitable and applicable qualifications issued by another RTO, for assessment and/or skills recognition purposes.
- Students are permitted re-assessment where they have been unable to demonstrate competency to meet appropriate standards, if all classes have been attended. In most cases, consistent with the principles of competency based assessment, students are permitted several re-attempts without charge. However, in cases where more than two assessments are required, or where it appears the client is not making the effort, the Principal of the Australian College of Beauty Therapy, only, may grant permission for further assessment.
- Notwithstanding the above, re-assessment will only be permitted to the extent that it does not conflict with the assessment principles or specific requirements of the applicable Training Package.

1.3 Student Support and Management

Student academic progress is monitored regularly. Progress reports are issued by the Lecturer mid semester and at the end of semester. Should a student have difficulty with a particular subject, the student should make time to speak with the Lecturer as soon as possible. If their performance is unsatisfactory the lecturer or Administration Manager will arrange counselling. Extra support may be offered by the Lecturer by spending extra time with the student, extra handouts may be offered, be able to attend extra classes.

2. CASE STUDIES

Case studies are an essential learning tool and an important aspect of an assessment. As case studies are essential to student training and recorded performance. Lecturers will outline the Case Studies required at the commencement of each unit or group of units.

- All case studies are required to be submitted by due date. Case studies completed on or before the due date should be submitted directly to the students lecturer. If the lecturer is unavailable student may hand their case studies to the administration, which will then pass on to the lecturer.
- Late submission of case studies will incur an administration fee of \$50.00 for the case study to be marked by another lecturer.
- You may apply for an extension before the due date; applications for extension must be in writing to the Administration Manager. All requests will be processed on an individual basis. Generally, a one-week extension will be granted.
- Request for extension after the due date will not be considered.
- Failure to submit a case study will result in automatic failure of that unit.
- All assessments, classroom tasks, assignments and case studies must be completed, and 90% attendance must be in order for the student to be able to sit for their final examination.

3. PLAIGARISM AND CHEATING

Case studies, assignments and other forms of assessments must be of the student's own original work, students found cheating will face disciplinary actions. Copying directly from textbooks and other research material without proper referencing is plagiarism; therefore their work would not be accepted and may result to disciplinary action.

4. CLASS REQUIREMENTS

All equipment used in the classroom is provided free of charge. Texts and implements are required for some courses. Refer to the course brochure for requirements of the course. Student kits are expected to be with the student everyday. Without these tools and books the student is unable to perform tasks in the simulated salon environment of the College.

Student's salon duties are for students to perform treatment on the public. The lecturer will discuss this process with students. The lecturer will supervise the student and sign in the student logbook. Student training record book is to be completed, signed and returned to the College before a student is able to receive their qualifications.

5. MODELS AND GUESTS

Students are required to arrange models for practical hands-on work. The lecturer will supervise the students, and students will need to complete a models/client contact list.

It is the student's responsibility to inform their models/guests of the appropriate behaviour whilst on College premises. The College will not tolerate unacceptable behaviour; therefore students are responsible for their model/guest behaviours.

6. FEEDBACK

6.1 General Principle

Feedback on student's progress is essential to the development of students. The Australian College of Beauty Therapy is committed to providing honest feedback in a constructive, consistent and fair manner.

6.2 Detail

- Where the Australian College of Beauty Therapy courses are competency based, students will be progressively informed of their attainment of each Element of a Unit, either verbally or with appropriate documentation
- The Australian College of Beauty Therapy ensures Lecturers and Assessors are kept informed of skills training standards in comparable Institutions to ensure standards are, at all times, equivalent or better. In achieving this commitment, the Australian College of Beauty Therapy grading will be subjected to moderation at regular intervals.

7. WORK EXPERIENCE

All students are recommended and encouraged to undertake work experience in our in-house Salon, to ensure they can demonstrate their skills and knowledge in the workplace environment.

8. FLEXIBILITY

8.1 General Principle

The Australian College of Beauty Therapy is mindful of maximising the progress of each individual student and adopts a positive attitude to tailoring training solutions for individual students.

