



ADDITIONAL STUDENT INFORMATION

Course Content: Refer to Showface course brochure for all course outlines.

Career Opportunities: Successful completion of any one of our courses can lead you to many exciting careers including: Department store sales counter, Personal image consultant, Freelance makeup artist and/or hair stylist in the bridal or fashion industry, beauty salon, in the film industry, in modelling agencies, photographic studios and corporate events etc.

Course Assessment methods include direct observation by your trainer during class, successful completion of the practical exercises, short written test and attendance at a required number of classes. Verbal question and answers may include case studies, projects or essays.

Recognition of Prior Learning and/or Current Competencies: We recognise that students learn from work or life experience as well as through their study. As such, we grant a pass for subjects in our courses based on your previous learning experiences. Recognising your prior learning means that you may not have to re-learn skills and knowledge already gained. Students must provide evidence of prior learning or current competencies and this evidence may include (but is not limited to) certified copies of relevant Statements of Attainment or Certificates, current resumes, position descriptions, employer references relating to the students experience, performance appraisals, portfolio and/or photographs of previous work or a demonstration of your skills. Due to the practical and integrated nature of our classes students may still be required to attend classes even though your prior learning or current competencies are recognised. No discount to course fees is offered for recognition of prior learning or current competencies. RPL fee will be charged at the usual cost of the unit competency.

Entry Requirements: Applicants need to be 15 years or older. Students under 16 years may be required to attend a preliminary interview with a parent or guardian present to assess their eligibility for a course.

Enrolment Procedures: Complete an enrolment form, sign the refund policy and forward this form to Showface together with the required deposit or: Enrol by phoning Showface with required information including credit card details for payment of the deposit. On receipt of the enrolment form or phone enrolment and deposit Showface will confirm enrolment by email or surface mail. A representative from Showface will contact you for an interview with the Principal if required.

Course Fees: Deposits must be paid when enrolling prior to commencement of the course. This is not refundable. Once classes have started, the course fee is non-refundable. Students on payment plans are required to pay on the due date as set out in the schedule. Payments can be made by cash, master card, visa, American express, money order or bank cheque. Cheques and money orders should be made out to Showface. Personal cheques are not accepted.

Refunds: Deposits are non-refundable. If an applicant wishes to cancel prior to the course commencement, a refund will be available provided Showface has been given 48 hours notice. As a general rule, once classes have started the course fees are non-refundable, however, exceptions will be considered on a case by case basis.

Attendance: If a student is ill notify Showface as soon as possible and bring a doctors certificate to the next class.

If a student is unable to attend classes due to illness or for any other reason they may apply to attend the missed module/s in another course if this can be arranged. If this option is not possible a catch up lesson will be arranged at a cost of \$90.00. Students will receive a copy of our Missed Class policy regarding attendance requirements on the first day of class. Failure to attend a specified number of classes may prevent the issue of a qualification.

Course Requirements: Students are required to bring in their makeup kits and/or hair styling kits in a clean and tidy manner with training notes and pen or pencil for each lesson. All makeup and hair styling bags are not to be placed on the benches. Remove shoulder strap from makeup and hair bags before going up and down the stairwell. Cameras may be brought to each lesson to record processes during class **No Video**

Cameras permitted. Comfortable low healed closed in shoes to be worn at all times. Maximum heel size 5cm high, minimum heel width 3cm wide. Garments with sleeves are preferable. Keep makeup to a minimum as it may have to be removed during training. Makeup students will have makeup applied to them by fellow students. There will be homework/assignments, marks will go towards the final assessment

Discount Card: Students who have paid their course fees in full receive an I.D card which enables you to receive discounts at 10% off Showface trade prices on selected products for a period of 12 months starting from the first day of your course. Students who are on payment plans will receive a 10% discount off Showface trade prices on selected products but will not receive their I.D card until the course fees are paid in full.

Credit Transfer Policy: Is available to all students enrolled in Showface's courses on Showface scope of registration. Credit Transfer is credit toward a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another RTO, in line with Showface Recognition Qualification Policy.

Language, Literacy and Numeracy: Some students may have special requirements relating to language, literacy or numeracy. Showface will use its reasonable endeavours to offer students a solution, or form of assistance which helps to satisfy the student's special requirements.

Students are asked to contact Showface if they have special requirements in these circumstances. At the start of each course students may undertake a language, literacy and numeracy test to assist with the assessment of their special requirements.

