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STUDENT
HANDBOOK



Level 2 – Lamerton House,
Lamerton Cres, Shellharbour City
Centre, 2529 NSW



info@southcoastacademy.com.au



[@south_coast_academy](https://www.instagram.com/south_coast_academy)



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www.scahairandbeautyacademy.com



[@South Coast Academy](https://www.facebook.com/SouthCoastAcademy)

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2021 Term Based Student Calendar

| | | | |
|------------------------|--------------------------|----------------------------------|--------------------------------|
| Term 1 | Monday, 08 February 2021 | Thursday, 01 April 2021 | 8 weeks |
| <i>School Holidays</i> | | <i>Monday, 05 April 2021</i> | <i>Friday, 16 April 2021</i> |
| Term 2 | Monday, 19 April 2021 | Friday, 25 June 2021 | 10 weeks |
| <i>School Holidays</i> | | <i>Monday, 28 June 2021</i> | <i>Friday, 09 July 2021</i> |
| Term 3 | Monday, 12 July 2021 | Friday, 17 September 2021 | 10 weeks |
| <i>School Holidays</i> | | <i>Monday, 20 September 2021</i> | <i>Friday, 01 October 2021</i> |
| Term 4 | Monday, 05 October 2021 | Friday, 17 December 2021 | 10 weeks |

Term 1 2022 – Monday 31st January 2022

Message from the Academy Director



Welcome to the South Coast Academy.

As the Director of a successful Academy, I can identify that our professional lives are filled with challenges, highlights, hard work and ultimately rewards.

Beauty Therapy, Hairdressing, Barbering and Make-up as careers have expanded at an immensely fast pace in Australia over the past few years, and continue to be recognised as a career and industry with a dynamic future. This is something that SCA is passionate about and proud to be a part of.

At SCA, we strive to meet the expectations of these industries. Employers and salon owners are demanding mature and confident graduates who are knowledgeable and skilled in customer service as well as demonstrating superior practical skills. South Coast Academy work hard with each individual student to achieve this.

We wish you every success and invite you into SCA to experience our world, and the possibilities we can offer you.

SCA Academy Director
Tina McGirr

A handwritten signature in black ink, appearing to read 'Tina McGirr', with a long horizontal flourish extending to the right.

Introduction

This information handbook is designed to provide you with information about the services provided by South Coast Academy and our approach to providing you with a safe, fair and supportive environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by South Coast Academy. This information is contained separately on the SCA website (see below) and in the course brochure.

Please take the time to familiarise yourself with the information contained within this Student Handbook. It is designed to provide you with information required throughout your time as a student at South Coast Academy and applies at all students who are enrolled at the Academy.

About South Coast Academy

South Coast Academy is a Registered Training Organisation (RTO Code 40921) providing high-quality training to students in Australia. SCA has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers and Assessors. You can find out more about SCA through the following website: www.scahairandbeautyacademy.com.au

We can also be found on Facebook and Instagram. Students are encouraged to like and follow our social media pages.



South Coast Academy



south_coast_academy

Our Services

South Coast Academy provides training and assessment services in support of the following nationally endorsed training products:

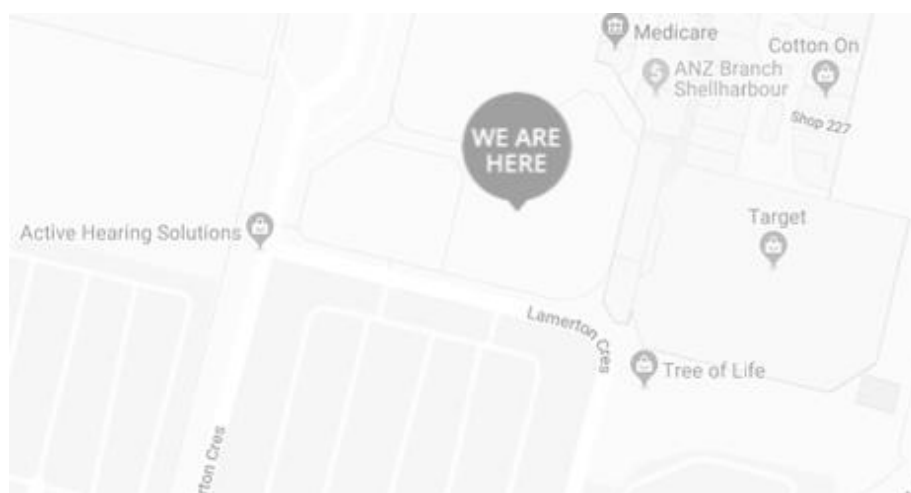
- SHB50115 - Diploma of Beauty Therapy
- SHB40115 - Certificate IV in Beauty Therapy
- SHB30115 - Certificate III in Beauty Services
- SHB50216 - Diploma of Salon Management
- SHB40216 - Certificate IV in Hairdressing
- SHB30416 - Certificate III in Hairdressing
- SHB30516 - Certificate III in Barbering
- SHB20216 - Certificate II in Salon Assistant
- CUA51015 - Diploma of Screen and Media
- SHB30215 - Certificate III in Make-Up
- SHB20116 - Certificate II in Retail Cosmetics
- SHB30315 - Certificate III in Nail Technology

Our Commitment to You

South Coast Academy's mission is to deliver quality training and assessment that meets the needs of our students and industry.

Finding Us

We are located on Level 2 of Shoalhaven Community Hub in Lamerton House, Shellharbour City Centre 2529 NSW. We are located in the Shellharbour Stockland Shopping Centre in the shared building with Family Services Australia, opposite Centerlink.



Parking

There is ample parking available in the carpark on Lamerton Cres. Please be aware that we share this parking with neighbouring businesses and the Shellharbour Stockland Shopping Centre. Parking in the carpark is strictly at your own risk.

Public Transport

Bus stations are a short walk from SCA. Services through this bus route occur approximately every 15 minutes. The closest bus station is out the front of Shellharbour Square post office entrance. The closest train station is Oak Flats Station, a 20 minute walk from our premises. Buses can also be caught from the station to Shellharbour Square.

Lunch Options

We are located very centrally and are surrounded by Shellharbour Square, take away shops, cafes and restaurants with plenty to choose from. Students have a common area if they wish to bring in their own lunch.

Our Educators

Our Educators are qualified Trainer/Assessors, in addition to being dedicated professionals who have extensive industry experience and current qualifications. Their industry experience is continually up to date as many Educators still work in the industry and participate in professional development activities.

At SCA, we deliver nationally accredited qualifications via training face-to-face and on some occasions in the workplace. When you study at SCA, your Educators will be there to assist you throughout your course. Students attend a classroom training environment, with extensive practical and theory sessions. Our Educators deliver the training in a way that students will enjoy and understand.

The SCA Team

Beauty

- Tina McGirr – SCA Academy Director & Diploma of Beauty Therapy Educator
- Taryn Gunning – Diploma of Beauty Therapy Educator
- Val Wood – Diploma of Beauty Therapy Educator
- Virginia Kettley – Certificate III in Nail Technology/Beauty Therapy Educator
- Maree Meaker – Diploma of Beauty Therapy Educator

Hairdressing

- Emma Clayton – Hairdressing Educator
- Craig Stone – Hairdressing Educator
- Vanessa Henwood – Hairdressing Educator

Barbering

- Blayne Cull – Barbering Educator

Make-Up

- Renee Taylor – Diploma of Screen & Media Educator

Student Support

- Matthew Gibson

Administration Team

- Samantha Foster
- Mariah Meta

Our expectations of you

South Coast Academy expects you:

- to contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- to comply with the responsibilities and rules of SCA.
- to be honest and respectful, which includes not falsifying work or information (see plagiarism) and not conducting yourself in any way that may cause injury or offence to others.
- to be responsible for your own learning and development by participating actively and positively, and by ensuring that you maintain progress with learning unit/s of competency/competencies.
- to monitor your own progress by ensuring that assessment deadlines are observed and met.
- to utilise facilities and SCA publications and resources with respect and to honour our copyrights and prevent our publications and resources from being distributed to unauthorised persons.
- to respect other students and SCA staff members and their right to privacy and confidentiality.