8.2 Detail

- The Australian College of Beauty Therapy explores flexible training delivery and assessment solutions designed for individuals and groups of students.
- Application of Skills Recognition (Recognition of Prior Learning and Recognition of Current Competencies), standard exemptions and credits will be consistent with national assessment standards, including Mutual Recognition principles.
- Eligibility for entry to training programs will be applied equitably and holistically taking into account the students assessment, training and work history, attitude, motivation and apparent learning capacity.
- The exceptions to the above will be where they conflict with specific requirements of Training Package guidelines, Australian Law or Regulation.

8.3 Assessor Qualifications and Assessment Instruments

Assessors must be Workplace Assessors, qualified against national Workplace Assessor Standards and have the appropriate practical experience and qualification prescribed for the unit being assessed. When appropriately qualified and experienced assessors are not available, a qualified assessor may work with appropriately experienced and qualified trainers, facilitators and supervisors to complete assessment activities. This ensures flexibility in the assessment process.

8.4 No Guarantee

The College does not guarantee that students will achieve a successful outcome following the training and/or assessment. However, Lecturers/Assessors will make reasonable efforts to allow the students to achieve the outcomes advertised.

9. ASSESSMENT AND ISSUANCE OF QUALIFICATIONS

9.1 Formal Assessment Required

The Australian College of Beauty Therapy requires students to undergo a formal assessment process prior to the issue of any qualifications. Qualified Workplace Assessors follow the criteria for assessment included in the Assessment Tools. These tools have been developed in line with the units of competency and performance criteria of the National Beauty Training Package.

Students receive a thorough briefing on the assessment process. For each unit or course, the assessment requirements that students need to achieve to be awarded a Statement of Attainment or Certificate of Competency are clearly explained in the Notification of Assessment, as applicable.

Students who have English as their second language are allocated extra time of 25% for theory assessments. Students are also allowed to use electronic translators (dictionary) in their assessments.

9.2 Assessor Qualifications

Lecturers and Assessors have, as a minimum, the specialist knowledge and at least two years practical experience relevant to the content of the Training Package. In addition, Lecturers are to possess a nationally recognised qualification in workplace training and are experienced in providing training in an industry setting.

Assessors hold a nationally recognised qualification against the national standards for planning, conducting and reviewing assessments.

9.3 Access to Records

Clients may have access to their records and may receive a paper copy, on written application.

10. CERTIFICATION ON COMPLETION OR PARTIAL COMPLETION OF THE COURSE

10.1 Certificates of Competency or Records of Achievement

The following will be issued as follows:

- Records of Achievement for successful completion of a unit or units, and
- Certificate of Competency where a client successfully completes the core/common units and the minimum elective units to satisfy an AQF level certificate, according to the Qualification Framework from the National Beauty Training Package.

10.2 Statement of Attainment

For students who achieve fewer units of competency or modules than required for a qualification, The College will issue:

- Statement of Attainment, listing all the units of competency (or modules) achieved. This is issued for partial completion of a qualification
- Please note that the issuance of Statement of Attainment for students who have been deemed as a withdrawal without notice, will only be granted upon request of the student in writing to the Administration Manager.

10.3 Academic Results and Records

A copy of the student's academic record and a signed Diploma/Certificate will be issued to graduating students. The documents may be available within 4 weeks after the completion of the qualification. Please note that qualifications and Records of Achievement will not be issued to students with outstanding fees.

11. STUDENTS WITH DISABILITIES OR MEDICAL CONDITIONS

The Australian College of Beauty Therapy is committed in assisting students with disabilities to achieve their education and career goals, and also to be independent and take responsibility for their course of study.

Every effort is made to accommodate for students with disabilities, assistance may include but not limited to:

- Pre-course counselling
- Assistance with the enrolment process
- Assessment modifications

11.1 Alternative Assessments for students with disabilities

Students with disabilities or medical conditions may need modified assessment conditions to suit their needs. Alternative assessment refers to any alteration to the standard form of assessment (examinations and/or assignments), various forms of alternative assessments may be considered, These adjustments may also be available to students with temporary disabilities:

- Use of Specific Personnel
- Oral Examination
- Time Related Changes

Use of Specific Personnel

Students who have been physically disadvantaged may use specific personnel such as an interpreter, reader or a personal assistant to assist in personal and/or practical ways during the course of an examination.

