



AUSTRALIAN COLLEGE OF MAKE-UP AND SPECIAL EFFECTS

STUDENT HANDBOOK

The Australian College of Make-up and Special Effects has made its best endeavours to ensure all information contained within this handbook is accurate at the time of publishing. The College cannot accept responsibility for errors or omissions. The College does not endorse any other organisation listed within the body of this handbook. Information is provided on the understanding that individual students will make their own assessment of the suitability of any good or service offered by a third parties noted in this handbook.

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Introduction:

Welcome to Australian College of Make-up and Special Effects, formerly Film Make-up Technology Training Academy. We would like to congratulate you on being accepted into our College.

This student handbook will act as your 'bible' while you are at the College-do not lose it!
A fee of \$20.00 will be charged for a replacement copy.

In the next few pages, you will find a brief description of various aspects of our courses, procedures and standards that we expect, and what you can expect from us.

Please keep this handbook handy – for reference, so that you are familiar with our procedures and regulations at all times.

About the College:

The College is a Registered Training Organisation (RTO) under the Australian Recognition Framework (ARF).

The College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The College is a member of the Australian Council for Private Education and Training (ACPET).

Certificate and Diploma courses are offered under the Australian Quality Training Framework (AQTF).

For domestic students Commonwealth Government support (Austudy) is available for students enrolled in accredited courses.

Recognition Code 90910

For overseas students the College provider code for CRICOS is: 02522B

The contact details are as follows:

Registered Trading Address:

Australian College of Make-up and Special Effects Pty Ltd

Address: 5 the Crescent
ANNANDALE
New South Wales
AUSTRALIA 2038

Telephone: (02) 9518 9000

Fax: (02) 9518 9040

Principal Teaching Campus:

Chippendale Campus:

Address: 29-35 Shepherd St.,
Chippendale
NSW 2008

Telephone: (02) 9212 0009

Fax: (02) 9281 0003

Email: registrar@makeupcollege.com.au

Website: www.makeupcollege.com.au www.acmuse.com

General Information

Locality & Amenities:

The College is conveniently located on the Shepherd St., Chippendale. Student parking is available in nearby commercial car parks. The campus is close to public transport.

Full-time students who are Australian citizens and who are not in paid employment are entitled to a government travel concession which entitles the holder to discounted fares on State bus, ferry and Cityrail train services.

Access by Public Transport:

Numerous buses serve the Broadway Shopping Complex, which is in easy walking distance of the College.

The Broadway Shopping area has numerous options for food and refreshments

College amenities available to students:

- *Fridge in main kitchen
- *Hot water in kitchen
- *Coffee and tea making facilities
- *Internal student common areas

Physical Resources:

The College maintains suitable and up to date premises and equipment. We maintain administration, training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment.

Staff and students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities have:

- * Accessible amenities such as toilets and drink stations etc
- * Adequate acoustics without disturbance from external noise
- * Adequate lighting for normal viewing, writing and reading without glare, brightness or distractions.
- * Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study.
- * Clear sight and hearing from all points and to the point of presentation.
- * Pleasing aesthetics.
- * Sufficient power points placed appropriately.
- * Suitable audio visual and presentation equipment.
- * Suitable tools and equipment set up safely and securely.
- * Tables that have appropriate space for writing and training activities.

Course aims:

The College provides vocational education and training for individuals seeking a career in make-up and special effects in the performing arts, film, television, theatre, and fashion industries.

College courses are competency based and comply with benchmarks set for competency-based training in the industry.

Courses are comprehensive and seek to combine theory with practical skills to produce well educated and skilled personnel.

Course delivery:

Courses are developed from relevant training packages and are accredited through the Vocational Education and Training Board NSW (VETAB)

Effort is made to ensure that courses are available to all those persons who might wish to take advantage of them, regardless of location or physical impairment, within the resources available to the College, and the practical nature of vocational education course delivery.

Courses are provided at the premises of College. Distance learning is not accommodated at this time.

Class Allocation:

Students are allocated to classes by the Principal taking into account College anti-discrimination policies. Allocation is based on applicants' prior knowledge and experience, availability and class timetabling constraints.

Trainers are assigned to classes according to their expertise in the subject matter content, industry experience and training /assessment qualifications.