Student Responsibilities and Academy Rules

- Students are required to arrive 10 minutes early to class. If students are anticipating being late to class, they are to notify the Academy via phone or email at the earliest opportunity.
- Minimum attendance required is 90%. All absenteeism must be evidenced in writing by a medical practitioner. Please refer to page 10 for further information on attendance.
- Lessons start at 9:30am and students are to be ready to start class at this time. Students are not permitted to leave the Academy until classes have finished and students have been dismissed by their Educator. Evening Classes start at 6:00pm.
- If a student needs to leave during the day, they are to notify their Educator in advance.
- On student clinic days, students are required to arrive at the Academy 30 minutes earlier to make sure that they are prepared to work and their work station is set up for the day

- All work must be submitted on the due date unless prior arrangements have been made. Students will be deducted 10% for each day that an assignment/exam is overdue.
- No calls will be permitted to students except in cases of emergency. Students are requested to turn off mobile phones and leave them in their lockers provided unless other arrangements have been made.
- Do not leave the classroom during a lesson except to go to the toilet or refill a water bottle or cup.
- No food is to be consumed in the classrooms and no gum to be chewed in class. Smoking is permitted outside the building in the designated area only away from others that do not smoke. You are to make sure you have washed your hands after having a cigarette before starting treatments.
- At the end of each lesson students are required to sterilise all equipment used and clean work area.
- Students are advised to bring all required equipment and resources to class including pens, pencils, logbooks, folders and kits.
- Students are advised not to bring valuable jewellery or large sums of money to the Academy. The Academy does not accept responsibility for loss or damage of personal property.
- Students will not be allowed to have bags in the classroom. All personal property that will not be used in class (handbag, purse, car keys, phone etc.) must be put in the lockers provided.
- Lockers will be available for students to place personal possessions in and we advise that you avail yourself of these. If students lose their Locker key which will be provided to students by SCA for the Term, there will be a replacement fee incurred on behalf of the student. (Please see Schedule of Fees & Additional Charges page 22)
- Students are not permitted to be in a classroom during lunch breaks unless prior arrangements have been made with their Educator.
- No swearing, bad language or offensive behaviour will be tolerated. This includes bullying, harassment or threatening behaviour.

Please note that SCA reserves the right to cancel the enrolment of any student who may breach the Expectations and/or Student Responsibilities and Academy Rules.

It is a compulsory part of the course for students to participate in all practical activities. This includes performing skills such as facials, body massage, waxing, make-up application, and allowing other students to practice on them. If there is a medical

reason for a person not to receive a treatment, e.g. illness, allergies etc., they are required to submit a medical certificate and organize a substitute model.

Enrolment Duration

Upon enrolment, all students are advised of the duration of the course that they have enrolled in (either full time or part-time) and the nominated completion date.

The start and end date on your signed enrolment application forms part of your training contract. The dates are also made available on your student Wisenet portal.

Whilst every opportunity is made available to students to assist in completing your qualification by the completion date, any student who does not complete a unit of competency/competencies due to poor attendance or failure to complete assessments on or before the due date are at risk of not completing the course by the nominated completion date.

As such, a re-enrolment fee will apply should a student exceed the terms of their enrolment, unless otherwise advised by the Academy.

Participation and Attendance

During the first week of your unit/course, you will be provided with;

- A unit and/or course outline which will include the required attendance rate. Failure to adhere to the required attendance rate will result in an outcome of NYC recorded and a meeting will be scheduled with the Academy Director to determine the outcome.

To make the most of your studies, you are expected to participate and engage in your assessments and training, including all classes and workshops, and submitting work in accordance with assessment requirements of each unit. If there is a valid reason you cannot attend class, please notify the Academy as soon as possible via phone or email as per the Student responsibilities and Academy rules.

If absences continue or a student is in jeopardy of falling below the required attendance rate of 90%, a formal attendance notice will be issued as a warning.

If you are sick, unable to attend class, complete an assignment or have missed an assessment due to uncontrollable circumstances, please advise the Academy as soon as possible. Illness must be evidenced in writing by a medical practitioner.

If a student's attendance falls below the required attendance rate or a student has failed to notify of their absence/s, the student may be withdrawn from the unit and advised to re-enrol in the unit at a later date. Additional charges for re-enrolling in the unit may be incurred by the student and this may impact the estimated completion date of the student's course.

You are deemed to have participated if you;

- Attended a class, engaged online at the unit level, practical lessons, exams, assignment or learner support.
- Submitted an application for RPL (recognition of Prior Learning).
- Accessed activities or pages in the Learning Management system or Moodle.
- Submitted Assessments.
- Contacted the Academy/Educator for support or assistance.

If you are not participating and engaging in your assessments and studies on a regular basis, you will be contacted to determine if you are continuing or withdrawing from your studies.

If you do not respond to the attempts to contact you, action will be taken to 'withdraw and discontinue' your study. Please note that SCA reserves the right to cancel a student's enrolment if a student's attendance fails below the required attendance rate.

Your Commitment to Us

We ask you to commit to your training and make every effort to complete your course to the best of your ability. You can assist by being prompt for classes and training days and by submitting assessments on time.

You will be asked to sign a Training Agreement Declaration confirming your commitment to your studies.

Plagiarism

Plagiarism is the presentation by a student of an assignment or piece of work which has in fact been copied in whole or in part from another student's work, or from any other source (e.g. published resources or internet material) and attempting to pass as their own work without due acknowledgement or permission in the text.

Plagiarism will not be tolerated and may result in disciplinary action being taken against offending parties and/or cancellation of enrolment.

Presentation Standards of Students

All students are expected to be in uniform every day and maintain high grooming standards when attending lessons, and during work experience and Academy clinic/salon days. Hair and make-up is to be of a professional standard.

- Student uniforms are to be worn at all times when attending the Academy.
- Thongs, sandals or soft open toed shoes are not to be worn in class at any time. Closed-in black shoes must be worn.
- SCA shirt or SCA tunic that is supplied must be worn to all lessons.
- Black long or ¾ pants are to be worn. Jeans, tracksuit pants, shorts or active wear are not acceptable.
- No baggy jumpers are to be worn to class, especially when giving treatments as they can prove to be a hindrance to the client.
- Jewellery is to be taken off when giving treatments.
- Hair is to be neat and tied back when giving treatments.
- Nails are to be kept clean and short
- Students may be asked to leave the Academy if the above presentation standards are not met. This will be recorded as an absence from class.

Work Placement

All SCA students are to complete work placement during their study period which is generally undertaken during the final two terms of their course. Students will be asked to source a salon they would like to complete their work placement and must complete a minimum of 80 hours. Please be advised that the location of your work placement must be approved. Assistance from the Academy can be given when sourcing work placement.

SCA students participate in work experience to gather valuable industry knowledge while they are still in training. SCA nurtures relationships with local salons, so as to provide them with ongoing professionally trained graduates to work alongside them. Hair and Beauty students must not commence their work placement prior to their third term of study and all students who successfully complete their work placement will be issued with a certificate of completion.

Expectations of Work Placement

Work placement is a valuable part of your training at SCA. The aim of work experience is to prepare you for actual working life once you have finished your training with SCA. Students not only interact with clients but assist with bookings, money takings, and general salon duties. It is also an opportunity to showcase your skills and knowledge learnt at the Academy.

SCA expect the following whilst you are on work experience;

- Arriving at work on time and leaving at the end of a scheduled work day
- Wearing correct uniform that is asked by the salon, or your SCA uniform and a high level of personal presentation
- Showing high initiative in all work areas and conducting yourself in a professional manner at all times
- All work placement must be approved by the Academy Director prior to commencing

Models

Models are required for you to practice and perform treatments/services and assessments on during your study at the Academy. Remember that these people will probably become your clients. This could be the beginning of a very successful business of your own. At times models may be required to pay a fee for your service. The charge is minimal and is to cover the cost of supplies. SCA can assist with trying to access models, however cannot guarantee this.

Please be aware that not being able to source a model is not a valid reason for not participating in an assessment or attending class. You are still required to attend. Again, please notify the Academy as soon as possible as we may be able to assist. Failure to attend will result in disciplinary action.