Oral Examination

Students whose ability to write and type has been impaired may take their examination orally. These examinations may involve the oral presentation of examination questions and/or the student delivering examination answers orally, when the standard mode is writing.

Time Related Changes

Most common alternative assessment assistance, the College provides, is additional time allowance. Students with disabilities are allowed 25% additional time to complete their examinations.

In order to gain consideration for alternative assessment, students should notify the Administration Manager or Principal in writing of their disability and provide supporting medical evidence if required.

12. INTERNATIONAL EXAMINATIONS (ITEC)

This is optional and extra fees will be incurred for both Theory and Practical examinations. A student wishing to apply will be notified of the date and time, and costs involved in advance of the examination dates. The lecturer will advise the student on the requirements of sitting the International examination.

SKILLS RECOGNITION

1. SKILLS RECOGNITION

You may already have skill and knowledge that may help you gain a qualification. The skills, knowledge and expertise you have acquired through study, self-tuition, work or life experiences can contribute towards Skills Recognition.

You could be recognised to your skills through one of the following process:

- Recognition of Prior Learning (RPL)
- Credit Transfer
- Recognition of Current Competencies(RCC)

Recognition of Prior Learning (RPL)

RPL is the assessment process that assesses the individual, regardless of how or where these skills may have been attained, through non-formal or formal learning to determine the extent of which that individual has achieved the required learning outcomes, competency outcomes or standards for entry to and/or partial or total completion or a qualification.

Students approved for RPL are not required to undertake study in the corresponding class, but must still enrol into it and pay prior to submitting an application form.

Credit Transfer

Credit transfer involves assessing a previously completed course or unit to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes or standards to those required within the current qualification or unit.

Recognition of Current Competencies (RCC)

Recognition of Current Competencies is granted by direct recognition of the competency unit completed at another Registered Training Organisation (RTO). No fees are payable for mutual recognition

2. APPLYING FOR SKILLS RECOGNITION

- Complete and submit the skill recognition application form, including administration fee.
- A \$75.00 administration fee applies to RPL and Credit Transfer applicants.
- You will receive a skills recognition booklet with instructions of what you need to provide for assessment.

3. SKILLS RECOGNITION PROCESS

A process is in place to enable clients to apply for recognition of competencies they already possess, when applying for training courses with the Australian College of Beauty Therapy. The process for Skills Recognition will be:

- Applicants for Skills Recognition either attend a briefing session on the process or receive a Guide, indicating the evidence requirements against the performance criteria for each unit of competency.
- Applicants indicate their acceptance of the process by a signed declaration of the Application. This is returned to the Australian College of Beauty Therapy.
- Applicants complete a self-assessment against the performance criteria and prepare a portfolio of evidence to support their claim.
- Applicants advise their readiness for assessment to the Principal or Administration Manager at the Australian College of Beauty Therapy or the allocated Workplace Assessor.
- Following the review of evidence, the Workplace Assessor may:
 - provide recognition against the competencies claimed, or
 - request provision of additional evidence, or
 - arrange an interview to obtain additional evidence and verify evidence previously provided.
 - arrange for a practical demonstration of some aspects of the Units being applied for.
- Following the review, interview, practical demonstration and/or provision of additional evidence, the Assessor determines whether or not Skills Recognition will be given for a unit or units.
- Applicants are advised in writing as soon as the decision has been made.
- Applicants have the right to appeal against the assessment decision in accordance with the appeals procedure.

NOTE: Although skills recognition may be granted, International students are required to comply with the Attendance requirements of their Student Visa.

