Student Handbook

Demi International
Beauty Academy
Integrity – Commitment – Vision – Excellence

Version 10: August 2019
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INTRODUCTION:

Welcome and thank you for choosing Demi International Beauty Academy as the preferred provider of your training. We look forward to assisting you in achieving your goals.

COURSES OFFERED AND VOCATIONAL OUTCOMES

Demi International Beauty Academy is a Registered Training Provider (RTO: #32542) offering nationally recognised training programs in Beauty, Nails, Make-up, IPL/laser and Massage. We also tailor short courses specially to meet employer’s participant’s needs. We have a strong team of trainers capable of assisting you to gain vocational competency in all aspects of the Beauty, Makeup, IPL/Laser & Massage Industries.

All Certificate/Diploma level courses are nationally accredited and the skills you will gain will equip you to work within these industries anywhere in Australia and Internationally.

OUR GUARANTEE

Demi International will provide you with every opportunity to complete your chosen qualification. Support from your trainer is available to ensure you understand the learning and assessment requirements once you have commenced study with Demi International Beauty Academy. The Academy will identify and access appropriate support services, and ensure the necessary services are available for you as required. This will allow you the opportunity to complete your chosen qualification / course. In turn you will be required to attend every lesson, submit all required assessments, participate in all practical training and assessment and contribute to the class as required.

FEEDBACK

We thank you for taking the time to read through this Student Handbook. If you have any questions, please do not hesitate to talk with your trainer or the Director.

If you appreciate the extra effort a trainer has given you, or you have concerns about something, we encourage you to let us know. This allows us to constantly evaluate and improve our services to you.

Informal feedback can be sent to:

The Director
9/31 – 33 Plaza Parade
Maroochydore Qld 4558
E: admin@demiinternational.com.au

Your feedback is important to us!

Hours of Operation & Office Hours:
9:00am – 5:00pm Monday - Friday
Email: admin@demiinternational.com.au

CAMPUS CONTACT DETAILS

Maroochydore: P: (07) 5309 6635
A: 9/31-33 Plaza Parade, Maroochydore 4558

Toowoomba: P: (07) 4642 5132
18 Duggan St, Toowoomba, 4350

Cairns: P: (07) 4051 3822
A: 97 Spence St, Cairns, 4870
Student Code of Conduct

OBLIGATIONS
By enrolling for a course of study at Demi International Beauty Academy you are agreeing to the following:

• Pay the fees as agreed at the time of enrolment and within the time frames agreed upon.
• Completion of each part of the course within the time frames given by your course coordinator.
• Compulsory attendance at training sessions, clinic days, examinations as timetabled and special events that may be on alternate dates as advised by your Trainer.
• Access and use of internet services and computer throughout the course.
• Submission of your own work throughout your studies, the use of plagiarism, others’ work or group submissions is prohibited by the College, unless otherwise specifically instructed, in writing, from your Trainer/Assessor.
• Meeting the following student expectation requirements at all times.

EXPECTATIONS
You are studying to become ‘job ready’, as such you are always expected to maintain a professional approach to your studies and other people. The College always expects students to treat staff members with respect. Rudeness, disrespect and threats of any sort or form be it written, verbal or physical will not be tolerated and may result in immediate enrolment cancellation.

Upholding the Student Code of Conduct is part of the training journey and is good practice for when you are employed in your dream job! All students are expected to adhere to the following:

Behaviour
We value ethical behaviour, demonstrated by openness, honesty and integrity in all our dealings.

Responsibility
We take responsibility for our actions and stand by our promises to each other, to our students and to our organisation.

Respect
We respect ourselves, our organisation, and our students. We expect students to also show respect, value diversity, and tolerance.

Caring
We value caring for our students, our staff and the wider community in a holistic and sustainable way.

Quality
We value quality, embracing uncompromising standards in service provision.

Flexibility and Innovation
We value flexibility and innovation, encouraging original solutions and flexibility in our approach to education provision.

Learning for Life
We value life-long learning. We encourage the ongoing pursuit of knowledge and skills in our students as well as our staff through professional development opportunities.
DISCIPLINARY PROCEDURES
Disciplinary procedures will be enforced where failure to respect and uphold these behaviours and expectations occurs. Every student is required to sign the form at the end of this handbook. By signing this you must abide by the Student Code of Conduct and rules governing Demi International Beauty Academy. A person violating these rules will be investigated, and if found in serious breach of the Code of Conduct be withdrawn from the course immediately and any fees which may be deemed to be owed to the student will be forfeited.

Personal presentation and hygiene when attending classes; Demi International requests that you present yourself appropriately; that you should ensure you are well groomed (clean, kept hair) and smartly dressed.

