

CLIP JOINTTM
EDUCATION



STUDENT HANDBOOK



CUTTING & COLORING HAIR THE SASSOON WAY

abc | THE WORLD RENOWNED TRAINING SYSTEM
DEVELOPED BY THE SASSOON CREATIVE TEAM

SASSOON ACADEMY



SCHOOL CONNECTION

USA | Canada | Australia | Korea

member 2016

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WELCOME

Thank you for choosing Clip Joint Education to support you with your learning.

This handbook has been designed to provide prospective and currently enrolled students with information about our organisation including our standards, policies and procedures, the programs we deliver and how we can assist you towards achieving your goals.

At Clip Joint Education, we believe the successful, skilled and creative hairdresser or makeup artist requires not only technical and creative ability but also the ability to consult and design a hairstyle and/or makeup specific to the client. With each of our quality training programs concentrating on a mastery of techniques, confidence is instilled in every stylist who passes through the school. The techniques used at Clip Joint Education are uniquely stylish and proven by the success of our graduates in finding quality employment in the hairdressing and beauty industry.

“Hairdressers are a wonderful breed. You work one-on-one with another human being and the object is to make them feel so much better and to look at themselves with a twinkle in their eye.”

(Vidal Sassoon)

WHY STUDY WITH CLIP JOINT

Since 1970 Clip Joint has provided the quality of service and style that people have come to expect from one of Australia’s most successful hairdressing brands. The unwavering focus on technical excellence combined with a trend aware vision provides all Clip Joint students and customers with the quality of service they deserve.

Clip Joint Education offers the highest quality hair and make-up education in a creative, vibrant and supportive environment.

At Clip Joint Education you can expect:

- ✂ A quality training experience with a provider who has been delivering training since 1986
- ✂ Excellent Support from Employers and Industry
- ✂ Access to the Education training salon where students will provide supervised hairdressing and makeup services to the general public.
- ✂ To learn from a school that has been carefully selected to be part of the exclusive Sassoon Academy School Connection Program.
- ✂ Support Services and facilities to help you succeed and support your learning
- ✂ Nationally Accredited Training
- ✂ Competitive course fees
- ✂ A Dedicated and highly skilled team of professionals to guide you through your training.

OUR VISION

“To lead hairdressing through innovation, creativity, and excellence”.

OUR VALUES

The way in which we conduct our business is based on the following set of values:

- C** Client relationships
- L** Learning
- I** Innovation
- P** Professionalism
- J** Job satisfactions
- O** Objectivity
- I** Integrity
- N** Networking
- T** Tenacity

ACCREDITATION

Clip Joint Education is a registered training organisation (RTO number: 0186) and Commonwealth Register of Institutions and Courses for Overseas Students provider (CRICOS registration code: 02103K). We are registered with the Australian Skills Quality Authority (ASQA) delivering competency-based training in Certificate II in Retail Cosmetics (SHB20116), Certificate II in Salon Assistant (SHB20216), Certificate III Hairdressing (SHB30416), Certificate III in Barbering (SHB30516), Certificate IV in Hairdressing (SHB40216) and Diploma of Salon Management (SHB50216). Further information regarding our registration can be found at training.gov.au and cricos.education.gov.au.

WORKING WITH INDUSTRY

Clip Joint has operated successful hairdressing salons for close to 50 years (circa 1970). This provides us with the unique opportunity for our trainers to also work in our salons, ensuring we are keeping up with, practicing and delivering the latest industry trends. We also maintain a strong relationship and work closely with the Hair and Beauty Industry and Employers Association of SA as well as other salon owners by way of regular meetings, discussions and evaluation to review industry trends, support for our Apprentices and to ensure our delivery and assessment methods are consistent with industry standards.

SASSOON ACADEMY – PARTNER SCHOOL

Clip Joint Education is Australia's exclusive Sassoon Academy | School Connection member school. As members, CJE educators are trained to deliver the Sassoon ABC philosophy and have unique access to:

- ✂ Sassoon ABC Cutting and Colouring resource materials
- ✂ Regular visits and hands on instruction from Sassoon Academy Creative Team Members
- ✂ Salon oriented retail and business skills from the Nuts and Bolts International Business Training Program.

Sassoon has been at the forefront of hair design for over 60 years and Clip Joint are proud to have been chosen as one of the select number of committed cosmetology schools in North America and Australia to become members of the exclusive Sassoon Academy | School Connection program.

As a Sassoon Academy | School Connection Member School, Clip Joint provides the foundation you will need to enter this amazing industry with confidence.

OUR PEOPLE

From academy support staff and mentors, to our hairdressers and makeup artists, the Clip Joint team are available to you during your Clip Joint experience to offer advice, provide you with skills and knowledge and support you in your learning.

Clip Joint Education have a team of industry renowned hairdressers/makeup artists who are trained educators and specialise in delivering hairdressing, barbering, makeup and salon management qualifications to Apprentices, full time students (including International) and VET in School Students.

As well as working as hairdressers and/or stylists in the industry and Clip Joint Salons, many of our Educators travel with the Clip Joint Creative Art Team attending fashion week events, session styling and training other hairdressers both nationally and internationally. This involvement enables our Educators to stay ahead of the latest trends and passionate about the hairdressing industry, strengthening the important role they play in shaping the future of hairdressing.

FACILITIES

Clip Joint Education have purpose built, state of the art facilities including classrooms ready to accommodate shampoo and basin services, a student resource hub including student computers, and a fully operational student training salon that is open to the general public.

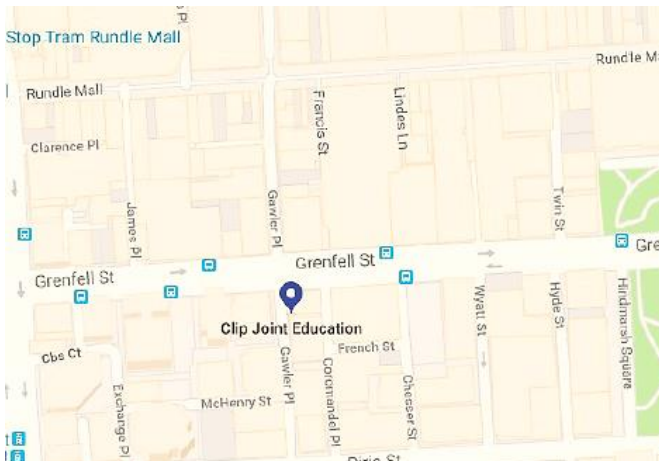
The Student Salon allows all Clip Joint students the opportunity to experience work in a salon environment and complete the required services for their course.