1. CRITICAL INCIDENT PROCEDURE

In the event of a critical incident it is important to contact The Principal or Operations Director on mobile: 0419 194 680 (24 hrs)

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff member
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incidence of violence
- Natural disaster e.g earthquake, flood, windstorm, hailstorm, or extremes of temperature.
- Fire, bomb-threat, explosion, gas, or chemical hazard
- Social issues, e.g sexual assault, drug use, alcohol abuse.

Critical Incident Management Team.

1. The Critical Management Team consists of:
 - a. Principal
 - b. Administration Manager
 - c. Operations Director.
 - d. Careers Consultant

2. Emergency Services:

Emergency Services	Police, Fire & Ambulance	000
	Police Headquarters (24hrs)	131 444
	Building Security:	
	Signature Security Systems	9242 3311
Specialist Counselling Providers	Crisis Care – 24 hour Crisis Care	9223 1111
	Freecall	1800 199 008
	Lifeline - 24 hr crisis /suicide line	131 1114
	Salvation Army - 24 hr crisis line	9442 5777
	Samaritans - 24hr suicide emergency line	9381 5555
	Samaritans Youthline -	9388 2500
	Analysis WA - Counselling Service – Freecall	1300 886 410
Occupational Safety and Health	Fire Wardens – Operations Director – Ian Goodwin	9228 4611
	Admin Manager – Lesley Coffey	9228 4611
	First Aid:	
	Principal – Chris Goodwin	9228 4611
	Careers Consultant – Mikki Vernon	9228 4611
	Receptionist - Jeanie Waugh	9228 4611

Level of Risk	Responsibility	Examples
Severe	College Principal Operations Director Admin Manager	<ul style="list-style-type: none"> • Death, suicide or life threatening injury • Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms,
Significant	College Principal Operations Director Admin Manager	<ul style="list-style-type: none"> • Severe OS&H risk • Serious injury incurred by staff/student • Activity where evacuation is required • A minor requires someone to act in place of parent/guardian after-hours.
Moderate	College Principal Admin Manager Careers Consultant	<ul style="list-style-type: none"> • OS&H risk • Suspicious package left unattended • Students suffers epileptic fit.
Minor	Receptionist Principal Admin Manager Careers Consultant Operations Director	<ul style="list-style-type: none"> • Minor Injury • Plumbing issues • Electrical failure • Phone failure • Computer breakdown

EMERGENCY EVACUATION

In the event of a threatening situation or a fire of any description in the College, the students must report it to the Lecturer immediately.

The Lecturer will evacuate the students from the room where the fire is, contact the front reception desk, advise the Fire Wardens giving details of the fire and it's whereabouts.

If it is a small fire the nearest fire extinguisher is to be used to put out the fire. Two staff members should be present at all times.

The students will only return to the room when it is completely safe, the fire has been extinguished, and all debris has been removed. Also, the room must be clean.

Should the fire persist:

- The Lecturer will advise the Fire Warden and the Administration Department.
- The Fire Warden will sound the Fire alarm (located at the rear of the building on the wall at the end of the passage near the fire escape) and then ring the Fire Brigade immediately.
- The Fire Warden will contact the Fire Wardens on the floors below.
- All the students and Lecturers will be evacuated from the building via the appropriate stairs (Either the fire escape at the rear of the building or the stairs near the lift).
LIFTS ARE NOT TO BE USED.
- The Lecturers will ensure that the students vacate in an orderly manner, do not panic or run down the stairs.
- The Lecturers will assemble all students in front of the Baptist Church on the corner of James Street and Stirling Street.
- The Lecturer will mark the attendance sheet to account for his or her students and to ascertain if anyone is missing.
- The Lecturer will then report to the Fire Warden. All students will remain with their Lecturer until the Fire Warden instructs the students that it is safe to return to their classroom or they can leave the premises for home.
- All Lecturers are to instruct all new students of the evacuation procedures.

ACCIDENT / INCIDENT REPORTING

All accidents and injuries are to be reported and treated, if needed, as outlined below:

Students

- Students must report promptly to their lecturer/assessor any injury incurred.
- The lecturer/assessor is responsible for initiating an Accident/Injury Report for each reported student accident/injury.
- “Incident / Accident Report Form” is available through the College reception and should accompany the lecturer to the treatment site or in the event of a need for immediate treatment, the form may be brought thereafter
- The “Incident / Accident Report Form” shall be forwarded to the Administration Manager or Principal.
- It is required that students and/or their lecturer/assessor report all injuries promptly to the College administration.