**Appearance**
In a working environment, appearances are very important to both staff and customer perceptions. A clean, appropriate and neat presentation is always a good basis for making positive first impressions. Clothes must be clean and well pressed.

- **Shoes** – black, closed shoes which must be kept clean and well maintained. No high heels, sand shoes, sandals or thongs to be worn.
- **Hair** to be neat and kept off the face, hair that touches the collar must be tied back with a simple black hair accessory and worn in a ponytail or bun.
- **Jewellery** must be kept to a minimum or not worn at all. Studs or sleepers, wedding ring and a watch will be the only acceptable jewellery. Facial piercings must be removed or at least covered for hygiene reasons.
- **Fingernails** - Must be of reasonable length and kept very clean. Only clear nail varnish is permitted. Acrylic nails and long nails are not permitted.
- **Make-up** - Must be worn at all times. Lipstick must be worn and touched up regularly.
- No heavy fragrances or deodorants.
- **Tattoos/Body Piercing** - must not to be visible.
- **The Demi International uniform shirt** must be worn by students, when attending classes.
- **No tights, leggings, jeggings, jeans, cargo pants, tight or snuggly fitted pants, miniskirts or shorts are to be worn.**
- **ONLY black tailored pants or slacks are to be worn.**
- **Whilst travelling to and from Demi International, or attending public places during break times, and off campus attendances, the full uniform policy applies.**

**Personal hygiene**
Demi International maintains a high standard for personal hygiene. All students must maintain good personal hygiene and present in a well-groomed, professional manner.

**Mobile phones**
Mobile phones must be switched off when in class and left in bags. Mobile phones may only be checked and used at allocated break times.

**Smoking**
Smoking is not permitted on Demi International premises or within 5 metres of the buildings. Smokers are requested to smoke in the designated areas outside of the premises. The Demi International Uniform must NOT be worn whilst smoking off the premises. All scent of smoke must be removed when returning to the premises.

**Alcohol/drugs**
Being under the influence of alcohol or illegal drugs will result in the termination of your enrolment. If you are required to take prescription drugs for medical reasons, please provide written advice to this effect.
Classroom clean up
Students are expected to tidy rooms and ensure they are kept as they were before entering out of respect for the next class, and to teach good working habits.

ATTENDANCE
Course Session Times
Full time class are scheduled during office hours 9.00am – 5.00pm and can vary for each class. Part time and all other courses will be advised on days and times required for attendance.
Demi International reserves the right to change scheduled times and dates, however at least 48hrs notice will be given for any cancellation or changes in dates, times or rescheduling of classes or training sessions. Students are requested to be in their classroom 15 minutes prior to all class start times.

100% attendance is required at exam sittings, theory and practical workshops as well as all Student Salon Days. If a student does not attend an exam sitting, practical workshop or Student Salon Days, they must present Demi International with a medical certificate.

GUIDELINES FOR ATTENDANCE

- When any attendance on a scheduled salon day is missed (either with or without medical certification), the student must organise to attend make up hours in a workplace. This will remain the responsibility of the student to organise and keep a record of in the Logbook to finalise and complete your qualification.

- If a medical certificate is produced and the absence is no longer than two (2) days in any one (1) study term period, the academy may waive the make-up periods depending on circumstances and work missed. This will be assessed on an individual basis by the trainers, and director.

- If the Academy deems absenteeism to be excessive for any reason, the student will be required to repeat the required units/terms when they are offered in next round of intake and an additional cost for that term/s will be charged.

- Any hours or days off required by a student under special circumstances must be approved by the trainer or the Director. If approval is given, the student is responsible for marking this in the appointment book if the time falls on a scheduled salon day. All approved times for absences must be made up and additional costs may be incurred if complete unit/s or term/s need to be completed.

- If non-attendance results in complete unit/units being missed, the student may have to wait until the unit/units are offered again. This may delay the completion of the qualification and further fees may be incurred.

- The Academy must be notified by calling the Academy by 8.30am on the day of a non-attendance for any reason. Text messages or emails are not an acceptable form of notification.

- Any excess in absent days, with or without medical certification will result in a formal written warning. Further written warnings may result in dismissal from Demi International for non-compliance with the Academy’s Policies and Procedures.

Non-Payment of Fees

If a student has outstanding fees, access to CANVAS is withheld until fees are paid and brought up to date

At the conclusion of the training program, if outstanding fees remain unpaid, the student’s Award or Statement of Attainment will be withheld until all payments are made and settled.
Training and Assessment

Educational Standards
Demi International Beauty Academy adopts policies and management practices which maintain high professional standards, and which safeguards the interests and welfare of students. Demi International Beauty Academy will:

- Maintain a learning environment that is conducive to the success of students.
- To deliver accredited training, provide adequate facilities and use appropriate methods and materials. Training professionalism is assured through an ongoing evaluation and review process.