Student Progress:

Student advancement through each unit of a course is determined by the Principal and relevant teaching staff. Assistance is given if a student is experiencing difficulty with a particular unit or subject.

Teaching Staff:

The College principal is Mr Scott Lattimer. Teaching staff are highly-skilled, qualified professionals drawn from industry sources. College staff remain constant from year to year, subject to their availability, however the College may change teaching staff as required.

Specialist guest lecturers are engaged as necessary.

Students are informed of lecturers and their subject areas at the beginning of each course.

External Curriculum Advisory Committee:

The role of the External Curriculum Advisory Committee is to advise the Principal on the effectiveness of course delivery, industry relevance of the courses and course content.

Officers of the committee are appointed by the Principal and may change from time to time.

The committee's responsibilities are:

- to review and evaluate the content of the curriculum;
- to advise the Principal on measures to ensure courses maintain industry relevance;
- to advise the Principal on changes in educational and industry practice;
- to advise the College on the adequacy of resources to maintain efficient course delivery;
- to act as final mediator in matters of objections to student assessments;
- to review submissions of the College to government bodies.

Policy Framework:

The College has in place a policy framework governing:

- Ethics
- Disabilities issues
- Women's issues
- Occupational Health and Safety
- Conflicts of Interest
- Harassment issues
- Equal Employment Opportunity
- Access and Equity, and
- Cultural diversity.

The College also has in place a Code of Practice through which the employees, students and the public can gain a level of comfort concerning the management of the Company and its practices.

Staff and Student policy is clearly documented, including selection procedures, grievance and appeals procedures. These documents are available to students on request.

Accommodation:

The College cannot arrange accommodation for students whose normal place of residence is outside Sydney. Students are advised to allow 3 to 6 weeks to find suitable accommodation as there is a high demand for accommodation in Sydney.

Overseas Students

Overseas Student Visas:

The College is registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The College provider number for CRICOS is 02522B.

Overseas students may only undertake full time study in accredited courses with the College.

Overseas students require a Student Visa, which must be maintained while undertaking a course at the College. Obtaining and maintaining the correct visa is the responsibility of the individual students.

For all visa enquiries, contact the Commonwealth Department of Immigration and Multicultural Affairs. Contact details are:

Office	Address	Telephone
NSW Headquarters City Office	Ground Floor 26 Lee St Sydney NSW 2000	131 881
Counter Hours	0900 – 1600 Mon -Fri	Fax 9032 4096
Parramatta Office	Ground Floor Jessie Street Centre 2-12 Macquarie Street Parramatta NSW 2150	131 881
Counter Hours	0900 – 1600 Mon -Fri	Fax 9893 4813

A lot of the information you require can be obtained from the Immigration department website at:
<http://www.immi.gov.au> or <http://www.dimia.gov.au>

Fee Payments

Course fees are specific to each course and a separate document is provided to each student indicating the amounts and dates for payments to be made.

A deposit is required to secure a place of enrolment. Deposits must be paid no later than fourteen (14) days prior to the commencement of the course. **The deposit is non-refundable** but can be transferred to the following year, once only.

Further payments are made at the beginning of each of terms 1, 2 and 3.

Fees may also be paid by arrangement of a direct debit facility from a student's nominated bank account. The College provides a Client Service Agreement outlining the responsibilities and amounts relating to this method of payment.

Advance payment of fees may secure a discount on the course fee, which is determined at the discretion of the College. This is not applicable to Diploma courses.

Late payment of fees can incur standard business interest charges.

Payment of fees via electronic transfer is available. Deposits should be made to:

ANZ Bank, Broadway Branch: BSB 102-030, Account No: 1095 41345

Fees may be paid in cash, by cheque or credit/debit card. A surcharge to cover bank fees may apply to fees paid by credit card.

Should a student need to adjust their course payments this can be arranged after an individual interview with the College Principal.

Course Fee Refund Policy:

Fees paid by students enrolled in short courses (1 – 16 weeks) are non-refundable.

The Deposit is non-refundable

Refunds are only payable where fees have been paid in advance, and exclude amounts paid for student kits.

Health considerations prohibit the return of the make-up kits once they have been supplied.

The overseas student administration fee is non-refundable.

Refunds made in respect of overseas students will be paid to the person or organization that originally paid the moneys to the College.