During class, students have access to all of the tools, equipment, and products required to learn all of the necessary skills that will enable them to become an industry professional hairdresser and/or makeup artist. Students will also have access to learning support materials such as Books, DVD's, magazines and other resources.

WHERE YOU CAN FIND US

Clip Joint Education is located in the heart of Adelaide on the corner of Gawler Place and Grenfell Street, we are one street over from Rundle Mall and surrounded by Retail Outlets, Banks, Restaurants & Bars, Coffee Shops and Food Courts. You will never be short of things to do during your lunchtime.

Being located in the heart the city there is excellent public transport to anywhere in Adelaide. Including Trams, Buses and Trains. There are also many public car parks around the Academy with an average of \$15AUD per day for early bird parking (In the car park before 9.30am)



Telephone +61 8 8223 5600
 Email academy@clipjoint.com.au
 Web www.clipjoint.com.au
 Mail PO Box 3443 Rundle Mall,
 SA 5000
 Address Level 1, 86 Gawler Place,
 Adelaide
 SA 5000
 [Like us on Facebook](#)
 [Follow us on Instagram](#)

WHO TO CONTACT

There may often be times when you need to ask questions or require time to discuss an issue. To assist with your queries, please refer to the directory below to ensure your query is directed to the appropriate contact person.

QUERY	CONTACT PERSON	CONTACT DETAILS
New course/enrolment enquiry, Fees, student cards, forms etc.	Robyn Barker- Recruitment Officer and/or Cassandra Fagan – Admin Officer	academy@clipjoint.com.au Ph. +61 8 8223 5600
Information relating to your course (absence from class, assessments, lessons, workbooks etc.)	Please contact your class trainer in the first instance: Colour – Daniela Cutting – Sharon or Luke Styling – Angela or Marianne Makeup – Rebekah or Jane	daniellak63CJE@gmail.com sharonw61CJE@gmail.com lukes61CJE@gmail.com angelad80CJE@gmail.com mariannez79CJE@gmail.com rebekah@clipjoint.com.au janer96Cje@gmail.com
Salon Queries and Bookings	Salon Reception or Salon Coordinator - Effie	studentsalon@clipjoint.com.au
Any other course or academy related matters (complaints, deferral / withdrawal, RPL, general support)	Director of Studies – Kerrie Bowen	kerrie@clipjoint.com.au
General academy enquiries including printing and resources	Operations Manager – Leo	Leoroberti@clipjoint.com.au
After hours emergency contact for International Students	CEO – Alfredo Cappella	0417 822 942

BEFORE YOU ENROL

Before commencing your enrolment application with Clip Joint Education, there is some information you need to be aware of regarding your rights and responsibilities as well as those of the academy. Applicants will be required to sign the enrolment form declaration and pre-enrolment checklist, agreeing to accept and abide by the expectations, policies and procedures set out by Clip Joint Education including those listed below. Further training policies and procedures and information including assessment processes can be located within your Student Assessment Information Guide and on the [policies and procedures](#) page of our website.

Course Delivery

Clip Joint Education is committed to providing the best learning environment to equip students with the required skills and knowledge to succeed as a hairdresser and/or makeup artist in the Hair and Beauty industry.

To achieve this, we use a range of learning techniques that are suitable for adult learning such as computer based projects, theory lessons, practical demonstrations and applications and salon industry practice.

The courses at Clip Joint Education are delivered face to face at our academy in Gawler Place, Adelaide. Students are required to attend each of the lessons specified on their theory log book for the period stipulated. There will also be a requirement for students to undertake external study to ensure the requirements of their units of competency are achieved. This will include committing a certain amount of time each week to completing project tasks, theory assessments and industry practice. Further information regarding program delivery for individual qualifications can be found on our [Website](#) under [courses](#).

Enrolment Requirements

Applicants seeking enrolment into a course with Clip Joint Education will be required to attend an enrolment interview. During this time, the following criteria will be addressed to determine your eligibility:

- ✕ Hold or be eligible to obtain a current USI (Unique Student Identifier)
- ✕ Have a genuine desire to work as a Hairdresser or Makeup artist within the hair and beauty industry
- ✕ Be willing to work in teams, have good communication skills and have a creative flare
- ✕ Be over 18 years of age (unless applying for a VET in Schools program) and completed a minimum of year 10 High School or equivalent (National students only).
- ✕ Meet the Language, Literacy and Numeracy requirements.
- ✕ Have basic computer literacy
- ✕ Have the ability to use the Internet, word-processing and powerpoint documents for assessment and project purposes.
- ✕ Must have good personal hygiene and personal presentation to work in a personal services industry
- ✕ Be prepared to work with members of the public and complete the Industry practice hours required.

Unique Student Identifier

Any student studying nationally recognised training in Australia from 1 January 2015, is required to have a Unique Student Identifier (USI). This is a number that will link you to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

If you do not currently hold or are unsure if you have a USI, you can apply for one by visiting <https://www.usi.gov.au/>, here you will be able to apply for a USI, search for your existing USI as well as view previous transcripts and update your personal/contact details. Please contact Clip Joint Education if you require assistance with this.

Resources you will need

As outlined in the relevant course information on our website under “**kit**”, you will be required to purchase the relevant hair or makeup kit that is applicable to your course.

A full list of required materials will be made available to you at the time of your enrolment. Please note your materials fee is payable 30 days prior to course commencement and will be available to you on the first day of class.

Students will also be required to bring in a “model” for practical classes (where applicable). This will enable you to practice your technical skills as well as enhancing your professionalism by demonstrating a client/service provider relationship. Models will vary depending on the requirements of the practical lesson and should be notified and booked well in advance to ensure they are available when required. Model requirements and dates will be made available to you within your lesson workbooks.