Quality Improvement Focus
We value feedback from students, staff, employers and all other relevant stakeholders for incorporation into future programs and improvements to ensure that the changing needs of clients and industry continue to be met.

Demi International Beauty Academy has a commitment to providing a quality service and a focus on continuous improvement using the Australian Quality Training Framework Standards.

Training and Assessment Standards
All of Demi International Beauty Academy’s teaching staff have the appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessments will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials is utilised to ensure the learning environment is conducive to the success of students.

Flexible Learning and Assessment Procedures
During your enrolment interview, your trainer or course adviser will have discussed learning and assessment options with you. Please feel free to state your preferred learning methods. Demi International Beauty Academy will do everything possible to provide flexible learning opportunities for you.

Free Microsoft Office 365 for Students
If you’re a current Demi International Beauty Academy or International College of Qld student, you can use Microsoft Office 365 online Microsoft Office applications for free. Please contact our administration area via admin@demiinternational.com.au requesting online access. We will set you up via a link in an email from our Microsoft account which will prompt you to change your password.

Log in to Microsoft Office 365 using your student username we provide you via an email link to then access Office. For help visit Microsoft Online support.

To keep the software activated, you must connect to the internet at least once every 30 days. Once you are no longer an enrolled student, your Office 365 subscription will expire. Please ensure any files you want to keep are transferred to a personal OneDrive account or an alternate storage solution before the completion date of your course.

Student Support
Training, assessment and learning support services provided to each client will be relevant to and reflective of the training and assessment strategy/s which relate to the individual learner’s learning program pathway.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and
training goals through participation in the programs sourced and recommended by Demi International Beauty Academy.

**LANGUAGE LITERACY AND NUMERACY**
Demi International Beauty Academy may require you to complete a Language Literacy and Numeracy Test. This test has been developed by experts in this field and is designed to assist our staff in providing the necessary support to assist all participants to successful completion of their course of study. Competency in the Language Literacy and Numeracy is part of the Entry Requirements into certain courses. Support options will be made available to students who fail to meet the requirements to give them the opportunity to acquire the skills for re-application into the course of their choice.

Demi International has sourced two LLN companies that can assist as required to our students. We refer and recommend the following companies:

**FRUITION TUITION**
Fruition Tuition - Offers one-on-one and group tuition at their Maroochydore premises.
To find out more, book one-on-one OR group tutoring, call Viv or Megan
(07) 5475 4369

**Speld QLD**
Speld QLD - Supporting people experiencing learning differences
(07) 3394 2566 or speld@speld.org.au

Their tutoring services do come with a fee at the student’s expense, and students must organise the tutoring during their own time. There is no obligation to use these companies, you may source your own tutoring at an alternate business.

**ACCESS AND EQUITY**
Demi International Beauty Academy has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

In addition to student support Demi International Beauty Academy provides some welfare and guidance assistance. This is more specialised and has a broader range than client support, where appropriate, Demi International Beauty Academy will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

**SALON AND CLINIC DAYS**
As part of your training program it is highly likely you will be participating in our real-world Clinic or Salon. Members of the public book in for treatments and you can put everything you have learned in class into practice. This is a professional environment designed to replicate your
place of work requiring a level of professionalism that is expected in the industry. Your appearance, customer service and service are expected to be of the highest standard.

During your Salon or Clinic practical sessions, you will learn how to take bookings, deal with customers at reception, respond to concerns from customers and provide a high standard of treatment. One of the skills you will learn is how to Schedule Appointments in our industry current booking system - Schedul™ see Appendix 3 for Instructions on how to use Schedul™.

**Assessment Protocols**

Assessment is conducted through several options, such as, practical performances, assignments, practical projects, written tests, role playing, looking at work samples and through questioning. If you have any questions about assessment, please talk with your trainer.

- All assessments must be completed independently by the individual student and must be completed by the due date specified for each corresponding unit.
- Assessments are Marked “Satisfactory” or “Not Yet Satisfactory”
- If a student fails to meet course requirements and written assignments are not lodged by the due date as specified, a ‘late submission fee’ of $50 will apply when the assessment is overdue. Your Statement of Attainment/Qualification will be withheld until the assessment has been received and any outstanding fees up to date.
**Late Assessments**

**Late Assessment Submission at a Glance - Checklist**

1. **FIRST ASSESSMENT DUE DATE MISSED**
   - An Extension Request has not been granted
   - Trainer has an informal conversation
   - Student offers a reasonable and genuine reason for late assessment
   - Propose a new Due Date (minimum of 24 hours) at Trainer’s discretion Assessment Submission Plan discussed, agreed and signed by student and Trainer