Full and part-time Certificate and Diploma course fees may be partially refunded at the discretion of the College and in accordance with the following schedule:

Withdrawal from a course prior to the end of term one: No refund is payable.

Withdrawal from a course during or after the end of term two: 15% of the remaining tuition fee balance.

Should the College terminate a course or cease trading, a refund equivalent to the above will be provided.

To qualify for fee refunds students must provide the College with adequate notice in writing of their intent to withdraw. This should be a minimum of one month prior to the date of withdrawal. Refunds will be paid (where applicable) within one month of the College receiving a written claim.

Applications for refunds should be made to the Principal.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Work Experience:

During the course of the year you will be offered the opportunity of being involved in work experience.

Work experience is vital to you as it will help you understand how film, television, fashion and the theatre system works and the important part you will play in it.

While on work experience you will be expected to conduct yourself in a professional manner, eg. Arrive at the location at least 15minutes early, present yourself with a clean appearance, have your kit and equipment hygienically presentable as well as be prepared to attend production meetings and submit artwork and prepare and manage a budget.

Office and Shop:

The office staff are located next to the classrooms. This is where you will go to lodge fee payments, deal with financial issues, your student account etc. The office and shop also act as an outlet for the sale of make up - we have clients phoning and coming in to place orders and collect stock. Please respect the staff as they are performing their duties and wait to be served.

Should you require help with the selection of a particular make-up, lipstick or any other product then the best time is after classes have concluded.

During the morning, before classes start, other than for payments, it is not advisable for students to visit the office.

Management and Security Protocols:

Specific conditions relating to 29-35 Shepherd St., Chippendale.

Students must not loiter around the premises during breaks, and prior to and after leaving their classes.

Students should always be aware that the College is located in a busy public residential area, and should at all times behave in a sensitive manner to persons they may encounter.

Students will at all times undertake to maintain access to and from, and around the College by not obstructing footpaths, roadways and entrances.

Smoking is not permitted in the College. Students will observe local government regulations in relation to littering, and will at all times be responsible in the disposal of cigarette butts, food wrappings and Beveridge containers.

The College will, during student orientation and at appropriate intervals throughout the period of a course, provide briefings to both students and staff detailing the obligations the College has to maintain the area in a clean and accessible manner.

Security of the site will be maintained through appropriate measures which may include the employment of security staff, but during College hours will be provided through staff vigilance. Access to the premises will be through a swipe card or similar system, preventing access to unauthorised persons.

Professional Attitude:

Professionalism is essential in any job. As a make-up artist you will be required to exhibit a professional approach to your work at all times. Be prepared for the job, follow through with your assigned task and be in the studio at all times.

Kit and Equipment Supplied:

You will receive a full kit of professional make-up at the beginning of your course. If you lose or run out of products in the kit it is your responsibility to replace them.

You will have to supply your own hair dryers, bobby pins, hair combs and clips.

If you wish to purchase any extra products to add to your make-up kit, we will establish a 'Students Tab' for your convenience. \$200.00 is the total amount of credit that you can have at any one time. You will be given your tab total at the end of each school term and this must be paid in full before you leave for the break.

Research:

Research is a sign of an exceptional make-up artist as opposed to an average one. Extensive knowledge comes with experience and research in their chosen fields. A director can always tell when a make-up artist is prepared. You will need research for almost everything you do as a professional make-up artist and you will present any relevant research when you attend production meetings. The research should be a cross section of looks and designs that the director or art director require. The art director is in charge of the 'look' and 'feel' of a scene.

Along with your research and class notes, this information will become a very important part of your research folder and by the end of the year you will have your own complete folder that you can use as a reference at all times.

Assessment:

Assessments are conducted throughout the year, and at the end of the year. Assessments are theoretical as well as practical. The end-of-year assessment is to see how much you have understood and the knowledge you have gained. From the day you start, you will be assessed on punctuality, cleanliness, clean kits, research presented and ability to work with people in a team.

Assessment is competency based and is designed to determine whether the candidate can demonstrate the target competencies. Students who are unable to attend for assessment at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

All assessment must meet the criteria of the training package. Assessment may be undertaken in the College or on location.

All assessment must be appropriate to the needs of clients (e.g. actor/actress) and program delivery methods. Assessment records are kept to monitor progress.