It is strongly advised that when booking models, you advise the model that SCA is a Training Academy and bringing children can cause disruptions to classes and therefore not encouraged. Please remember to inform your model of this to avoid the embarrassment of the Academy having to ask the model to leave.

Please see Social Media pages in which students can post on to advertise for Models:

- Hair & Beauty – [Hair & Beauty Services Illawarra](#)
- Make-up – [Last minute Models](#)

Disciplinary

All students will be treated fairly in relation to all aspects of their enrolment. There may be times where cancellation of enrolment (either voluntarily or involuntarily) of a student is the most appropriate course of action.

SCA encourages an environment where all issues can be addressed early and resolved.

Disciplinary action will apply to any instance of poor performance or misconduct.

- Poor performance occurs when a student cannot or does not meet the requirements of the qualification in which he or she is currently enrolled (e.g. poor attendance, failing to notify of not attending, late submissions of course work, failing to complete assessment requirement, failure to purchase kits prior to the start of a unit etc.)
- Misconduct occurs when a student breaches the Student Responsibilities and Academy Rules or is otherwise in breach of or inconsistent with their enrolment obligations.

SCA will determine whether the conduct and/or performance of a student warrants disciplinary action according to the particular circumstances.

Cancellation of enrolment

SCA reserves the right to cancel an enrolment (withdraw the student) without notice from either the unit of competence or the qualification if after the allocated enrolment timeframe a student has not completed and achieved their qualification or individual unit of competency or breach of conduct.

If the qualification has partially successfully been completed, a Statement of Attainment will be issued for those units in which the student has been deemed competent.

Some circumstances will warrant the cancellation of enrolment. Other circumstances will warrant a series of warnings and/or counselling sessions (which may lead to cancellation of enrolment). In some circumstances, alternative work or suitable training may be regarded as an appropriate response.

In all instances where SCA decides to take disciplinary action, the student will be given a reasonable opportunity to respond to allegations of poor performance (including non-attendance) or misconduct.

Counselling

In some circumstances SCA may determine that it is appropriate for counselling of a student to occur. This will usually involve setting goals for the student and monitoring performance through regular meetings with the Educator and/or Academy Director.

Warnings

Depending on the nature of misconduct or poor performance, it may be appropriate to provide the student with a written warning that if the poor performance continues or misconduct occurs again, their enrolment may be terminated. The warning should be in writing and should include the following elements:

- Identify the type of conduct or underperformance which is the subject of complaint;
- Identify a timeframe for improvement in cases of poor performance;
- Identify the likely consequence of a failure to remedy the underperformance or misconduct.

The number of warnings issued to a student is two, with the third written warning resulting in immediate cancellation of enrolment.

Welfare and Guidance

Supporting your Education

Welfare and guidance are available to all students, and students are encouraged to seek the help from the Academy should they need it throughout their learning.

The following Contact numbers may be useful for students:

- *Head Space* : info@headspace.org.au
03 9027 0100
- *Ambulance*: 000
- *Shellharbour Medical Centre*: 02 4297 0037
- *Wollongong Medical Centre*: 02 4254 2600
- *Lake Illawarra Police*:
02 4232 5599
- *Centre link: General Enquires*
132 468
- *Dept. Fair Trading*: 13 32 20

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills

influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach SCA will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within SCA and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Help with Learning

Sometimes you may require help with a particular unit or skill. SCA can offer you learning support such as;

- Literacy
- Numeracy
- Communication Skills

Depending on your needs, SCA offer learning support;

- In small groups
- One on one tuition
- Online

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your

computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Work Health and Safety (WHS)

SCA is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 (No. 10) of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices; except in designated smoking areas.
- Report all potential hazards, accidents and near misses to the SCA staff;
- No consumption of alcohol or recreational drugs within training and assessment facilities or before or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Cleanliness

The Academy abides by the Skin Penetration Guidelines.

Hygiene is essential in Beauty Therapy, Make-up and Hairdressing as are high standards. It is expected that the student takes responsibility for the cleanliness and maintains excellent hygiene standards at the college. The student is expected to clean up after every treatment. The educator will determine if the cleanliness is to the standard we require.

The student is also expected to keep the Academy clean and tidy. Duties are allocated on a daily basis to the student.

Students may not leave the premises until after duties are inspected by the Educator.

Sharps

The Academy abides by the Skin Penetration Guidelines.

Any sharps are to be disposed of in the sharps containers provided. If a student is stabbed by a contaminated electrolysis needle he/she is to report to the Educator in charge of the class immediately. The puncture wound is to be washed thoroughly under water. The student will discuss with the client on whom the needle was used and inform them that a needle injury has occurred. The client may disclose whether they are at high or low risk of HIV or Hep B and C however the client is under no obligation to do so. The student is then referred to their own General Practitioner for counselling and testing. It is then necessary for the Educator or fellow student to fill out an incident report form, available from Administration.

Electrical equipment

- Electrical equipment that is not working should be reported to SCA staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- SCA will communicate the procedures involved in evacuation and the location of fire equipment to students at our facility for each training and assessment event; and to users of the office at least twice each year.
- All students of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. A copy of the SCA Emergency Evacuation Plan is located in the student's common area.
- It is the Students responsibility to understand fire drill procedures displayed around the premises.
- Students are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered. A first aid kit is located in the student's common area.
- All accidents must be reported to Administration.
- The accident and any first aid administered must be recorded by staff involved, in the injury register.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by SCA unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else for assistance

Participate in environmentally sustainable work practices

It is every student's responsibility to look after the environment and use work practices that help sustain the environment.

We can do this by:

- Turning off light switches whenever possible
- Recycling waste
- Minimising water usage
- Not putting chemicals or dangerous liquids down drains
- Using biodegradable cleaning products
- Minimising paper usage – using electronic methods where possible
- Minimising wastage of products

We ask every student to be aware of our policies regarding environmentally sustainable work practices.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces, work stations and surrounds are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your Equity

SCA is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All SCA staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any student or staff member who breaches this policy, including cancellation of enrolment/or employment. Suspected

criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from SCA staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of SCA that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to SCA, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your Privacy

SCA takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles. Here's what you need to know:

- SCA will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our Learner Management system (LMS). Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Electronic data retained on our LMS systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- SCA is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 7 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases SCA will seek the written permission of the student for such disclosure. SCA will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as

your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that SCA is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how SCA is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling policy outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Photo and Media Release

SCA Academy uses photographs and/or videos of students in publications, training and marketing material, social media and on our website.

Students may be asked for permission from SCA Academy to use photographic images and/or video taken during the term of your enrolment for the purpose of promoting, publicising and advertising SCA Academy and its training and services.

Fees and Refunds

SCA is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials, student kits, text books, student services and training and assessment services.

Course Deposit

A fee applies for most South Coast Academy Courses and a deposit must be paid at enrolment and before your first participation/attendance at class.

The amount you pay depends on the type of course you study and on your personal circumstances.

The course deposit will not exceed \$1,000.00 for any course.

Please refer to the SCA Website for the Schedule of Fees, Prices and Subsidies or contact SCA Administration.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial enrolment fee payment must be paid prior to commencing training and upon receiving an invoice from SCA. SCA may discontinue training if fees are not paid as required. For a full list of current fees and charges please see SCA Academy's schedule of fees and charges below. Fees are debited on the 1st day of each month, with a monthly account statement being issued before the 14th day of each month. Please ensure that you have paid your fees, or your fee instalment by the due date, or you will not be permitted to start or continue your course, nor have access to training materials and services, and you will not be issued with a transcript or testamur.

You will need to pay your fees (or the course deposit) before attending classes and they must be paid in full in order for you to receive your qualification and testamur. Late fees will incur a 10% surcharge for each week they are overdue including direct debit request rejections. Debt recovery action may also be initiated should the late fees not be paid.

Recovery of Student Fees

Outstanding student fees may include overdue: Smart and Skilled student contribution, additional fees and charges and monthly payments, where applicable. Where a student has an outstanding debt, a notice is generated within 2 weeks of the original invoice/due date and issued to the student.

Where the student continues to have an outstanding debt, the student will not be issued a qualification or a statement of attainment until the outstanding fees are paid. Students may also be instructed to cease training until the outstanding debts is reconciled.