Other resources you may wish to bring to class include stationery needs such as; folders, A4 lined or blank paper, pens, pencils, highlighters etc.

Upon commencement of your course you will be provided with workbooks, lesson plans and text books (where relevant). This will provide you with the information necessary to gain the knowledge and complete the assessments for your relevant qualification.

Salon Industry Practice

All of the qualifications delivered at Clip Joint Education include Salon Industry Practice. This will enable you to work with clients, potential employers and other industry professionals to showcase the skills you have acquired throughout your training.

The hours and type of Industry practice students require will vary depending on the qualification you are enrolled in, further information can be found in your Student Assessment Information Guide and Student Salon Assessment Logbook. Industry practice can include hours within the Clip Joint Education Salon as well as external Salons (such as your workplace if you are an apprentice).

Please note that your Industry Practice is compulsory and as such, all hours as well as tasks/skills identified in your student salon assessment log book will need to be completed to ensure overall competency is achieved.

Course Fees

For the total fees applicable to your course please refer to the relevant course page and subsequent cohort on our website [here](#). You will also be provided with a detailed fee schedule that will itemise all fees applicable to your course at the time of your acceptance and enrolment. By signing this document, you are agreeing to the fees and terms of payment applicable to your course.

Materials fees, also known as incidental expenses (where applicable) are to be paid in full prior to course commencement.

Where a deposit and/or application fee is applicable to your course, this is payable prior to course commencement. The deposit forms part of your total course fees and will be refundable up until four weeks prior to the course commencement date, after which it is non-refundable. Application fees are non-refundable. For further information regarding refunds, please refer to our [refund policy](#) available on our website.

The remainder of your course fees will be divided into equal fortnightly payment amounts, payable through our direct deposit service until the total course fees have been paid. Any amendments to the course fee payable terms must be made in writing to academy@clipjoint.com.au

Once a student has accepted an enrolment offer, course fees will not be increased for the duration of their initial enrolment period.

Please note: Clip Joint Education reserves the right to refuse the continuation of enrolment in the course if the student is in breach of minimum payment terms and/or payment plans (unless otherwise negotiated). Clip Joint Education reserves the right to defer any outstanding course assessments and consequently the issuance of qualifications, until any outstanding course fees have been paid. If assessments are deferred due to missed payments, the student may incur costs for alternative assessment arrangements. Should the student fail to pay the outstanding fees within the agreed timeframe, Clip Joint Education reserves the right to pass the outstanding fees to a debt collector. The student will be liable for any debt recovery and/or legal costs associated with this.

Other fees and charges

There may be circumstances during or following your course, where additional fees and charges may be applicable to an individual student. These may include:

- ✂ The issuance of a replacement Qualification and/or Statement of Results - administration charge of \$50.00
- ✂ If a student has had more than three attempts at assessment or other course related activities, and is still found to be 'not yet competent', the student may be required to pay additional fees for ongoing training and/or assessment activities. Clip Joint Education will negotiate these fees with the individual student and reserves the right to waive additional student fees if the student demonstrates severe financial hardship or other exemption categories, which are acceptable to Clip Joint Education.
- ✂ If a student requires their qualification to be posted, a Registered Post charge may apply.

Students who wish to make a complaint or appeal regarding fees should refer to Clip Joint Education's Complaints and Appeals Process found in this handbook.

Deferral and Withdrawal of Enrolment

Should a student wish to defer or withdraw their enrolment in a course prior to commencement or during any given study period, they will be required to provide written notification to the Director of Studies. A student will only be granted approval to defer commencement or suspend studies of a course on medical grounds (with a medical certificate) or other exceptional compassionate circumstances for a period of up to 3 months. Please note that deferral or suspension of studies may affect the expected course completion date.

For International students, deferring, suspending or cancelling his or her enrolment may affect his or her student visa. Where the student's enrolment is deferred, temporarily suspended or cancelled, Clip Joint Education must notify the Department of Education via PRISMS as stipulated in standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

If a student chooses to withdraw their enrolment up to four weeks prior to the course commencement date, the deposit will be refunded. If withdrawal occurs after this time, the deposit is non-refundable and fees must be paid for any training provided prior to the withdrawal application. If in the instance a student applies to withdraw from their course following course commencement, they will be required to meet with the Director of Studies to discuss their decision to withdraw and will receive a written confirmation of the withdrawal. Please allow 30 days from the date of receiving written notification of withdrawal for any refunds to be processed.

Clip Joint Education reserves the right to defer, temporarily suspend or cancel the enrolment of a student on the grounds of misbehaviour (breach of Clip Joint Education Policies & Procedures). In this situation, Clip Joint Education will inform the student in writing of the intention to defer, suspend or cancel their enrolment and request that they attend a meeting with the Director of Studies in the first instance. During this meeting the reasons for the suspension, deferral or cancellation will be discussed and the student will be advised that they have 20 working days in which to access the complaints and appeals process. If the student accesses the complaints and appeals process, any changes to enrolment will not take place until this process is complete.

Further information in relation to the above can be found in our Deferral, suspension and withdrawal policy and procedure, available [here](#).

Course re-entry

If a student decides to re-enrol in the course following withdrawal, they must do so through Clip Joint Education's standard enrolment/application process. A re-entry meeting may be required whereby the student's previous studies will be discussed to determine what aspects of the program the student is required to complete. Students will be required to sign a new confirmation of enrolment form agreeing to the payment and course terms.

Recognition of Prior Learning and Credit Transfer

If a student enrolled or applying to enrol in a course with Clip Joint Education has previously completed any component of the aforementioned course, or feel they have sufficient knowledge, skills and/or experience to demonstrate competence in any units of competency, they are welcome to apply for Recognition of Prior Learning (RPL) or Credit Transfer.

Clip Joint Education will recognise units of competency (or their equivalent) issued to a student by any authorised organisation including other RTO's and Universities. Students must present their qualifications, statements of attainment or record of results with their initial enrolment application to allow adequate time for processing course credit.