Assessment is in accordance with the National Assessment Principles and incorporates the principles and standards of the Australian Recognition Framework.

Assessors are required:

- to be fair and reasonable during assessment.

- to be familiar with the field, and with the requirements of relevant industry standards.

- to be up to date with assessment methods and procedures appropriate for the course.

- to make proper assessment decisions based on explicit evidence of competency.

- to systematically review the assessment evidence obtained through means such as interview, workplace assessment and performance tests.

Assessment Appeals Procedure:

A student may appeal to the Principal against an assessment decision, and following discussion if felt appropriate may request a re-assessment.

Grievance procedures are outlined elsewhere in this handbook.

Student Support Systems:

Your course is very 'hands-on' and practical. However, to ensure you gain the necessary knowledge and understanding there will also be theory classes.

Your trainers will support you in these classes by:

- pre-teaching any technical terms;
- demonstrating how to carry out procedures;
- giving you as much support and advice as is practicable in class;
- providing learning materials and illustrations to reinforce your learning.

Student Counselling/Support:

Academic and Vocational Counselling – Students may receive academic or vocational counselling from the Principal. The trainer monitors the students' progress and will provide support as appropriate.

Personal Counselling – Any student showing signs of distress or discomfort will be approached by the staff member present. Support may take form of advice, referral to the program co-ordinator or other qualified person. All staff are to treat students with courtesy and empathy at all times.

Students needing language and literacy support are identified on application. Where only a low level of support is required the Principal may arrange for the student to receive extra-curricular assistance. Where extensive support is needed the student is referred to an external specialist provider. If the student's language and literacy skills will inhibit achievement of the course's outcome, the student's enrolment may be postponed.

Student Input and Feedback:

Student input and feedback may be gathered formally or informally and is used to evaluate past and current programs. Our trainers are expected to obtain evaluation feedback from the students.

Student and Staff feedback is used to plan future programs.

We obtain feedback in the following ways:

- * program evaluations;
- * requests for specific programs;
- * student appeals or grievances;
- * industry statistics;
- * recent reports or journals;

Access and Equity:

The College prohibits discrimination towards any group or individuals in any form, irrespective of:

- gender;
- pregnancy;
- race, colour, nationality, ethnic or ethno-religious background;
- marital status;
- sexuality;
- age;
- mental and/or physical disability;

Copyright:

The College holds the appropriate copyright approvals. The use of our licensed materials is acknowledged and recorded.

Plagiarism:

The College does not allow plagiarism in any of its undertakings and instructs its students not to indulge in this activity. Any student or tutor who is found to have presented material that is not original, or contains excerpts from another person's work without acknowledgement will be subject to disciplinary measures which may include expulsion or dismissal.

Human Resources Overview:

Staff involved in the instruction and assessment process must possess the appropriate pre-service and/or in-service competencies and knowledge.

Instructors and assessors must possess knowledge, skills and experience such as would be attained in at least five years of high-quality industry experience relevant to the module being taught/assessed.

Instructors and assessors must appropriately maintain and upgrade professional competencies and knowledge, relevant to the content.

Staff involved in the instruction and assessment process must possess the appropriate qualifications including:

- *Certificate IV in Assessment and Workplace Training or equivalent.
- *Formal evidence of successful completion of a relevant course of study on the content area.
- *Knowledge, skill and experience such as would be attained in five years experience relevant to the module being taught and assessed.

Interaction with Students:

The particular requirements of individual students are taken into account by instructors and assessors wherever possible. Students are treated with respect and dignity through:

- * Courteous behaviour.
- * Recognising students' particular needs and circumstances
- * Organising and monitoring equitable access to and participation in activities
- * Referring students who need specialised assistance unavailable to the organisation to external organisations appropriate to their needs.
- * Explaining reasons for recording information about the students and assuring them of the confidentiality of information.

Health and Hygiene:

First Aid Kit:

We have a complete first-aid kit available for all students. It is kept on the wall in the main make-up studio, so you are able to access it easily and at all times.

Please advise staff immediately when items in the kit are depleted.

Personal Hygiene:

As a professional make-up artist, you are somewhat like a doctor's or dentist's assistant when it comes to hygiene standards. You must be impeccable in your routines and be scrupulously clean at all times, as you will be touching someone's skin either on their face or body.