2. **SECOND ASSESSMENT DUE DATE MISSED**
   - Student misses SECOND Assessment Submission Due Date
   - Incurs Late Submission Fee of $50 per assessment (Local Student Services to raise invoice)
   - Revise Assessment Submission Plan in agreement with student

3. **CONSISTENT LATE ASSESSMENT SUBMISSIONS**
   - Seek advice from Admin & Compliance Manager
   - Multiple Late Assessment Submissions may require re-enrolment in the Unit of Study

4. **FAILURE TO ATTEND AND SIT EXAMINATION**
   - Student provides Medical Certificate (or Explanatory Circumstances) - Reschedule Examination Date
   - No Medical Certificate or acceptable extenuating circumstances - Invoice raised for Re-sit Fee of $50 per exam

- If you do NOT attend a scheduled examination, you will require a medical certificate each time. This MUST be provided to your trainer on the first day you are back in class.

- Failure to produce a medical certificate for missing an assessment will result in the student being charged a $50 re-sit fee.

- Only under special circumstances may the Academy consider an application for exemption of sitting of exams on a scheduled date. Acceptable reasons for NOT sitting an exam on the scheduled date are at the Course Director’s discretion.

- If “Not Yet Satisfactory” is achieved twice for any one assessment or unit you will be required to re-enrol into the unit at the current full-fee to complete your qualification.
EXTENSION POLICY
The duration of your units will be provided by your trainer along with completion dates and due dates for your assessments. It is your responsibility to keep accurate records of due dates and requirements for each assessment.

In extra special, exceptional circumstances, a two-week extension period may be granted, this needs to be applied for by completing an extension application form, and submitted with evidence to show why you have not been able to complete the unit in the allocated time (e.g. Doctors Certificate or other documented evidence must be provided).

The decision to grant an extension is at the discretion of the course coordinator and will be considered if submitted at least three days prior to the original due date. If the application is deemed not acceptable, the assessment will be marked as 'not yet satisfactory' and the above assessment policies and procedures will apply. If an extension is granted, all requirements must be met by the granted extension date and no further periods will be granted.

Extensions will only be granted within each term and course time frames. All assessment material must be submitted by the completion date of each term. No extensions will be granted past the course completion date. Completion data is reported to the government immediately after the finish date of each course.

- Exceptional circumstances include things such as death in the family, medical reasons where certificates can be produced for a reasonable amount of time in the completion period, marital break ups, natural and unforeseen disasters or incidents. Other circumstances may be taken into consideration if sufficient evidence and documentation can be provided, but this will be at the Director’s discretion depending on the circumstances and the documentation provided.
- The extended due date will be set by your trainer if the request is approved.

PLAGIARISM
Plagiarism is a form of dishonesty that occurs when a person passes off someone else’s work as his or her own. On completion of any courses, you must complete and submit a declaration asserting that all work submitted for assessment is your own work. Students who falsely complete their declaration and submit work that is not their own will have their enrolment cancelled, with no refund and will be invoiced for any unpaid course fees.

CITING SOURCES
To avoid plagiarism, ensure that you reference all sources of information e.g.: website, textbooks, and journals.

RECOGNITION OF PRIOR LEARNING (RPL)
There is an opportunity for your current skills to be recognised. These may have been gained through previous courses or achieved via your past work or life experience.

Sufficient evidence of Recognition of Prior Learning (RPL) must be provided. This could include a demonstration of your skills and competencies, a challenge test, a training certificate or a verbal assessment.

Recognition of Prior Learning (RPL)
To apply for RPL contact the office and the Education Manager will provide guidance on the process. You will be asked to:

➢ Gather all documentation and evidence relating to previous work experience and courses/qualifications – all certificates must be authentic or certified copies and presented for sighting
➢ Complete an application form
➢ Submit the application and documentation to your trainer for assessment

Students may be required to attend an interview with the staff member concerned to gain further support for the application.

**Mutual Recognition (Credit Transfer)**

Demi International Beauty Academy recognises any AQF qualification and Statement of Attainments issued by other RTOs. If you have previously completed recognised competencies/certificates with another Registered Training Organisation, you can apply for a Credit Transfer. We will look at the currency and validity of the documentation that you provide in making our final assessment for Credit Transfer.

Credit Transfer means that you don’t have to complete the competency again. To apply for Credit Transfer:

➢ gather all documentation - all certificates must be authentic or certified copies and presented for sighting
➢ complete an application form
➢ submit the application and documentation to your trainer for assessment

You may also be required to attend an interview with the staff member handling your application, if they require further information.

**Issuing of Results**

Most of our courses are nationally recognised courses. This permits Demi International Beauty Academy to issue an Award after the successful completion of all the required competencies for the relevant qualification. For those students who do not achieve all these competencies, a Statement of Attainment will be issued. (Note this does not equate to a complete qualification). There may be an additional charge of $50 for replacing a Testamur or Statement of Attainment.