A student is able to apply for RPL for a full qualification or individual units of competency. You can indicate that you would like to apply for RPL by ticking the relevant box on the enrolment form or alternatively, indicating to the Recruitment and/or Administration officer that you would like to undertake an RPL application process.

Where it has been indicated that a student would like to seek RPL for part or all of their qualification, an RPL application document will be emailed to a nominated email address. This document will outline the information and evidence that will be required for the relevant qualification to support your RPL application. Once you have collected and collated the relevant evidence, you will need to contact Clip Joint Education to arrange an RPL meeting with the Director of Studies or nominated RPL assessor. At the time of this meeting, your evidence will be assessed to determine what (if any) components of the course you will receive RPL for. You will be sent a confirmation letter with any changes to the training and assessment requirements as well as any fee adjustments.

Please note that the application fee applicable to your course will need to be processed prior to finalising your RPL application.

Issuance of qualifications

Once the Student has successfully completed all aspects of their enrolled course, and any outstanding fees have been paid, they will be eligible to receive their certification documentation. Students should allow up to 30 calendar days from the date of their final assessment or last day of the course for their documentation to be issued.

The student will be notified via email or phone conversation that their certification documentation and relevant course paperwork is available to be collected from Clip Joint Education. The student will have two weeks to collect the documents.

Please note that the student must collect the documents in person, show Photo ID and sign for verification that they have received the certification documents.

If the Student is unable to collect their certification documents from Clip Joint within the two-week timeframe, the qualification will be posted via Australia Post, Registered Mail.

Students will be required to cover the \$15 administration and postage costs for Registered Mail delivery.

If a student has lost or misplaced their parchment, statement of attainment or Statement of results, they may request a replacement for a fee of \$50 plus postage (where required). The request must be made in writing and can be emailed to academy@clipjoint.com.au. Please note that you will also need to provide a Statutory Declaration stating that the original has been lost or destroyed. The fee for the replacement documentation must be paid to Clip Joint Education prior to processing and can be paid by cash, MasterCard/Visa or direct deposit/electronic fund transfer.

Complaints and appeals

Clip Joint Education has an established Complaints and Appeals Policy and Procedure to ensure that any concerns or matters (academic and non-academic) from students (current and/or prospective) are treated in an effective, efficient, timely, fair and confidential manner.

A **complaint** can be defined as a person's expression of dissatisfaction with any aspect of Clip Joint Education's services and activities, including both academic and non-academic matters, such as:

- ✂ The enrolment, induction/orientation process in a VET course of study
- ✂ The quality of education and support provided
- ✂ Academic issues, including student progress, assessment, course content or availability and standard of instructional resources
- ✂ Marketing or other promotional activity
- ✂ Fees and charges
- ✂ Safety matters
- ✂ Administration matters
- ✂ Handling of personal information and access to personal records

An **appeal** is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of the decision or finding being informed to the complainant.

The following principles will be adhered to by Clip Joint Education and apply to all stages of the complaints and appeals procedure:

- ✂ Clip Joint Education deals with any and all complaints in a fair, constructive and timely manner.
- ✂ The Complainant and any Respondent have the opportunity to present their case at each stage of the procedure
- ✂ The Complainant and any Respondent have the option of being accompanied/assisted by a third party (such as a family member, friend, or counsellor) if they so desire. Where a Complainant/Respondent is under the age of 18, their legal guardian must be present for all correspondence.
- ✂ The Complainant and any Respondent is not discriminated against or victimised.
- ✂ At all stages of the process, discussions relating to complaints and appeals are recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure are provided to the complainant and/or any Respondent if requested.
- ✂ Records of all complaints are kept for a period of 5 years to allow parties to the complaint appropriate access to these records. These records are kept strictly confidential in line with our Privacy Policy and are stored electronically in a secure location on Clip Joint Education's server. Access to these records may be requested in writing to the CEO at alfredo@clipjoint.com.au or posted to PO Box 3443 Rundle Mall SA 5000.
- ✂ Clip Joint Education and the Complainant/Respondent observes strict confidentiality during all stages of the complaint resolution process. All communications and proceedings relating to the complaint and its resolution remain confidential.
- ✂ Complainants have the right to appeal a decision
- ✂ No student, employee, employer or other stakeholder will be disadvantaged in any way during the complaint and resolution process.
- ✂ A student's progress in a course will not be disrupted whilst a complaint is being heard, unless the nature of the issue itself means further progress is not possible.

We are here to help...

Before a complaint becomes formal

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. This may be the trainer/assessor and/or Director of Studies for academic issues such as delivery or assessment of their course, Recruitment/student officer for matters relating to fees or refunds, or administration staff for matters relating to marketing or safety matters. Our staff are available to assist the resolution of issues at this level. Complainants may raise an informal complaint by verbally contacting the relevant person directly or by contacting them by email/phone.

In addition, students are regularly provided with the opportunity to provide feedback that enables them to express any concerns they may have encountered with Clip Joint Education in relation to academic and non-academic matters. Feedback is encouraged at any stage and common feedback collection tools include:

- ✕ Lesson Feedback forms provided during or following lessons for a particular unit
- ✕ Surveys, including Quality Indicator Surveys
- ✕ Direct email to a trainer/assessor or other relevant staff member highlighting a concern
- ✕ Verbally at any time directly to a staff member in person by a student.

Where a Complainant is satisfied that their issue has been dealt with accordingly and does not wish to formalise their complaint, the relevant staff member will document notes including outcomes on the Complainant's file and where necessary, record the issue on our internal complaints register for procedural follow up.

Formal Complaints

Stage 1 - Internal

Complainants who are seeking to lodge a formal complaint are to do so in writing and submit to the Director of Studies at kerrie@clipjoint.com.au or PO Box 3443 Rundle Mall, Adelaide SA 5000

The Director of Studies will then assess the complaint, seek further clarification if required, determine the outcome and advise the Complainant of their decision in writing within 10 working days. The Complainant will be advised of their right to access Stage 2 of this procedure within 20 working days, if they are not satisfied with the outcome of Stage 1.