ACBT Financial Responsibility Statement

Australian College of Beauty Therapy does not assume financial responsibility for cost of medical treatment for any injury/illness when determined not caused by the College, or for an employee's injury/illness determined not job-related by either time of occurrence or location on/off the College premises.

FIRST AID POLICY

Australian College of Beauty Therapy is committed to providing staff, students, contractors and visitors with a healthy and safe environment.

The College recognises that an important element of a healthy and safe environment is the provision of an emergency first aid program. At the core of this program is the availability of emergency treatment. In addition, the promotion of injury prevention and the creation of a positive safety culture that accompanies first aid training will assist in providing a holistic approach to health and safety.

Australian College of Beauty Therapy will ensure that, as far as reasonably practicable, a first aid system which includes appropriately trained first aiders and adequately stocked first aid kits are provided and maintained in accordance with current relevant legislative requirements.

Following is the list of Foreign Consulates in Perth**Ghanaian Consulate in Perth**

16 Ogilvie Road, Mt Pleasant WA 6153
City: Perth
Phone: +61 (0)8 9315 6488 or +61 (0)8 9315 6490
Web Site: <http://www.consulate-ghana.com.au/>

Indian Consulate in Perth

Consulate General of India in Perth, Australia send edits
Level 1,
Terrace Hotel,
195 Adelaide Terrace, East Perth WA 6004,
City: Perth
Phone: (08) 9221 1485 Fax: (08) 9221 1206.
Email: india@vianet.net.au

Japanese Consulate in Perth

21st Floor, The Forrest Centre
221 St George's Terrace. Perth 6000
City: Perth
Phone: (08) 9480 1800 Fax: (08) 9321 2030
Web Site: <http://www.perth.au.emb-japan.go.jp/>
Office Hours: Monday - Friday General Enquiries: 9:00am - 1:00pm, 2:00pm - 5:00pm
Visa Enquiries: 9:30am - 12:30pm, 2:00pm - 4:00pm

Malaysian Consulate in Perth

252 Adelaide Terrace, Perth, WA 6000 Australia
City: Perth
Phone: +61-8-9225 7055 Fax: +61-8-9225 7099 (General)
Office Hours: Monday - Friday 8.30a.m - 4.30pm (Consular hours 9.00am - 1.00 p.m)

Philippine Consulate in Perth

Suite 2/116 Mounts Bay Road, Perth WA 6000
P.O. Box 855, South Perth
Western Australia 6951
Australia
City: Perth
Phone: (+61) (8) 9481 5666 Fax: (+61) (8) 9485 0111
Email: consul@iprimus.com.au
Office Hours: 9.00 a.m. - 5.00 p.m.

Swedish Consulate in Perth

23 Walters Drive, Herdsman
Perth WA 6842
Australia
City: Perth
Phone: +61 (8) 9204 0900 Fax: +61 (8) 9244 3723
Email: bmorgan@courieraust.com.au
Office Hours: Monday-Friday 10 a.m. to 12 noon, 2 to 4 p.m.
Phone hours Monday-Friday 10 a.m. to 12 noon

Thai Consulate in Perth

135 Victoria Ave, Dalkieth
Western Australia 6009
Australia
City: Perth
Phone: (+61) 8 9386 8092 Fax: (+61) 8 9386 1047
Email: thaiconsulatewa@jamlaw.net.au
Office Hours: By appointment

American Consulate in Perth

Consulate General of United States in Perth, Australia send edits
13th Floor, St. George's Court
16 St. George's Tce, Perth, Western Australia 6000
Australia
City: Perth
Phone: (+61) 8 9202 1224
Web Site: <http://perth.usconsulate.gov/perth/>
Email: PerthACS@state.gov
Office Hours: General inquiries: 8.30am 4.30pm Monday to Friday