Help with Fees

South Coast Academy is an approved VET Student Loan (VSL) provider and Smart and Skilled Provider. Please refer to pages 41 onwards.

Additional Charges

In addition to the course fees, there may be additional charges to cover the costs of undertaking your training.

Course Specific Costs;

- Essential equipment and other items that become your property for example student kits. Please refer to the table on pages 23 and 24. Kits must be

ordered and purchased prior to course or unit starting so that your progress in class is not hindered. Failure to order and purchase kits may result in your enrolment in that unit being deferred.

- Any textbook you require to undertake the qualification that becomes your property.
- An optional charge for an alternative form of access to an item or service that is essential component of training, for example; a textbook required for the qualification is made available online. If you prefer the textbook as hardcopy, you will be required to pay for your textbook.

All South Coast Academy fees are revised annually and subject to change.

Additional fees & charges

| ITEM | FEE |
|--|---|
| RPL/RCC and/or skills assessment | <ul style="list-style-type: none"> - RPL \$500.00 - RCC \$500.00 - Skills Assessment \$500.00 |
| Uniforms | <ul style="list-style-type: none"> - SCA Tunic - \$70.00 - SCA Long Sleeve - \$25.00 - SCA Short Sleeve - \$20.00 |
| Kits – Kit prices are subject to suppliers increase | <p>Beauty Therapy Kits</p> <ul style="list-style-type: none"> - Beauty Therapy Lash and Brow Kit - \$135.00 - Beauty Therapy Waxing Kit - \$250.00 - Beauty Therapy Eyelash Extension Kit - \$200.00 - Beauty Therapy Manicure and Pedicure Kit - \$155.00 - Beauty Therapy Gel nail Kit - \$150.00 - Beauty Therapy Spray Tanning Kit - \$220.00 - Beauty Therapy make-up Kit - \$390.00 <p>Nail Technology Kit</p> <ul style="list-style-type: none"> - Certificate III in Nail Technology Kit - \$495.00 <p>Make-up Kits</p> <ul style="list-style-type: none"> - Certificate III in make-up Kit - \$1603.00 - Diploma of Screen and Media Kit (Included in course) <p>Hairdressing Kits</p> <ul style="list-style-type: none"> - Certificate III in Hairdressing Kit - \$830.00 - Certificate III in Barbering Kit - \$800.00 - Certificate II in Salon Assistant Kit - \$361.75 |

| | |
|---|--|
| Refunds + Withdrawal/Exit Fee | <ul style="list-style-type: none"> – Students, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid less 10% of enrolment fee to cover administration costs. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories. – Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by SCA Hair and Beauty is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training. – Students who cancel/withdraw from their enrolment after a training program has commenced will not be entitled to a refund of fees and will incur a withdrawal fee of 10% of the total course cost (see withdrawing/exit points). – VET Student Loan students exempt. |
| Late Fees | – Students incur a 10% late fee each day the fee is delayed and/rejected via direct debit requests. |
| Re-Assessment Fee following 3rd attempt | – \$50.00 |
| Replacement Transcript | – \$15.00 |
| Replacement Certificate | – \$30.00 |
| Replacement Logbook | – \$20.00 |
| Request for hard copy of online resource | – TBA dependant on the resource. Please see SCA Administration |
| Transfers to another course on scope of registration | – \$50.00 |

Refunds

Students, who give notice to cancel their enrolment seven (7) business days or more prior to the commencement of a course, will be entitled to a full refund of fees paid less 10% of enrolment fee to cover administration costs. Please note that this applies only to Fee for Service (FFS) students, not those enrolled under VET Student Loans. Please see relevant VSL withdrawal and refund policy on page 55. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Students who give notice to cancel their enrolment six (6) business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by SCA is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training. Again, please note that this applies only to Fee for Service (FFS) students, not those enrolled under VET Student Loans. Please see relevant VSL withdrawal and refund policy on page 55.

Students who cancel/withdraw from their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a student has purchased a text, training materials or equipment and subsequently cancels, SCA will not refund monies for the text, training materials or equipment.

Other circumstances where you may be eligible for a partial refund or amendment to your fee (and future fee instalments) include;

- Where you withdraw from your study after the start of your course and you have pre-paid on future fee instalments, you may be eligible for a refund of the pre-paid instalments
- Where you have paid the full smart and skilled student fee and you have been granted Credit Transfer or Recognition of Prior Learning after commencing your study, your fee (and future fee instalments) will be amended.

A refund of the student fee you have paid may be given in the following circumstances;

- Where you have enrolled in a course that has been cancelled by South Coast Academy
- Where you have overpaid your fee.

- Where you have formally advised the Academy in writing prior to the start of your course that you wish to withdraw.

Payment method

SCA accepts payment for fees using:

- Direct Debit (preferred method)
- Electronic Funds Transfer (account details available on request)
- Payment in cash is discouraged.

Our Guarantee to Students

If SCA cancels or ceases to provide training, SCA must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 4 of the 10 units. The student’s enrolment would be finalised and the student would receive a Statement of Attainment for the 4 completed units. The student would also receive a refund of \$900.00 which represents that value of the training not delivered.

Changes to terms and conditions

SCA reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment, the student will be informed 7 days prior to changes taking effect.

Withdrawing

Students who cancel their enrolment part way through a training program must notify SCA in writing via the SCA Student Withdrawal form at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. For VET Student Loans students, please refer to page 45.

Replacement of text & training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement

charges please refer to SCA Academy's schedule of fees and charges located on pages 23 and 24.

Transfers

Requests for transfers to alternate programs can be arranged if SCA is advised in writing more than seven (7) working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where SCA has been notified in writing at least seven (7) working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$50.00 (incl. GST).

Withdrawing/Exit Points

Exit at any point other than at the end of successful completion of the final unit will not provide an individual with full a qualification. Students may be issued for certificates/recognition for the unit/s of competency that they have completed. Students are required to complete an SCA Student Withdrawal form.

Deferring Qualifications

SCA will make every attempt to assist a student to achieve competency in their enrolled qualification/unit of competency. However, SCA understand that there may be times when students commence study but cannot complete the training. SCA will work with individual clients to plan an exit time and an alternative re-entry time into the training that they have start if wishing to continue. If the student cannot continue, SCA will work to assist the student in achieving some part of the initial qualification if not all is possible. This will be assessed on an individual basis.

SCA Statement of Tuition Assurance

South Coast Academy must meet tuition assurance requirements for persons, other than overseas students, who are enrolled in the higher education courses we offer. This is to protect students in the event we cease to provide a course of study in which a student is enrolled.

Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor you progress with training or simply to go back and confirm something in a previous training unit/s of competency. Whilst these records will be retained by SCA, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can make this request in writing. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, SCA reserves the right to charge a one-off photocopy fee of \$15.00. There is no cost to simply view records at our office.

Continuous improvement

SCA is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure / feedback form. This procedure allows any person to provide feedback for consideration by the Academy Director. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The feedback form template is available on request. Students are encouraged to provide feedback to SCA so we can improve our services in the future.

Learner satisfaction survey

Throughout your course and at the completion of your training, you may be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to SCA for our ongoing improvement of services and to enable us to report this information to our registering authority (ASQA). Your assistance in gathering this survey data is greatly appreciated.

Assessment

At SCA, assessment is conducted using a combination of written knowledge assessments, practical demonstration assessments, workbooks, research tasks, case studies, work placement logbook and supervisor/third party feedback.