Stage 2 – Internal

If the Complainant is not satisfied with the outcome of Stage 1, they may lodge an appeal in writing within 20 working days, to the CEO at alfredo@clipjoint.com.au or PO Box 3443 Rundle Mall, Adelaide SA 5000

The CEO (who is senior to the original decision maker) will further review the Complainants appeal by conducting all necessary consultations with the Complainant and other relevant persons, to resolve the issue and make a determination on the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days of receiving the appeal. The Complainant will be advised of their right to progress to Stage 3 of this procedure if they still consider the matter unresolved.

Please note, Stage 3, the external appeals process can only be accessed once the internal Complaints and Appeals process has been completed in full.

Stage 3 - External

If the Complainant is not satisfied with the outcome of Stage 2, they may request that the matter be referred to an external dispute resolution body (independent body) appointed for this purpose by Clip Joint Education.

The details for the external dispute body are:

Office of the Training Advocate
Level 5, 131 Grenfell Street
Adelaide SA 5000 (RAA Building)
Phone Toll Free: 1800 006 488
www.trainingadvocate.sa.gov.au

The Office of the Training Advocate can provide assistance to a complainant by:

- ✂ Working together to complement and support existing arrangements with their training provider.
- ✂ Providing an advocacy service where required.
- ✂ Referring students to the appropriate authority where necessary and offering support in this process.
- ✂ Investigating complaints where appropriate.

Services offered by the Office of the Training Advocate are provided free of charge.

Clip Joint Education will give due consideration to any recommendations arising from the external review and the Complainant will be advised in writing of the outcome, including the reasons for the decision, within 10 working days from the mediation date.

Privacy

Clip Joint Education has always considered the Privacy of its students, staff and clients to be extremely important. In the course of its business, Clip Joint Education may collect information from students or persons seeking to enrol with the academy, either electronically or in hard copy format, including information that personally identifies individual users. Clip Joint Education may also record various communications between individuals and the academy. In collecting personal information Clip Joint Education will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Clip Joint Education reserves the right to refuse to deal with any third parties in relation to matters pertaining to a student's enrolment at the Institute, except as required by law, and/or as expressly provided in Clip Joint Education's Complaints and Appeals Policy.

The information requested from individuals by Clip Joint Education will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual's entitlement to government funding (where applicable), and to report to government agencies as required by law. If an individual chooses not to give Clip Joint Education certain information we may be unable to enrol that person in a course or supply them with appropriate information.

Under the *Data Provision Requirements 2012*, Clip Joint Education is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). You will find a privacy notice included with your enrolment form of which you are required to sign as a declaration and consent that all information you have provided is true and correct and that you consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice.

For further information regarding our Privacy Policy please visit the [policies and procedures page](#) on our website.

DURING YOUR COURSE

We want you to succeed in your training and encourage you to commit to your studies as it is a commitment to your future. Your attitude to learning and studying is one of the most important skills you can develop whilst you are studying. What you get out of the course will be directly related to what you put in. As most of the training is delivered in a practical environment, you will learn by “doing”

“Determination today leads to success tomorrow” – Unknown

All students of Clip Joint Education are responsible for helping to maintain both a positive and safe learning environment.

During your time with us, we expect you to:

- ✂ Arrive prepared for each class
- ✂ Treat each other with respect
- ✂ Behave professionally at all times
- ✂ Take care of training facilities and equipment. (Note: Do not intentionally damage or destroy CJE facilities and/or equipment as they will need to be replaced, this will be charged directly to the perpetrator responsible).
- ✂ **Communicate!** The foundation of all effective relationships is effective communication. Your educators will help you use a variety of skills and strategies to keep the lines of communication open in both directions. Try to connect with staff, other students and clients at the outset of class and/or your salon practice by learning their names, gathering some basic personal information and being available before and after class to speak with educators on a one-on-one basis. Destructive conflict is much less likely to occur when a positive relationship is present. Remember that conflict is an inevitable part of relationships and can be instructive if handled appropriately.

Ethical Behaviour

Students are encouraged to report to an educator if they observe anyone within the Clip Joint premises displaying behaviour they consider to be unethical. This may include behaviour that you believe violates any law, rule or regulation or represents corrupt conduct, substantial mismanagement of public resources, or is a danger to public health or safety or to the environment. The student reporting the behaviour should ensure the claim is based on a reasonable belief, is reported to an appropriate person and is not made in a malicious manner. The student will also have the opportunity to remain nameless in the report. (Refer to Equal Employment Opportunity Policy).

Student’s decision-making and professional conduct shall be consistent with the provisions of Equal Opportunity legislation. Students shall ensure they observe the EEO principles, exhibit appropriate behaviours and provide a learning/work environment free from harassment (including sexual), bullying and discrimination.

Clip Joint Education will not tolerate any form of bullying and harassment, this includes displaying/sending material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful or inappropriate. Any student found to be demonstrating this type of behaviour will be asked to leave the premises and may face permanent dismissal from their course. Further information can be found in our Bullying and Harassment policy on our [website](#).

Dress and Personal Hygiene

Personal Presentation is extremely important in the hairdressing and beauty industry. The way you present yourself not only impacts on the way you feel, it will affect your overall performance and your employability in the long run. Clip Joint Education requires you to maintain neat and clean dress standards throughout your course including groomed hair and an acceptable level of personal hygiene.

Students are permitted to only wear black or white clothing (or a combination of the two). The following clothing is not considered acceptable at Clip Joint Education; Denim, faded or fashionably casual clothing, clothing with rips, tears and/or patches on it, faded denim that appears grey or an off-white (near white), large coloured accessories including t-shirts or coloured articles of clothing underneath. Track pants or leisurewear is also not acceptable as part of the dress code. Short skirts/dresses must be accompanied with leggings or stockings. Students who fail to meet these standards will be asked to change their attire before they are able to commence training.

As a requirement under the Work, Health & Safety Act 2011, Clip Joint Education does not allow students to wear open toed shoes while they are attending the Academy. This includes fashionable sandals or open thongs.