In order to be eligible for an Award, students must be assessed as competent (C) in each of the Competency Units required for that qualification. A Statement of Attendance will be issued for those undertaking a non-accredited course.

**Code of Practice**

As a Registered Training Organisation, Demi International Beauty Academy has agreed to operate within the Conditions and Standards of the Australian VET Quality Training Framework.

**Legislative Requirements**

Demi International Beauty Academy will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Demi International Beauty Academy is an Equal Opportunity Employer and rejects discrimination and harassment. All employees, contractors, consultants and students will be
treated on their merits without regard to race, age, sex, marital status, ethicality or any other factors. Therefore, it will be expected that every staff member will treat each student with respect and the other way.

**MARKETING AND ADVERTISING**
Demi International Beauty Academy recognises all students as consumers requiring the protection afforded by legislation.

Demi International Beauty Academy will provide students with the fee information relating to courses and training to ensure students are supplied sufficient and clear information to make valid decisions. The information can be found in the relevant course brochure.

Each brochure details the relevant total amount of all fees including course fees, administration fees, materials fees and any other charges plus payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.

**SOCIAL MEDIA POLICY**
Social media allows for the easy sharing and re-purposing of information, expanding the tools for education and training available to Demi International Beauty Academy and its students. Social media has become an important tool for your engagement and learning with your trainers and classmates.

Demi International Beauty Academy embraces the use of social media by students to connect with staff and peers.

- It is important that you are aware that the same respect, courtesy and professionalism expected in real life interactions should be displayed online. Likewise, the consequences that apply to a breach of Demi International Beauty Academy’s rules apply to breaches of rules for online conduct.
- Students/guardians are required to complete an updated media permissions agreement. This form also includes some of the other additional social media channels the Academy now uses as we seek to further enhance ongoing communication with our Academy community.

For the full **Social Media Policy** refer Appendix 1. Students are asked to familiarise themselves with this policy before engaging on any Demi International Beauty Academy social media service.

**WHAT TO DO IF YOU ARE DISCRIMINATED AGAINST OR HARASSED**
You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don’t let harassment interfere with your life. If you are being harassed seek help immediately.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially. Discriminatory action could be taken against anyone who discriminates against a co-worker, student or client. Action to be taken will apply as stated in the appropriate award document or as per current laws.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination
just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

**You may:**
- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to any staff member from Demi International Beauty Academy Or;
- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:
  **Telephone state-wide:** 1300 130 670 or TTY 1300 130 680
  **Visit:** Level 17, 53 Albert Street Brisbane

**REFUND POLICY**

Students must pay the stated fees, prior to attending classes. This refund policy applies to each semester enrolled at Demi International. A refund will be arranged within four weeks of receiving a written claim* from the student. The written claim for the refund must be received by Demi International within 6 months after the student’s default. The refund is paid directly to the person who enters the contract with Demi International.

The full **Refund Policy** can be found in **Appendix 2**.

**COMPLAINTS**

The objective of this policy is to ensure any complaint is dealt with in a fair, effective and in a timely manner. Demi International Beauty Academy encourages and values client’s views and opinions.

Demi International has processes in place for course participants to lodge a complaint in relation to any matter other than academic decisions in relation to a course or service. Anyone lodging a complaint has the opportunity to present his/her case.

The complaint procedure allows for:
- An informal approach to the person with whom the participant has the complaint.
- A facilitator who has not been involved in the complaint to review the complaint.
- An independent review by an external consultant or appropriate body.

Any substantiated complaint will be acted upon and used as an opportunity to improve the service offered by Demi International Beauty Academy.
The full Complaints Policy can be found in Appendix 3.
**APPEALS PROCESS**

Demi International Beauty Academy has processes in place for enrolled students to appeal against an academic decision or other procedural matter, in relation to a course. Anyone lodging an appeal has the opportunity to present his / her case.

The appeal procedure allows for:

- An informal approach to the course facilitator
- A facilitator who has not been involved in the original decision
- An independent review by an external appeal consultant

All appeals are recorded and reviewed and will be used as an opportunity to improve the service offered by Demi International Beauty Academy.

Enrolled students, who are seeking to appeal against an academic decision or other procedural matter (i.e. a decision to exclude a student from a program), will be given the opportunity to present their case. You should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.

2. Assessment will be reviewed having due regard to submissions made by the student. A diary note needs to be placed in the student’s file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the appeal.

3. Where the participant is still dissatisfied with the decision a request is to be made to Demi International Beauty Academy, in writing, for a facilitator who has not been involved in the original decision, to review the decision. The participant will need to submit a copy of the marked assessment plus a copy of their original submission.