The following provides a brief explanation of the primary assessment methods:

- **Written knowledge assessments:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice. A grading of 90% or higher is required to achieve an outcome of competent for written knowledge exams. Please refer to the unit outline for written assessment due dates.
- **Practical demonstration assessments:** The student is required to demonstrate a range of practical skills and demonstrate knowledge in the chosen unit of study where the skill is 'live' and as close to the real world as possible within industry expected timeframes. Please refer to the unit outline for practical assessment dates.
- **Workbooks:** Workbooks are assigned to each unit of competency and contain instructions, information, and activities. Workbooks may be completed in class during assigned theory lessons and/or assigned as homework. Workbooks are required to be submitted prior to the completion of each unit. Please refer to the unit outline for due dates.
- **Research tasks:** The student is required to undertake research in their own study time and/or within their own workplace and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case study:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Work placement logbook:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor and third party (client) feedback:** The assessor will periodically engage with workplace supervisors and/or clients to seek their feedback about the student's performance. Feedback from a supervisor is recorded into the assessment record.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of SCA to provide two additional opportunities for re-assessment and training at no additional cost to the student prior to the unit ending. Students who require further training and re-assessment after they have exhausted the additional opportunities will be required to pay a fee for additional training and re-assessment and may be required to undertake the unit again when it is offered next. Please refer to the SCA Schedule of Fees on page 25 or on the SCA website or contact the Academy for further details. You are required to submit a request in writing to the Academy Director showing cause as to why you should be re-enrolled.

Students requiring additional learning support are to be brought to the attention of SCA Academy Director so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

Repeat or Re-sit a Unit of Competency or Assessment

If you are unable to complete a unit of competency, or you do not pass an assessment (either written or practical) which you need to achieve your qualification, you have the option to repeat that part of your studies by re-enrolling in that particular unit when it is next offered and paying a fee.

Not yet competent in a unit of competency (on three occasions)

If you wish to re-enrol in a unit after receiving three NYC outcomes, you are required to submit a request in writing to the Academy Director showing cause as to why you should be re-enrolled.

Your student fee only covers your first enrolment in a unit of competency.

Requesting an extension

If a student is having difficulties meeting a due date, SCA may grant extensions under certain circumstances and apply a fee to the extension.

Where SCA determines an extension may be granted, students are eligible to pay for a maximum of two extensions per unit. The following duration and fees per unit are applicable:

1 week extension - \$50.00 extension fee

2 week extension - \$75.00 extension fee

All requests for extensions must be made in writing to SCA by completing the Extension Request Form and returning to matthew.gibson@southcoastacademy.com.au with the email subject 'Extension request' for processing. The outcome of the request will be emailed to the student. The 'Application for Assessment Extension' form can be located on the Student Moodle page.

Note: It is the student's responsibility to adhere to the unit/course due dates and/or make appropriate arrangements.

Again, SCA reserves the right to cancel an enrolment (withdraw the student) without notice from either the unit of competence or the qualification if after the allocated enrolment timeframe a student has not completed and achieved their qualification or individual unit of competency. Please refer to page 14 - Cancellation of enrolment.

Student Wisenet and Moodle Portal

What is Wisenet & Moodle?

Wisenet is an online Student LRM system that allows students to access their course information, outlines and submit assessments via Moodle portal. All students will have a Wisenet and Moodle profile that allows them to access the information designated for their courses for the duration of their study at the Academy.

How to submit assessments?

Students will submit their assessments and workbooks via their Moodle portals by logging in to the Wisenet student portal and clicking on the 'eLearning' tab. Students will be required to click on the submission folder, attach documents as a PDF and click 'Submit Assessments'. If students do not click 'Submit Assessments' the submission will stay as a draft and will not be marked. Assessments cannot be marked unless they are a PDF document. All assessments must be submitted by the designated due date and time.

Submission due dates

All assessment documents must be submitted by their designated due dates and times. Submitting an assessment any later than the date listed on the Moodle submission will result in the student being locked out and result in the first attempt being awarded an outcome of NYC. The student will be required to complete an extension request form and email info@southcoastacademy.com.au. The outcome of the extension will be emailed to the student.

If a student submits an assessment incorrectly and does not complete all sections of the instructions listed on the Moodle page, this will require a student to resubmit their assessment. This must be done before the due date otherwise an outcome of NYC for this attempt will be awarded. If an assessment is submitted in the incorrect format this will also require the student to resubmit the assessment as a PDF document and will require the student to complete an extension request form if the due date has passed.

SCA Student Support can assist students with the submission process, and detailed instructions are located in the Student Wisenet and Moodle Manuals found in your student portal.

Participation and Attendance

During the first week of your unit/course, you will be provided with;

- A unit and/or course outline which will include the required attendance rate. Failure to adhere to the required attendance rate will result in an outcome of NYC recorded and a meeting will be scheduled with the Academy Director to determine the outcome.

To make the most of your studies, you are expected to participate and engage in your assessments and training, including all classes and workshops, and submitting work in accordance with assessment requirements of each unit. If there is a valid reason you cannot attend class, please notify the Academy as soon as possible via phone or email as per the Student responsibilities and Academy rules.

If absences continue or a student is in jeopardy of falling below the required attendance rate of 90%, a formal attendance notice will be issued as a warning.

If you are sick, unable to attend class, complete an assignment or have missed an assessment due to uncontrollable circumstances, please advise the Academy as soon as possible. Illness must be evidenced in writing by a medical practitioner.

If a student's attendance falls below the required attendance rate or a student has failed to notify of their absence/s, the student may be withdrawn from the unit and advised to re-enrol in the unit at a later date. Additional charges for re-enrolling in the unit may be incurred by the student and this may impact the estimated completion date of the student's course.

You are deemed to have participated if you;

- Attended a class, engaged online at the unit level, practical lessons, exams, assignment or learner support.
- Submitted an application for RPL (Recognition of Prior Learning).
- Accessed activities or pages in the Learning Management system or Moodle.
- Submitted Assessments.
- Contacted the Academy/Educator for support or assistance.

If you are not participating and engaging in your assessments and studies on a regular basis, you will be contacted to determine if you are continuing or withdrawing from your studies.

If you do not respond to the attempts to contact you, action will be taken to 'withdraw and discontinue' your study. Please note that SCA reserves the right to cancel a student's enrolment if a student's attendance fails below the required attendance rate.

Major Works

SCA has a major work assessment fee of \$50.00 which contributes towards your work being professionally photographed. This is compulsory. This is not included in the fees for full time courses.

Issuing Qualifications and Statements of Attainment

SCA will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to SCA have been paid.

Complaints, Grievances & Appeals

SCA is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by SCA in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

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 submitted to SCA Academy within 7 days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly. Students are encouraged to discuss directly with their Trainer/Assessor. If the student is not satisfied with the response, they may arrange an appointment to discuss with the Academy Director.

Complaint and appeals handling

SCA applies the following principles to complaints and appeals handling:

- A written record of all complaints is to be kept by SCA including all details of lodgment, response and resolution. SCA will maintain a complaints register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint is to commence within seven (7) working days of the lodgment of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgment of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where SCA Academy Director considers that more than 60 calendar days are required to process and finalise the complaint, the Academy Director must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, SCA will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of SCA and the

complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.

- SCA shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No SCA representative will disclose information to any person without the permission of the SCA Academy Director. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given in writing.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Review by an independent person

SCA provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. To facilitate this, SCA will engage a suitably qualified and experienced VET consultant to provide this review impartially on behalf of the student.

Review by external agency

- Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by SCA, they are to have the opportunity for a body that is independent of SCA to review his or her complaint or appeal following the internal completion of complaint or appeals process.
- Students who are not satisfied with the process applied by SCA may refer their grievance to the following external agencies:
 - **Unresolved complaints** may be referred to the Australian Skills Quality Authority - <https://asqaconnect.asqa.gov.au/> Students are to be advised that ASQA will require the student to have exhausted all avenues through SCA internal complaints handling procedure before taking this option.

- **Unresolved Appeals** in relation to consumer related issues may be referred to the Office of Fair Trading.
- **National Training Complaints Hotline** also provides an opportunity for students to lodge their grievance with an external agency who will follow up and investigate their complaint. This service can be accessed via the following phone number: 13 38 73.

Recognition of your existing skills & knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, SCA Academy provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition of Prior Learning

Recognition of prior learning (RPL) is a process that allows the competencies you already possess to be recognised regardless of how you obtained them. These might include skills you have acquired on the job or from other life experiences that do not necessarily include formal training.