Mobile Phone Use

Mobile phones must be switched off or placed on silent during class time. Out of respect and courtesy to your Educator and/or fellow students and clients, any student using their mobile phone during the lesson will be asked to leave the classroom for that period of time.

If you are using your phone in the classroom without consent you will have your phone confiscated at the discretion of the Educator and returned to you at the end of the session. This also includes sending text messages and/or accessing social media from your mobile phone.

You must consult with your educator at the beginning of the lesson if there is a special circumstance that requires you access and use your mobile phone.

Please Note: Messages can be left with the receptionist to be passed on to you. Break times can be used to make Private calls.

Alcohol and Drugs policy

Consumption of alcohol and illegal/recreational drugs is not permitted in any form during your attendance at Clip Joint Education. In the interest of fellow students, you are encouraged to report any such incident(s) to a Manager or your educator. Smoking is also prohibited within the building and under verandas (any enclosed area). Smoking in front of, or near neighboring businesses is also not permitted.

If this policy is not adhered to during your time at Clip Joint Education, students will be sent home and disciplinary actions will be applied, this may include forced withdrawal from the course.

Housekeeping

Clip Joint Education provide tea & coffee making facilities and drinking water, however all drinking implements must be cleaned and put away before leaving the premises. Students have the use of a fridge, microwave and kettle in the student lounge. Please label any food or drink containers with your name and remove items regularly. Staff will discard any unlabeled items immediately with no warning, due to WH&S regulations. It is your responsibility to maintain the cleanliness in the training rooms, this includes cleaning up any mess, rubbish or spillages. Drink containers must be emptied down the sink before discarding them. Any rubbish is to be placed in the bins provided and emptied regularly. Resources are to be returned to their appropriate places.

Students are not permitted to consume food during class times unless there is a medical condition to do so, please consult with your educator if this is the case. Drinks in bottles and closed cups are acceptable during class times.

Your personal information

As a registered training organisation, Clip Joint Education is required to report your training outcomes and personal details to ASQA and subsequently, The National Centre for Vocational Education Research (NCVER). To ensure the correct information is reported, students are required to notify Clip Joint asap if there are any changes to your personal details such as name, address, email, and phone number.

Personal Text, Tools and Equipment

Students are required to obtain a “kit” as part of your course with Clip Joint Education. This will include the relevant tools and materials required to complete certain tasks/skills throughout your program. Please refer to your relevant course information on our website for information and pricing relating to Kits. You will also be provided with a list of items to be included in your kits and the materials required at the time of enrolment. Apprentices may obtain their Kits direct from Hair Care.

You will be required to bring your kit (including equipment/tools of the trade) pens, pencils and text books (where relevant) to each lesson. Students who do not bring the required equipment to class may be sent to retrieve it and may be required to make up the missed time at a later date.

Please ensure that you name and tag all your personal tools, text and equipment as this property is your responsibility and any loss or damage of equipment will have to be replaced. All of your tools for trade must be maintained throughout your course, to a salon industry standard. This includes but not limited to, keeping your scissors regularly sharpened, combs replaced if teeth are broken, brushes clean and hygienic.

Your educator will regularly check and count your kit to ensure it is complete and being properly maintained. An educator can request that you fix/replace any of your tools if they feel that it is not to salon industry standard. They will explain the reasons why and provide you with a timeframe as to when the items must be fixed/replaced. If you have any concerns regarding this, you may discuss them with your educator and/or Director of Studies.

Clip Joint Education is not responsible for lost or stolen equipment. Lockers are available for students to use in order to secure belongings for the duration of training with Clip Joint Education.

Computer Usage

Clip Joint Education encourage students to incorporate technology into your studies and may set tasks/assessments that require students to create presentations, view training material and complete assessments using a computer. You will also be required to use a computer and the Internet as a medium for research and sourcing reference images where relevant.

While accessing the Internet at Clip Joint Education, students must comply with Clip Joint Education’s policies and procedures, applicable federal, state and local laws, including laws governing the transmission and dissemination of information.

Users may not:

- ✗ Use the network to make unauthorised entry into other computational, informational or communication services or resources.
- ✗ Distribute unsolicited advertising.
- ✗ Invade the privacy of others.
- ✗ Make any attempt to damage computer equipment or software.
- ✗ Engage in any activity that is harassing or defamatory.
- ✗ Use the Internet for any illegal activity, including violation of copyright or other rights of third parties.

Violations to the above may result in loss of access. Unlawful activities will be dealt with in an appropriate manner.

Course Attendance

To ensure you receive the most from your training, it is expected that you attend and are punctual in your attendance for every day of the course. If you are going to be late or absent, you must contact Clip Joint Education on 8223 5600 before class start time (9.30am). If you are an **Apprentice** and are going to be absent from training, you will also be required to notify your employer. If you are a **SACE** student and going to be absent, you must contact your school as well as Clip Joint Education.

Clip Joint Education will maintain a record of your attendance for the duration of your course and will also make contact with your employer/school in the instance you are absent.

In the event of absenteeism, the student has the responsibility to catch up on the work missed during their own time. Students must provide a **medical certificate** to the Administration Officer if they are absent for any more than **one day**. If the student is absent for more than 20% of any unit of study and has not caught up on missed classes then Clip Joint Education reserves the right to defer the students course attendance until the student has caught up on all training. Please note for International Students this may affect the status of your VISA. For further information, please refer to the course progress policy and procedure available on our [website](#).

You are also expected to return from lunch and tea breaks at the designated times. If students are continually late without notifying Clip Joint Education, then the student will be asked to meet with the Director of Studies to discuss their options.

Clip Joint Education have a duty of care to all students enrolled with our Academy. This is of particular importance to students who are under the age of 18 (SACE), and is therefore our responsibility to ensure we have written consent from their parent/guardian to leave the premises during break times and/or earlier than the stipulated course finishing time. Parents/Guardians will be able to sign this written consent as part of the enrolment agreement at the time of induction.

For Apprentices, your employer will be required to grant approval for early dismissal from any given training day, employers can contact Clip Joint Education by telephone or email.

If you plan to take holidays during your course study period, all students are required to put a request in writing with Clip Joint Education via email at academy@clipjoint.com.au. Your request will be processed and you will be advised of the outcome within 10 days of your submitting your request.