4. A copy of the letter of appeal is to be filed on the relevant participant’s file.

5. If the participant is dissatisfied with the decision of the independent facilitator, a written notice of appeal may be lodged to Demi International Beauty Academy requesting an independent review by an external appeal consultant, at shared cost.

Academic Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. All appeals received will be written into the Improvement Log and recorded for Management Review follow up at the next meeting. A written response, advising of the outcome of the appeal, will be provided to the participant, within 2 days of finalising the process.

Students or clients who are still not satisfied with the outcome of an appeals process may pursue mediation through an external consultant, at a shared cost or through other external bodies, such as the Queensland Training Ombudsman or the Office of Fair Trading.

If the complainant (of an academic decision) is still not satisfied, then Demi International Beauty Academy will set up an academic appeals panel, made up of a minimum of two people who are external to the organization from the following areas to review the assessment:

- Trainers
- Industry representatives
- Students will also be invited to attend the Panel and to have a representative present.
Should an enrolled student wish to speak with someone about a complaint they can contact the National VET Regulator (ASQA) information line to discuss if they can help with the complaint, call 1300 701 801 or email complaintsteam@asqa.gov.au.

The Demi International Policy and Procedures Manual will be made available for viewing upon request.
ACCESS TO RECORDS

A student may request permission to access individual student records or replacement Testamurs must be in writing.

Students may access their own personal records by submitting a written request to Demi International Beauty Academy. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student by the Director. There may be a $50 cost to obtain a replacement Testamur, Statement of Attainment or qualification.
APPENDIX 1
SOCIAL MEDIA POLICY
Terms and Conditions for using Social Media

Identifiable personal use: Use of social media where the user can be identified as a Demi International Beauty Academy student. The identification may be through means such as the student's social media name, character, profile or comments.

These Procedures cover future social media systems, and access to social media by any means, including via computer, tablet, mobile phone, handheld or wearable device.

Use of Social Media
Social Media provided by Demi International Beauty Academy: Conditions of Use
Social media services provided by Demi International Beauty Academy are (but are not limited to) Facebook, Instagram, Wordpress, YouTube and Tumblr. Demi International Beauty Academy provides this to assist and support its teaching, learning, research and administrative activities.

Students using these facilities provided by Demi International are required to do so in compliance with these Procedures.

Social Media in Education and Research Training
Students are using social media in their learning and researching consequent upon Demi International Beauty Academy's encouragement of teaching staff to use new technology in innovative ways to enhance student learning and engagement. Any such use must also comply with these procedures and with those named in the foregoing section.

Personal Use of Social Media

Personal use of social media by a student, in a way that does not associate the user with Demi International Beauty Academy and is therefore not "identifiable personal use" as defined above, is not covered by these Procedures.

However, Demi International Beauty Academy will respond where a student makes identifiable personal use of social media that has the potential to impact on Demi International Beauty Academy's reputation and other interests, directly or indirectly. Accordingly, students who engage in "identifiable personal use" on any social media are required to be aware of, and comply with, these Procedures.

Rules for Use of Social Media

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must:

a) only disclose and discuss information about Demi International Beauty Academy or its activities that is not confidential and is publicly available;

b) take reasonable steps to ensure that content published is accurate and not misleading;

c) ensure that the use, including content published, complies with all relevant rules of Demi International Beauty Academy;
d) when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of Demi International Beauty Academy (unless they are officially authorised by the Academy);
e) be respectful and courteous in communications; 
f) adhere to the Terms of Use of the relevant social media provider; and 
g) comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

Specific Prohibitions
When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

- make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate;
- make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure;
- make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful;
- imply that they are authorised to speak as a representative of the University, or give the impression that the views they express are those of the University (unless they are officially authorised by the Academy);
- use the identity or likeness of another student, contractor, staff member or other stakeholder of the University;
- use or disclose any University confidential information obtained as a student of the University;
- sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites;
- make any comment or post material that might otherwise cause damage to Demi International Beauty Academy’s reputation or bring it into disrepute; and
- use the Demi International Beauty Academy’s logo without permission or use the Demi International Beauty Academy’s name in a manner that is likely to be misleading or bring Demi International Beauty Academy into disrepute.

Using images and video
In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Students should not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.
Special care must always be taken when dealing with images of "special populations", e.g. minors. Stringent legal requirements apply. Such images should never be used for social media posting or distribution.

**Breach**

A student who does not comply with the expectations of Demi International Beauty Academy as set out in these Procedures may face disciplinary action, which in serious cases can result in exclusion from Demi International Beauty Academy.

Any person concerned that the conduct of a student using social media contravenes these Procedures may report their concern to the Director, Demi International Beauty Academy, preferably via email to: *ann@demiinternational.com.au*. Reports will be reviewed to determine whether the matter requires investigation or action under the appropriate Demi International Beauty Academy rules (as per the definition above) and/or a response on behalf of Demi International Beauty Academy.