Credit Transfer

Completed units of competency at another Registered Training Organisation (RTO) within the Australian Quality Framework (AQF) and from an accredited Training Package where those units are included in the qualification in which the student is enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in SCA scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence. An RPL Application Form is available from SCA Administration.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong

case for competence. SCA reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit/s of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to SCA. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copies of the original.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in SCA scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and SCA does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

SCA is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that SCA has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with SCA.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Smart and Skilled

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. This training is subsidised by the NSW Government. It's helping people in NSW get the skills they need to find a job and advance their careers. For more information, please visit <https://smartandskilled.nsw.gov.au/>

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas

Under Smart and Skilled, a student contributes towards the cost of training in an approved qualification through the payment of a student fee.

Prospective students can get a quote of the fee for their preferred course in the Course Finder: <https://smartandskilled.nsw.gov.au/sands/find-a-course>

SCA Academy charges the relevant fees set by the NSW Government. The fee is determined when SCA Academy enters the student data into the Smart and Skilled Provider Calculator.

Student eligibility

To be eligible for training subsidised under the Smart and Skilled program, a candidate must;

- a. be an Australian Citizen, a permanent resident, a humanitarian visa holder or a New Zealand citizen, and
- b. be aged 15 years or older, and
- c. live or work in NSW, and
- d. no longer be at school

Candidates can check their eligibility for Smart and Skilled training in the Eligibility Checker <https://smartandskilled.nsw.gov.au/are-you-eligible>

A student must provide evidence to support their eligibility for Smart and Skilled. Please refer to page 7 of the Smart and Skilled Fee Administration Policy 2017

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf

Fee exemption or concession

Students eligible for Smart and Skilled who are Aboriginal or Torres Strait Islander students, students with a disability or Australian Government welfare recipients may be eligible for a fee exemption or concession when enrolling in the Smart and Skilled course.

Fee exemptions are available to students who;

- a. are Aboriginal or Torres Strait Islander,
- b. meet the Smart and Skilled eligibility criteria for their first course commencement in a calendar year,
- c. are the dependants of disability support pension recipients, for their first course commencement in a calendar year

Concessions are available to students who;

- a. are receiving one of the below specified Australian Government benefits or allowances at the time of enrolment;
- Aged Pension
 - Austudy
 - Carer Payment
 - Disability Support Pension
 - Exceptional Circumstances Relief Payment
 - Farm Household Allowance
 - Family Tax Benefit Part A (maximum rate)
 - Parenting Payment (single)
 - Newstart Allowance (*note: a NSW apprentice or NSW new entrant trainee on a Newstart Allowance are not eligible for a concession fee*)
 - Special Benefit
 - Sickness Allowance
 - Veterans' Children Education Scheme
 - Veterans' Affairs Pension
 - Widow B Pension
 - Widow Allowance
 - Youth Allowance
 - Wife Pension

- b. meet the Smart and Skilled disability criteria, for a second course in a calendar year,
- c. are the dependants of disability support pension recipients, undertaking a second or further course in a calendar year

A student must provide evidence to support their eligibility for a fee exemption or concession fees. Details of acceptable evidence are described in the Smart and Skilled Fee Administration Policy 2017.

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf

Student Fees

Students eligible for subsidised training under Smart and Skilled pay only a portion of the training cost. Your student contribution fee is calculated by South Coast Academy's Administration and is confirmed prior to enrolment. Smart and Skilled Students pay their student contribution fee in monthly instalments. Please refer to page 21 regarding SCA's fee policy.

Apprenticeships

Apprenticeships combine work-based training with an employer and formal training from a training provider. All NSW apprentices are eligible for a government subsidy under Smart and Skilled for the qualification that supports their apprenticeship. Under the NSW Government Fee Free Apprenticeship initiative, NSW Apprentices that commence their training on or after 1 July 2018 may be eligible for fee free training. For eligible apprentices, there will be no requirement to pay the fee. Contact the Academy regarding apprenticeships under Smart and Skilled.

Additional costs

Incidental expenses – SCA Academy may charge additional costs to the student fee. These costs may include essential equipment or optional charges for an alternative form of access to an item or service (e.g. hard copy of an online resource). Please refer to the SCA Schedule of Fees located on page 23 of the SCA Student Handbook.

Issuing embedded qualifications

A qualification may include all the units of competency required to complete the lower level qualification, an 'embedded' qualification.

In that case, a student may wish to be issued with the qualification for the lower level qualification in addition to the higher level qualification in which they are enrolled.

South Coast Academy may charge an additional fee, in accordance with the SCA Schedule of Fees to produce the additional qualification.

Fees for repeat attempts to complete the unit of competency

SCA Academy students may have three (3) attempts to complete and demonstrate competence in a unit of competency for their student fee. Subsequent attempts will occur an additional fee for each attempt. Please refer to the SCA Schedule of Fees on page 23 of the SCA Student Handbook for further details.

SCA Academy offer a variety of payment options which include;

- upfront payment of total student fees (less deposit)
- payment plan where a schedule of payments is provided to the students

Students are required to pay a deposit prior to the commencement date.

Students eligible for VET Student Loans assistance commence repaying their HELP debt through the ATO (Australian Taxation Office) once their income is above the minimum salary level threshold. Further information is provided on page 38 of the SCA Student Handbook.

Withdrawing from training

SCA Academy determines the 'withdrawal with no penalty' cut-off date of seven (7) days before commencement of a course.

Should a student wish to withdraw from a course, either prior to or after the cut-off date, the student must follow the procedure outlined in the Withdrawal Policy on page 27 of the SCA Student Handbook.

If a student withdraws from training before the 'withdrawal with no penalty cut-off' date, the student will be refunded any fees paid at enrolment, if applicable less 10% of the enrolment fee/deposit.

If a student withdraws from training after the 'withdrawal with no penalty' cut-off date, the student will be given a statement of all fees and fee refunds, if applicable.

If a withdrawal or cancellation from training is a result of student misconduct, no financial refund or reimbursement will be provided.

Refund Policy

SCA Academy provides refunds of student fees only in accordance with the Refund Policy on page 25 of the SCA Student Handbook.

Recovery of Outstanding Fees

Outstanding student fees may include overdue: Smart and Skilled student fees, additional fees and charges and monthly payments, where applicable.

Where a student has an outstanding debt, a notice is generated within 2 weeks of the original invoice/due date and issued to the student.

Where the student continues to have an outstanding debt, the student will not be issued a qualification or a statement of attainment until the outstanding fees are paid. Students may also be instructed to cease training until the outstanding debts is reconciled and incur a 10% surcharge on late fees exceeding 30 days or more.

Fee protection mechanism

SCA Academy is a member of an approved Tuition Assurance Scheme – The Australian Council for Private Education and Training (ACPET). Please refer to page 21 of the SCA Student Handbook.

Consumer Protection for Students

Students studying under Smart and Skilled are covered by the Smart and Skilled protection measures. South Coast Academy are approved to deliver training under Smart and Skilled and are required to process and protect students and handle complaints. To process a complaint or a concern, please see page 32 for SCA's Compliant, Grievances and Appeals and policy.

VET Student Loans

South Coast Academy an approved VET Student Loan Provider for the Diploma in Beauty Therapy and Diploma of Screen and Media qualifications.

What is the VET Student Loans program?

The VET Student Loans program is an Australian Government loan program that helps eligible students enrolled in approved courses at diploma level or above, at approved course providers pay their tuition fees. The loan has income-contingent repayment arrangements, which means you only need to make repayments if you are earning above the minimum repayment threshold. You can make voluntary repayments at any time.

If you are an eligible student, the Department of Education and Training (the department) may approve your VET Student Loan for an **approved course**. The department will pay your loan directly to your **approved course provider**. You will be responsible for any gap amount in the **tuition fees**, which are not covered by the loan. You will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO).

[VET Student Loans Information Booklet](#)

Am I eligible?

To receive a VET Student Loan, you must:

1. be an eligible student
2. be studying an approved course
3. be studying with an approved course provider
4. apply to the government using the approved form, which will be managed through your provider, and
5. confirm your engagement and progression to continue to access the loan throughout your course.

To be an eligible student, you must meet ALL of these criteria – further detailed below.

- You are:
 - an Australian citizen, or
 - a qualifying New Zealand citizen, or
 - a permanent humanitarian visa holder, who is usually resident in Australia.