Assessment & Performance

To ensure you are achieving the requirements of your qualification at Clip Joint Education, you will be required to undertake various assessments. Assessments can be in the form of written (projects, quizzes, questionnaires, portfolios etc.) and practical demonstration (observation of your skills on models and/or clients in a workplace environment). Clip Joint Education take every effort to make all assessments as relevant, fair and as stress-free as possible.

If for any reason you are unable to undertake the assessments given, please speak to your educator in the first instance as they will be able to help you with strategies to succeed. Please refer to the Student Assessment Information Guide for your relevant qualification as well as our [course progress policy and procedure](#) available on our [website](#) for further information relating to assessment requirements.

HOW WE CAN SUPPORT YOU

Clip Joint Education aims to be as available as possible to help and support students throughout their time with us.

We endeavour to establish and maintain a supportive environment for all clients (including staff and students) by promoting and incorporating an inclusive culture of understanding for the varying cultural, educational and social requirements of our clients.

Clip Joint Education will also provide adequate protection for the health, safety and welfare of students and will identify adequate and appropriate support services for students in matters of;

- ✂ Accommodation referral
- ✂ Academic progression
- ✂ Transition to life & study in Australia
- ✂ Personal counselling and orientation.
- ✂ Emergency & health services
- ✂ Legal services
- ✂ Facilities & resources
- ✂ Student visa conditions e.g. course progress and/or attendance.

Clip Joint Education will endeavour to meet the requirements of all students. On the occasion that a student has a specific need, Clip Joint Education will attempt to ensure those needs are met. Clip Joint Education is able to offer advice and referral to external services free of charge.

Counselling

An Educator and/or the Director of Studies will be able to assist students with matters that relate to their course. This can include assisting a student to prioritise their workload and provide study tips or advise on how student support services can be accessed. If an Educator notices that a student is in need of counseling, they are to make an appointment with the student asap for a progress counseling session. The educator will elevate this meeting to the Director of Studies if they believe the matter is beyond their control i.e. extension of contract of training, compassionate and compelling circumstances or if they believe that the student is need of extreme emotional or mental advice or support, in this instance the Director of Studies will refer the student to the appropriate Medical/ Counselling Professionals. Clip Joint Education staff are not professional counselors, therefore are not able to offer advice or recommendations relating to personal matters.

Welfare & Guidance

If it is deemed necessary, Clip Joint Education will work with students, parents (where necessary), educators and other professionals, where appropriate, to provide specialist knowledge, skills and experience to enhance provisions and programs for individual students with additional needs. Clip Joint Education will consult with you and gain your consent to facilitate, deliver and/or refer you to non-academic student support services such as housing information sites, English as a Second Language (ESL) programs, external counselling, careers counselling, health referral and other various services that are conducive to meeting the changing support needs of all Clip Joint Education students. A list of support/referral contact details including useful website links is available at the back section of this document.

Study Support

If an Educator identifies that a student is falling behind with their course requirements, they will advise the student of the option of additional study support including private tuition. Private tuition includes theory/practical based topics being demonstrated in a one on one meeting with an Educator/Assessor where training and verbal questioning will take place to ensure the students understanding of all Assessment and Training criteria. Alternatively, the student may attend the same lessons with another group (where available) until they feel confident in their skill level.

Language, Literacy & Numeracy Support

Clip Joint Education will provide all the necessary assistance for any student wishing to undertake training with the academy; this includes students who may have difficulty with Language Literacy and Numeracy (LLN). At the time of their enrolment interview, students are required to complete an LLN indicator assessment tool to determine any specific requirements or needs adjustments that may need to be put in place as part of their training. Our Educators have the skills necessary to assist students requiring LLN support however in some instances referral may be made to an LLN specialist school such as Eynesbury College – www.eynesbury.sa.edu.au or TAFE SA English Language Services – www.els.sa.edu.au

Options available to students requiring LLN support may include:

- ✂ A personalised training plan with adjustments made to training and support throughout the course to assist the student in meeting the units of competency.
- ✂ Engagement of the services of a LLN specialist to determine the LLN level and degree of support required
- ✂ Facilitation of peer support and/or additional one-on-one training during or after training sessions to assist with LLN needs.

Career Opportunities

Each course at Clip Joint Education includes information that will assist you in furthering your career in the hair and beauty industry. This includes information relating to networking and establishing contacts within the industry. From time to time Clip Joint Education will also post hair and beauty related job opportunities in our Student Resource Hub and/or student salon.

In some instances, students are observed throughout their training and may be offered the opportunity to work within one of the three extremely popular Clip Joint Salon's.

Social Media

Throughout your enrolment with Clip Joint Education you will have access to Clip Joint Education's Private Facebook page for students. This page has been created as a platform for students and educators to communicate regarding matters that relate to your course and/or the academy. Within this page you will be notified about matters such as resources, special events, competitions, industry news, Student Salon, classroom etiquette etc. Please ensure you treat this page with respect and respect all group members by not putting up any material that would be considered inappropriate.

Any member deemed not to be respecting the integrity of the page will be removed immediately and may require a meeting with the Director of Studies.

You can also follow Clip Joint on Instagram for the latest industry news and styles.

Clip Joint Student Salon

The Clip Joint Student Salon on Level 1, 86 Gawler Place is accessible to all students studying at Clip Joint Education. Once enrolled, students will receive discount on select hair and makeup products and services within the salon for the duration of their program and thereafter. Contact the salon if you would like to make an appointment or visit during your training day to view our product range.

Continuous Improvement

Clip Joint Education is a quality-driven organisation that strives to achieve a consistently high standard of training, assessment and administrative practices. To assist us in achieving these standards, we will periodically ask you to complete an evaluation form that will ask you for your valued feedback. Your participation in this activity would be most appreciated and your feedback will be reviewed and actioned accordingly.

Once you have completed your program, Clip Joint Education may send you a destination survey. This survey is designed to document the effects of training on your career and personal lives. We thank you for your support in advance!