Reported concerns may be matters appropriately dealt with under the Academy rules for an alleged breach of student discipline or any other Academy process.

Where required by Demi International Beauty Academy, a student is expected to remove, and cooperate with all attempts to remove, any comment, post or other online content where Demi International Beauty Academy forms the view that it is in breach of these Procedures or any other Demi International Beauty Academy rules. A student who fails to act on such a requirement will be in breach of these Procedures, and the breach may be referred to the appropriate Academy process for further action.

**Academy website: www.demiinternational.com.au**
The Academy websites are publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy’s programs, activities and initiatives with users through its websites.

**Academy Facebook page: https://www.facebook.com/pages/Demi-International-Beauty-Academy/226287874121381/**
The Academy Facebook page is publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy’s programs, activities and initiatives with users through its Facebook page.

**Academy Instagram page: #demiinternationalbeautyacademy**
The Academy Instagram page is publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy’s programs, activities and initiatives with users through its Instagram page.

The Academy Wordpress site is publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy’s programs, activities and initiatives with users through its Wordpress site.

**Academy YouTube Channel: www.youtube.com/channel/UCPwz8r219Lpc5j21HEGriQ**
The Academy YouTube channel is publicly accessible by all internet users. The Academy may share videos related to the Academy’s programs, activities and initiatives with users through its YouTube channel. The Academy does not permit users to download its videos uploaded to its YouTube channel. However, third party applications may be used to overcome the Academy’s settings.

**Academy Tumblr page: http://demiinternational.tumblr.com/**
The Academy Tumblr page is publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy’s programs, activities and initiatives with users through its Tumblr page.
APPENDIX 2

REFUND POLICY FOR VET COURSES

Definitions

Eligible Student: refers to students, who are, or would be entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003.

VET Course of Study: a course for which an Eligible Student may access VET Student Loan assistance to pay for all or part of their Tuition Fees.

VET Unit of Study: a published unit of study that a Student may undertake to complete a VET Course of Study.

Tuition Fees: fees paid for a VET Unit of Study.

Census Date: a published date no earlier than 20% of the way through each VET Unit of Study.

Withdrawal from a VET unit of study / VET course of study

Students of Demi International Beauty Academy who wish to withdraw from a VET Unit of Study or VET Course of Study must do so by completing a Withdrawal Form and sending it to the Director, 9/31-33 Plaza Parade, Maroochydore, QLD 4558.

Refunds – students who are eligible for VET Student Loan assistance

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET Unit of Study) enrolled in a VET Course of Study offered by Demi International Beauty Academy.

In the event of a student withdrawing from a VET Unit of Study on or before the Census Date for that VET Unit of Study:

• 100% of tuition fees paid for that VET Unit of Study will be refunded to the student; and
• The student will not incur a VET Student Loan debt.

In the event of a student withdrawing from a VET Unit of Study after the Census Date for that VET Unit of Study:

• no refund is applicable; and/or
• The student will incur a VET Student Loan debt.

Refunds – students who are not eligible for VET Student Loan assistance

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET Unit of Study) and New Zealand citizens enrolled in a VET Course of Study offered by Demi International Beauty Academy.

In the event of a student withdrawing from a VET Unit of Study on or before the commencement date for that unit, 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET Unit of Study after the commencement date for that unit, no refund is applicable.

Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

Publication
This refund policy is made available to students and persons seeking to enrol with Demi International Beauty Academy by publication on the website: www.demiinternational.com.au. This refund policy will also form part of enrolment information.

*The refund policy does not remove the right to take further action under Australia’s consumer protection laws. DEMI INTERNATIONAL Complaints and Appeals Policy and Procedures do not circumscribe the student’s right to pursue other legal remedies. DEMI INTERNATIONAL encourages all prospective students to read through the DEMI INTERNATIONAL Dispute Resolution included in the Policies and Procedures document. This document can be provided at the DEMI INTERNATIONAL campus.
APPENDIX 3
COMPLAINTS PROCEDURE
The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.

Informal: If comfortable, the student approaches the person concerned to resolve the complaint or discusses the issue with the relevant trainer. The student may be accompanied and assisted by a support person at any relevant meeting if they so choose. Where an illegal act has occurred, the Director is notified immediately, and the appropriate authorities contacted.

If the issue remains unresolved, notify Demi International Beauty Academy in writing of the complaint within 14 days after the discussion at which point the process follows the Formal Complaint Stages 1-3 below.

Stage One Formal - Complaint or Appeal
Formal complaints or Assessment Appeals should be submitted by completing the Complaints and Appeals Form, stating their case and providing as much detail as possible, to:

Post: Student Services, Demi International Beauty Academy
9/31-33 Plaza Parade, Maroochydore, QLD 4558.