- Your FEE-HELP balance (the amount of your **FEE-HELP limit** you have left) is more than \$0. This means you have enough **FEE-HELP limit** remaining for your proposed studies to be covered by the loan.
- You are enrolled with an approved course provider in an approved course and have enrolled in accordance with the application requirements.
- You are studying the **approved course** primarily at a campus in Australia.
- You have been assessed by your approved course **provider** as academically suited to undertake the approved course on the basis of either:
 - providing your Australian Year 12 Certificate; OR
 - providing a copy of a certificate showing that you have been awarded a qualification at level 4 or above in the Australian Qualifications Framework (where the language of instruction was English); OR
 - displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.

In addition, your approved course provider must reasonably believe you show competence in completing the course.

- You meet the Tax File Number (TFN) requirements.
- You have a Unique Student Identifier (**USI**) or are otherwise exempt.
- You have given the required documents to your approved course provider and submitted the loan application form by the first **census day** no less than two business days after enrolling.

To be an approved course, your course must:

- be specified by the *VET Student Loans (Courses and Loan Caps) Determination 2016* (the **courses and loan caps determination**): **and**
 - for state-government subsidised students, lead to a qualification of diploma or advanced diploma in the Australian Qualifications Framework; or
 - for full fee-paying / fee for service students, lead to a qualification of diploma, advanced diploma, graduate certificate or graduate diploma in the Australian Qualifications Framework; **and**
- be provided by an approved course **provider**; **and**
- be delivered by an approved course **provider** or an entity registered with TEQSA or a body approved by the department to deliver the course.

* A qualifying New Zealand citizen is a New Zealand citizen who meets all of the following:

- holds a special visa category, such as the New Zealand Special Category Visa (SCV);
- has been usually resident in Australia for at least 10 years;
- was a dependent child when he or she was first usually resident in Australia;
- has been in Australia for periods totaling 8 years during the previous 10 years; and
- has been in Australia for periods totaling 18 months during the previous 2 years.

** If your qualification is from overseas, then the certificate provided must be a letter or certificate issued by a Federal, State, or Territory government agency which assesses overseas qualifications and which shows that your qualification has been determined to be equivalent or comparable to a qualification in the Australian Qualifications Framework at level 4 or above.

Important information

The VET Student Loans program assists eligible students enrolled in approved higher level vocational education and training (VET) courses to pay their tuition fees.

Eight important points you must read!

- Your VET Student Loan becomes part of your Higher Education Loan Program (HELP) debt and must be paid back at the relevant repayment rate when your repayment income is above the **compulsory repayment threshold**.
The **compulsory repayment threshold** is adjusted each year and is \$51,957 for the 2018-19 income year. For the 2019-20 income year, beginning 1 July 2019, the threshold will be \$45,881.
- At least twice each calendar year for the duration of your course, you are required to confirm your continued engagement in your course of study. Your approved provider will manage this engagement and progression activity using the Department of Education and Training's **electronic Commonwealth Assistance Form (eCAF)**. Your ongoing access to a VET Student Loan is dependent upon you demonstrating that you are still engaged in and progressing through your course.
- You will incur your liability to pay **tuition fees** for each part of your course on the census **day** for that part of your course.
- If you do not wish to incur a liability for that part of the course you must withdraw your enrolment in that part of the course, before the census **day**. You must withdraw in writing and in line with your **approved course provider's** withdrawal procedure.

- **Full fee paying/fee for service students** will incur a 20 per cent loan fee on their VET Student Loan. Students enrolled in a diploma and advanced diploma level course whose enrolment is subsidised by a state or territory government do not incur a loan fee.
- You must meet the eligibility criteria to be eligible for a VET Student Loan. You will need to supply information to your provider to prove that you meet the eligibility criteria.
- The amount of a VET Student Loan for a course is capped. The loan may not be sufficient to cover all the **tuition fees** for a course. Your education provider must send you a written notice of the amount of your course **tuition fees** covered by the loan and any gap fees required to be paid by you. The information must be sent to you by the first census day for your course. You are responsible for paying the gap fee as you progress through your course.
- Information about **tuition fees** covered by the VET Student Loans program, any other fees payable for the course, and information on how to withdraw before the census day without incurring fees, will be provided to you by your provider prior to your enrolment.

For further information, please refer to the [VET Student Loans Information Booklet](#)

Census Dates and Tuition Fees

The **census day** is a very important date for you to know about!

The **census day** for a course, or a part of a course (e.g. unit), is the last day you can:

- complete the **eCAF** to apply for a VET Student Loan for your course, or
- withdraw or defer your enrolment without incurring a debt for the course or part of the course.

Every part of a course (unit of study) has its own census day, so that you incur debts as you progress through your course, and not for the whole course at the beginning. Every course must have at least three census days spread reasonably evenly throughout your course. Your provider is required by law to publish census days. If you are unsure of your census days, check your provider's website or contact them directly to confirm the **census day** for each unit you enrol in and whether withdrawal is limited to your provider's business hours.

Your provider must send you a VET Student Loans fee notice before the **census day** so that you have all the information you need to make your study and payment decisions.

Census dates cannot be set any earlier than 20% of the way through the period in which a unit/s are undertaken (this period includes any examination/assessments periods). Census dates cannot be extended.

Upon confirmation of your enrolment, you will be provided with a schedule including units of study start dates, end dates and census dates specific to your course.

Below is a list of SCA Academy’s Schedule of Fees (including census dates).

[SCA VET Student Loans Tuition and Census Date Policy](#)

VSL Census Dates and Fee Schedule

CUA51015 DIPLOMA OF SCREEN AND MEDIA

Intake: February – Full Time

Delivery Mode: Face to Face

Tuition Fee: \$15,520.00

| UNIT OF STUDY | | STUDY/FEE PERIOD | CENSUS DATE | DELIVERY | | UNIT FEE | RPL |
|---------------|-----------------------|-------------------------|-------------|-----------|-------|----------|---------|
| CODE | NAME | | | MODE | EFTSL | | |
| SMTERM1 | Screen + Media Term 1 | 01.02.2021 – 01.04.2021 | 14.02.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| SMTERM2 | Screen + Media Term 2 | 19.04.2021 – 25.06.2021 | 03.05.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| SMTERM3 | Screen + Media Term 3 | 12.07.2021 – 17.09.2021 | 26.07.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| SMTERM4 | Screen + Media Term 4 | 05.10.2021 – 17.12.2021 | 19.10.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |

CUA51015 DIPLOMA OF SCREEN AND MEDIA

Intake: July – Full Time (midyear intake)

Delivery Mode: Face to Face

Tuition Fee: \$15,520.00

| UNIT OF STUDY | | STUDY/FEE PERIOD | CENSUS DATE | DELIVERY | | UNIT FEE | RPL |
|---------------|-----------------------|-------------------------|-------------|-----------|-------|----------|---------|
| CODE | NAME | | | MODE | EFTSL | | |
| SMTERM1 | Screen + Media Term 1 | 12.07.2021 – 17.09.2021 | 26.07.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| SMTERM2 | Screen + Media Term 2 | 05.10.2021 – 17.12.2021 | 19.10.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| SMTERM3 | Screen + Media Term 3 | 31.01.2022 – 08.04.2022 | 14.02.2022 | On Campus | 0.25 | \$3,880 | \$3,880 |
| SMTERM4 | Screen + Media Term 4 | 26.04.2022 – 01.07.2022 | 10.05.2022 | On Campus | 0.25 | \$3,880 | \$3,880 |

SHB50115 Diploma of Beauty Therapy

Intake: February – Full Time

Delivery Mode: Face to Face

Tuition Fee: \$15,520.00

| UNIT OF STUDY | | STUDY/FEE PERIOD | CENSUS DATE | DELIVERY | | UNIT FEE | RPL |
|---------------|-----------------------|-------------------------|-------------|-----------|-------|----------|---------|
| CODE | NAME | | | MODE | EFTSL | | |
| BTTERM1 | Beauty Therapy Term 1 | 01.02.2021 – 01.04.2021 | 14.02.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| BTTERM2 | Beauty Therapy Term 2 | 19.04.2021 – 25.06.2021 | 03.05.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| BTTERM3 | Beauty Therapy Term 3 | 12.07.2021 – 17.09.2021 | 26.07.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| BTTERM4 | Beauty Therapy Term 4 | 05.10.2021 – 17.12.2021 | 19.10.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |

SHB50115 Diploma of Beauty Therapy

Intake: February – Part Time

Delivery Mode: Face to Face

Tuition Fee: \$15,520.00

| UNIT OF STUDY | | STUDY/FEE PERIOD | CENSUS DATE | DELIVERY | | UNIT FEE | RPL |
|---------------|-----------------------|-------------------------|-------------|-----------|-------|----------|---------|
| CODE | NAME | | | MODE | EFTSL | | |
| BTTERM1 | Beauty Therapy Term 1 | 01.02.2021 – 01.04.2021 | 14.02.2021 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM2 | Beauty Therapy Term 2 | 19.04.2021 – 25.06.2021 | 03.05.2021 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM3 | Beauty Therapy Term 3 | 12.07.2021 – 17.09.2021 | 26.07.2021 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM4 | Beauty Therapy Term 4 | 05.10.2021 – 17.12.2021 | 19.10.2021 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM5 | Beauty Therapy Term 5 | 31.01.2022 – 08.04.2022 | 14.02.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM6 | Beauty Therapy Term 6 | 26.04.2022 – 01.07.2022 | 10.05.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM7 | Beauty Therapy Term 7 | 18.07.2022 – 23.09.2022 | 01.08.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM8 | Beauty Therapy Term 8 | 10.10.2022 – 20.12.2022 | 24.10.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |

SHB50115 Diploma of Beauty Therapy

Intake: July – Full Time (midyear intake)

Delivery Mode: Face to Face

Tuition Fee: \$15,520.00

| UNIT OF STUDY | | STUDY/FEE PERIOD | CENSUS DATE | DELIVERY | | UNIT FEE | RPL |
|---------------|-----------------------|-------------------------|-------------|-----------|-------|----------|---------|
| CODE | NAME | | | MODE | EFTSL | | |
| BTTERM1 | Beauty Therapy Term 1 | 12.07.2021 – 17.09.2021 | 26.07.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| BTTERM2 | Beauty Therapy Term 2 | 05.10.2021 – 17.12.2021 | 19.10.2021 | On Campus | 0.25 | \$3,880 | \$3,880 |
| BTTERM3 | Beauty Therapy Term 3 | 31.01.2022 – 08.04.2022 | 14.02.2022 | On Campus | 0.25 | \$3,880 | \$3,880 |
| BTTERM4 | Beauty Therapy Term 4 | 26.04.2022 – 01.07.2022 | 10.05.2022 | On Campus | 0.25 | \$3,880 | \$3,880 |

SHB50115 Diploma of Beauty Therapy

Intake: July – Part Time (midyear intake)

Delivery Mode: Face to Face

Tuition Fee: \$15,520.00

| UNIT OF STUDY | | STUDY/FEE PERIOD | CENSUS DATE | DELIVERY | | UNIT FEE | RPL |
|---------------|-----------------------|-------------------------|-------------|-----------|-------|----------|---------|
| CODE | NAME | | | MODE | EFTSL | | |
| BTTERM1 | Beauty Therapy Term 1 | 12.07.2021 – 17.09.2021 | 26.07.2021 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM2 | Beauty Therapy Term 2 | 05.10.2021 – 17.12.2021 | 19.10.2021 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM3 | Beauty Therapy Term 3 | 31.01.2022 – 08.04.2022 | 14.02.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM4 | Beauty Therapy Term 4 | 26.04.2022 – 01.07.2022 | 10.05.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM5 | Beauty Therapy Term 5 | 18.07.2022 - 23.09.2022 | 01.08.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM6 | Beauty Therapy Term 6 | 10.10.2022 – 20.12.2022 | 24.10.2022 | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM7 | Beauty Therapy Term 7 | TBA | TBA | On Campus | 0.125 | \$1,940 | \$1,940 |
| BTTERM8 | Beauty Therapy Term 8 | TBA | TBA | On Campus | 0.125 | \$1,940 | \$1,940 |

Student entry process

Before enrolling a student in a given VSL eligible course SCA Academy must determine that the student is “academically suited” to the course.

Please refer to below listed VET Student Loans Student Entry Procedure which specifies how SCA Academy will determine “academically suited” students.

[SCA VET Student Loans Student Enquiry Procedures](#)**Equal and fair treatment of students**

SCA Academy seeks to create a learning environment where all students are respected and can develop their full potential. All students are given fair and reasonable opportunity to attend and complete training.

SCA Academy treats all prospective students equally and fairly. We have implemented open, fair and transparent policies that are based on merit for making decisions.

[SCA VET Student Loans equal and fair treatment policy](#)

[SCA VET Student Loans Determining student suitability and enrolment](#)

Student withdrawal

SCA Academy ensures that its administrative processes support the provision of assistance to all students withdrawing from their study.

Students paying for their course through a VSL loan can access VSL Student Withdrawal Policy and Procedure at any time here:

[SCA VET Student Loans Student Withdrawal or Deferral procedures and refund policy for approved courses](#)

[SCA VET Student Loans Withdrawal or Deferral Application form](#)

[SCA VSL Provider cancellation of enrolment procedures for approved courses](#)

Student review procedures

Our review processes and procedures ensure that a student is not victimised or discriminated against for:

- seeking review or reconsideration of a decision; or
- using the New Futures training's processes or procedures about dealing with grievances
- making an application for re-crediting of the student's FEE-HELP balance

Relevant procedures can be accessed here:

[SCA VET Student Loans Student review requirements and re-crediting a FEE-HELP Balance](#)

SCA Academy is committed to providing an effective, efficient, timely, fair and confidential academic grievance and non-academic grievances handling procedures for all VSL students.

A complaint or grievance may be about an Academic or Non-Academic matter. For full details please access VSL Student Grievance Procedure.

[SCA Complaints and Appeals Policy](#)

Statement of Tuition Assurance

Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited. Details on the process and full statement to be accessed here.

Statement of Tuition Assurance for Exempt VSL Providers:

[SCA VET Student Loans Tuition Assurance Procedures for Approved Courses](#)

[SCA VET Student Loan statement of tuition assurance](#)

Privacy and information handling

SCA Academy is committed to protecting the privacy of students through responsible handling of personal information gathered from them. SCA Academy allows student to apply for and receive a copy of the VET personal information that SCA Academy holds. SCA Academy will take every reasonable step to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.

Full details are to be found in these relevant policies:

[SCA VET Student Loans Privacy and personal information procedures](#)

[SCA VET Student Loans Data control and record keeping policy](#)

Understanding Mental Health within VET

Mental health refers to cognitive, behavioural, and emotional well-being. It is all about how people think, feel, and behave. More importantly, the fact that someone is not experiencing a mental health condition doesn't necessarily mean their mental health is flourishing.

Almost half of all Australians aged 16 to 85 years will experience mental illness at some point in their life and one in five Australians are expected to be impacted by their mental well-being in any given year.

For us in the VET Sector, these statistics are very real... They mean that 20% of our students, staff, colleagues and people around us will be affected by a mental health problem this year.

So, do you feel confident to help someone who might be experiencing a mental health problem?

With some basic knowledge and a skills behind us, can confidently competently someone when experience a health issue.

During this time physical distancing and heightened anxiety, we would encourage all of community to after their mental health. If you are currently concerned about mental health of a family member or worker, we have included a list of support services.

24/7 Mental Health Services

| | |
|--|--|
| Beyond Blue <i>Anyone feeling anxious or depressed</i> beyondblue.org.au 1300 22 4636 | Kids Helpline <i>Counselling for young people aged 5 to 25</i> kidshelpline.com.au 1800 55 1800 |
| MensLine Australia <i>Men with emotional or relationship concerns</i> mensline.org.au 1300 78 99 78 | Open Arms <i>Veterans and families counselling</i> openarms.gov.au 1800 011 046 |
| Lifeline <i>Anyone having a personal crisis</i> lifeline.org.au 13 11 14 | Suicide Call Back Service <i>Anyone thinking about suicide</i> suicidecallbackservice.org.au 1300 659 467 |

Is it an emergency? If you or someone you know is at immediate risk of harm, call triple zero (000)

healthdirect

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