Hair & Beauty SA Membership

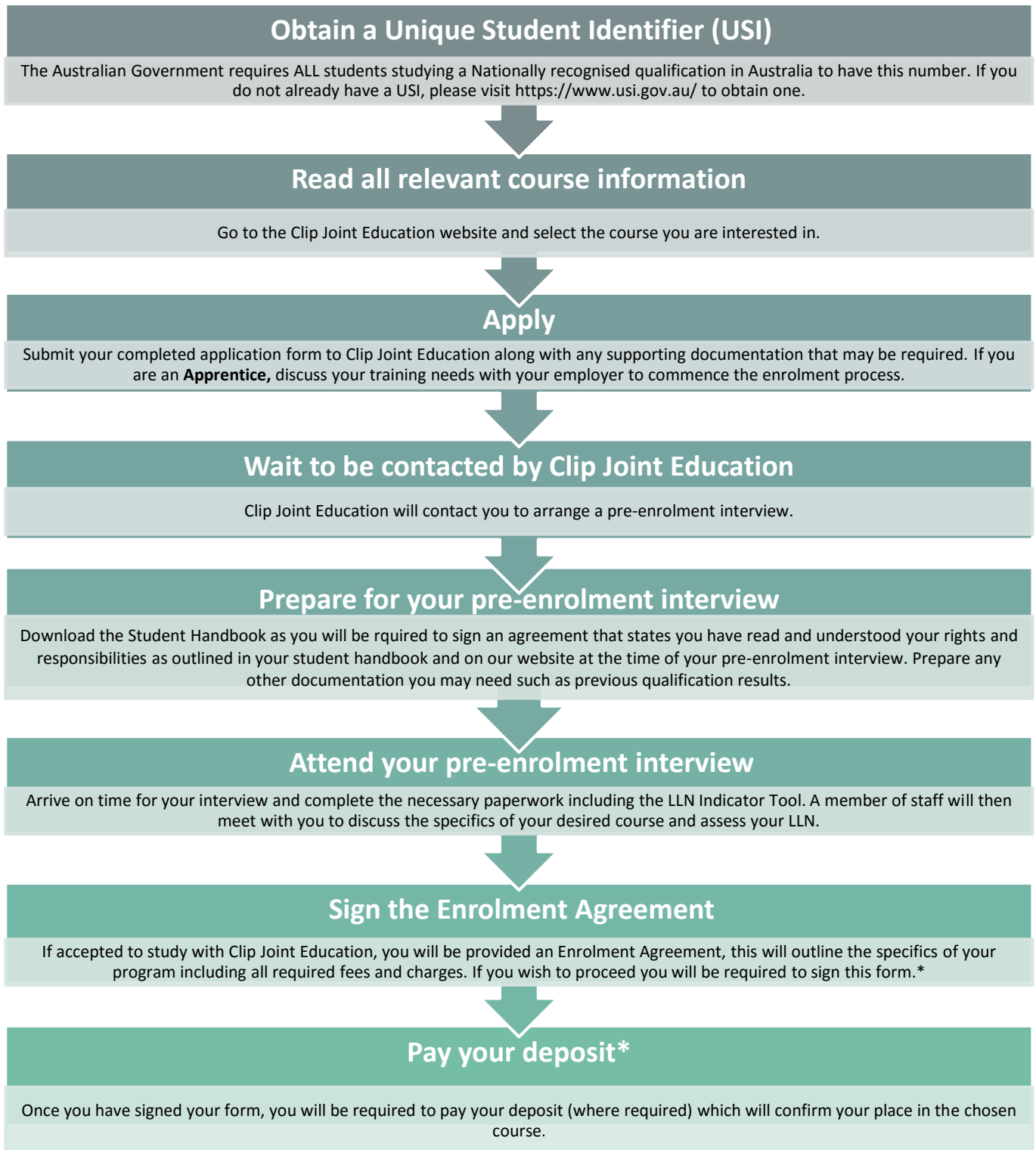
Clip Joint Education is a member of Hair & Beauty SA, which supports industry growth and employment opportunities in the hair and beauty industry. Various expos and competitions are run by or associated with Hair & Beauty SA, which present the opportunity to compete and interact/network with fellow industry professionals.

A student membership is available which will allow you to compete in the State Hair and Beauty Competitions and allow you access to all of the resources and support available through the association, including a newsletter that keeps you up to date with what is happening with our industry in South Australia and allows you to attend forums and events throughout the year.

To apply for a student membership, please visit their website (www.hairandbeautysa.com.au).

HOW TO APPLY

Now you have read the information contained within this handbook, you will be able to proceed with your enrolment application. If you are **currently in Australia** please follow the steps below. For **International Students**, please [click here to apply](#).



*For Students under the age of 18 a legal guardian will be required to attend the interview and their signature is required on the Enrolment Agreement.

OTHER RELEVANT INFORMATION

If you are looking for something to do, somewhere to stay or places to see, the following websites may be useful for you.

About Adelaide

[City of Adelaide](#)

[International Students Guide](#)

What's On in Adelaide

[Glam Adelaide](#)

[My 247](#)

[Virtual Tourist](#)

[South Australia](#)

Accommodation

Adelaide has been rated one of the most liveable cities in the world. The cost of living is very reasonable and renting is a great option for accommodation.

[Study Adelaide](#)

[Urbanest](#) – student accommodation

Getting Around Adelaide

Adelaide is a planned city, which makes getting around pretty easy. Public transport options include buses, trams and trains. If you are a full-time student, make sure you use your Student Id for discounts with Adelaide Metro.

[Adelaide Metro](#)

[Adelaide Independent Taxis](#)

Events

Adelaide is known as the Festival State. Make sure that you take advantage of the many great events on annually.

[Schutzenfest](#)

[Adelaide Fringe Festival](#)

[Womadelaide](#)

[Clipsal 500](#)

[Come Out Festival](#)

[Gilles Street Markets](#)

[Adelaide Fashion Festival](#)

Sport

[Adelaide Soccer](#)

[Australian Football League](#)

[Cricket](#)

Cheap and Free Stuff

[Last Minute Tickets](#)

[Free Things to Do in Adelaide](#)