The Australian Quality Training Framework The Australian Quality Training Framework (the "AQTF") was introduced in 1995 and is the nationally agreed quality framework for the Australian vocational educational and training (VET) system. AQTF qualifications in the Vocational Education and Training Sector are based on the achievement of competency levels related to work in a general way. Further information about AQTF can be found at www.aqf.edu.au Showface endeavours to comply with the AQTF strategies, which have been implemented to reduce the risk of non-compliance with the AQTF. These strategies include annual audits of Showface Training Program, student feedback and industry verification.

Version Control Any changes to the documentation used in Showface training program can only be made in accordance with our Version Control policy. Unless absolutely imperative, no changes will be made to student training materials during a training course.

Deferment Policy: Students may defer into a later class by putting their request to defer in writing, noting their preferred course to defer into, agreeing to pay any increase in course fees and submitting this to Showface. Verbal requests to defer will not be considered by Showface. Showface reserves full and complete discretion to allow a student to defer and is under no obligation to allow a student to defer. If Showface approves the application to defer, the student may defer into their chosen course, provided that: a) there are vacancies in the class two weeks before the class starts, and b) the student agrees to pay any difference in the cost of the course in which they were enrolled and the cost of the course into which they are deferring. Any difference/increase in fees must be paid before the student starts in the new class. If the class into which the student defers has started, it is the students responsibility to catch up on any missed classes (refer Showface Missed Class Policy) and Showface is under no obligation to provide tuition in missed classes. If Showface does not approve an application to defer, the course fee remains non-refundable. Written application to defer must be submitted to the Principal and will be forwarded to the Manager for review. The Manager or the Principal will provide the student with a written response to the application to defer within 10 days of receipt of the application. Consideration will be given to the reasons the student wants to defer and the student's performance in class to date. Trivial or insufficiently serious reasons or poor class performance may adversely affect a successful application. Until the request for deferent has been either approved or rejected, the student is still liable to continue making any payments due in relation to their course (for example, payment plan fees or deposits/payments for equipment ordered by or on behalf of the student). If an application to defer is approved, the student will be issued with a new enrolment form, which must be completed and returned Showface within 3 weeks of the date of Showface's written approval letter (referred to above). Failure to return the new enrolment form within this time or at all may result in the revocation of Showface's approval to defer.

Disciplinary Procedures: All staff and students at Showface must uphold a professional level of conduct. Students must comply with the rules, regulations, policies, procedures and their trainers instructions at all times. If a student:

- 1) continually fails to abide by Showface rules and regulation (as set out in the student handbook) policies, procedures or a trainers instructions; or
- 2) continually disrupts the class or refuses to participate in class activities; or
- 3)smokes or consumes (or is under the influence of) drugs or alcohol while in class or on work experience; or
- 4) behaves in a discriminatory manner:

the student will receive a verbal warning by their trainer and will be documented. If the student fails or refuses to modify their conduct as requested by the trainer, the Principal will counsel the student and give them a written warning, requesting the student to stop the offensive behaviour. A copy will be kept in the students file. If the behaviour continues the student maybe removed from the training program. The student and will not receive any refund of any fees or other money paid to Showface. In this case, Showface is under no obligation to provide any further training, tuition or course notes. Trainers must provide students with proper training and guidance to ensure that they learn effectively. If students have concerns or complaints about their trainers, they should refer these to the Principal or Manager of Showface.

Appeals and Complaints Procedures: Students should refer complaints or grievances to their trainer or another staff member to assist in completing a complaints form. An example of a complaint could be a concern related to the classroom environment or timetable. An example of a grievance could be a concern about another student's (or the trainer's) behaviour towards the student, including discrimination concerns. Appeals (whether from assessment decisions or the resolution of complaints or grievances) will be heard by the Principal of Showface. Each complaint, grievance and appeal and its outcome will be recorded in writing. A completed Appeal Form is required. Each appeal will be heard by an independent person or panel if requested. Each applicant will be given an opportunity to formally present their case. Each applicant will be given a written statement of the outcomes including reasons for the decision. All complaints, grievances and appeals will be treated with confidentiality and discretion until the matter is resolved to the satisfaction of all parties.

By signing below, I confirm that I agree to the terms and conditions above and acknowledge that I have read and understood the Additional Student Information

Students Name(print).....

Student Signature:..... Date:.....

Guardian Name (if student is under 16 years).....

Guardian's Signature: Date:.....