Email: Student Services, Admin@demiinternational.com.au

The Complaints and Appeals Form is available on the website at http://www.studyingld.com.au/forms/ or can be sent to the Complainant on request by emailing Admin@demiinternational.com.au

Once a formal complaint is received, the local Manager will acknowledge receipt of the complaint in writing to the complainant within 5 business days of the date of the receipt of the complaint and will seek to identify the issue and resolve the concern to avoid any further disruption to the complainant (where applicable). The details are recorded on the Complaints and Appeals Register.

The local Manager will commence assessment of the complaint and will advise the Complainant in writing of the outcome (including details of the reasons) within 20 working days of the complaint being received.

At this time, the Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two - Appealing a Decision
If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing within 20 working days of receiving the written response, with the Quality & Compliance Manager, Demi International Beauty Academy:

Post: Quality & Compliance Manager, Demi International Beauty Academy
9/31-33 Plaza Parade, Maroochydore, QLD 4558

Email: Quality & Compliance Manager, Admin@demiinternational.com.au

With ‘Attn: Quality and Compliance’ in the Subject line

The Complainant’s appeal will be reviewed, and determination made by the Quality & Compliance Manager who is an independent person not associated with the training function. The Quality and Compliance Manager will commence assessment of the complaint (internal review). The student is offered an interview within 10 working days of receipt of the complaint,
and the choice of having their own witness present. The Director reviews the complaint and arranges for a suitable Demi International Beauty Academy representative and witness to attend the formal complaint interview.

The Complainant will be advised in writing of the outcome, including details of the reasons, within 20 working days of the complaint being received. Associated documentation is filed in the students file and in the Complaints Register, and for international students in PRISMS when required, and agreed action taken.

At this time, and no longer than 10 working days of concluding the internal review, the Complainant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of Stage two.

**Stage Three – External Resolution**

If the Complainant is not satisfied with the outcome of Stage Two, they may request that the matter be referred to an external dispute resolution body appointed for this purpose by Demi International Beauty Academy.

Demi International Beauty Academy will source an independent mediator through Resolution Institution – an association of Dispute Resolution specialists. The contact details are:

- Level 1 13-15 Bridge Street
- SYDNEY NSW 2000
- Phone: 02 9251 3366
- Email: infoaus@resolution.institute

Domestic Students: If you are concerned about the conduct of the Academy you may contact the Australia Skills Quality Authority (ASQA). Complaints must be submitted online at [http://www.asqa.gov.au/complaints/making-a-complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html)

Information about how to make an online complaint is available at this site.

Once resolved associated documentation is filed in the students file and in the Complaints Register, and the outcome noted in the register (and for international students in PRISMS), and agreed action taken. If it is determined that the complaint was directly due to the actions of an employee or inadequate Demi International Beauty Academy policies or procedures, Demi International Beauty Academy will address non-conformances or adjust policies or procedures immediately as part of continuous improvement practices.

NB: Costs of mediation will be shared equally by Demi International Beauty Academy and the Complainant. As a guide mediator’s costs would be $385 for the first four hours (or part thereof). Subsequent hours would be $137.50 per hour. It is common for most disputes to be resolved within the initial four-hour allocation.
APPENDIX 4
FORM 022A: STUDENT INFORMATION ACCEPTANCE AGREEMENT
NB: DOMESTIC STUDENTS ONLY
(To be signed at time of enrolment or orientation)

☐ I hereby declare that I have received a copy the Student Handbook of Demi International Beauty Academy and agree to adhere to the policies and procedures as set out therein.

Demi International Beauty Academy reserves the right to update its Policies and Procedures without notice.

☐ I also understand that under the Privacy Act, Demi International Beauty Academy is required to obtain written permission allowing personal details relating to my enrolment to be passed on to any government body requiring such information. In accordance with these requirements, I hereby give my consent.

Signature .................................................................

Name (printed) ...........................................................

Dated this ......................... day of .................. 20

Demi International Beauty Academy Consent Form to use, record or disclose images & recording for the use of in the Academy’s social media accounts.

☐ I grant consent to Demi International Beauty Academy authority to use, record and disclose any images, recordings, copyright material, including written, artistic or creative works or video or sound recordings and any other identifying information for their social media accounts as listed on page 20 of this handbook.

Note: it is not compulsory for you to provide this consent - students without consent will be blurred out, or not included in media posted on the relevant social media pages.

| Signature of the Individual (if over 18 years of age, or if under 18 years of age and capable of understanding and giving this consent) Please type your name below as signature consent | Date: \\
| Signature of the guardian (required if the Individual is under 18 years) | Date: \\
| Name of signing parent or guardian | Address of signing guardian |