Smoking:

The College is a non-smoking environment.

Always respect peoples' wishes with regard to smoking in their presence.

Smokers will need to carry mouthwash, toothpaste, toothbrush and nailbrush. After you smoke you must use these items to remove all traces of smell.

Deodorant:

Often you will work in hot studios, so the use of a good, effective anti-perspirant deodorant is essential for both you and the person you are working with. Spray deodorant is a much more hygienic method of application than roll-on – keep some in your kit at all times.

Coughing/Sneezing:

You must never cough or sneeze over or near the person you are working with. If you feel a cough or sneeze coming on, move away as quickly as possible.

Never blow your nose while you are working, always move away. Wash your hands or wipe with a moist cloth such as 'wet ones', or an anti-bacterial wipe and do this in front of the artist so they can see you have sterilised your hands before you continue to work.

Nails:

Nails must be clean at all times. The use of nail polish is not recommended. If you wear it make sure it is neatly applied with no chips or worn out polish. Neatly trimmed, well groomed, natural, clean nails are the ideal.

Hair:

Hair must be clean and tied back in a style that takes it away from your face -it's not advisable to touch your hair and then the artist's face. It is also annoying for you to have hair falling in your face while you are working. The less distraction, the better.

Clothing:

The College is flexible in our attitude to dress, but we remind you that clothing reflects who you are, and what your hygiene standards are like. Some people are going to judge you by the way you look before anything else. Clothing retains the smell of cigarettes - please bear this in mind.

We expect that you will exercise common sense by dressing appropriately for particular classes. Special effects and some makeup materials can cause damage to clothing when they come in contact. Protective clothing such as aprons and dustcoats will prevent clothing being damaged.

Fire Drill:

In case of fire students must vacate the building. Immediately stop what you are doing and head towards the nearest marked exit signs. Evacuation notices are placed strategically within the building. It is your responsibility to study these and note evacuation routes.

Student's Rights and Responsibilities**General:**

Students must receive up to date information about the status and outcomes of the courses for which they are enrolled.

All reasonable efforts are made to ensure students are aware of their rights and responsibilities under all relevant government legislative and regulatory requirements, and the College Code of Practice.

Information regarding College policies is to be found in this Handbook and is also available from the College office. Copies of relevant legislation are accessible by the College for reference purposes.

Tea and coffee making facilities in the student common room may be used during breaks. Students are responsible for cleaning up after themselves.

Eating is not permitted in the studio. Drinking water may be consumed, provided it is contained in a sealed container.

If you have any problems please do not hesitate to approach your instructor, the Principal or another member of staff whom you trust. We are here to help.

Attendance:

Students are to arrive at the College prior to the timetabled start time for their course. Exceptions may be where a student required to attend location, is ill, or when a student has given prior notice of an absence for a legitimate reason.

Students are expected to attend all scheduled classes. If a student is unable to attend classes on any day, they must contact the College no later than 9.30 am to inform the Principal or another appropriate member of staff. If a student is ill they must notify the College as soon as practicable. Absences of more than two days require a doctor's certificate.

All students must be in class at the time the role is called otherwise they will be noted as absent. Your attendance record is an important part of your overall performance assessment.

Students must attend 80% of classes (including locations) in order to be assessed. Overseas students are regulated by the provisions of the Education Services for Overseas Students Act (ESOS) which stipulate that students who attend less than 80% of classes may not graduate from the course nor receive their qualification. This standard will be equally applied to local students.

It is up to the student to catch up missed classes.

Behaviour:

Students must show respect for fellow students, instructors and staff at all times. It is the duty of the College to protect students and staff from harassment of any kind and any such problems should be reported to the Principal without delay.

The College reserves the right to refuse admission to classes (without a refund of fees if suspension is permanent) to any student who is considered to be a disruptive influence for other members of the class.

Mobile Telephones:

All mobile phones must be turned off once class has started, there is no exception.

No private phone calls are to be taken through the College during class. College staff will take urgent Messages and calls can be returned during breaks.

Health and Safety:

Strict hygiene must be observed at all times in use and care of equipment, brushes, lipsticks, etc. All equipment must be kept clean and well maintained and a high standard of personal hygiene is a necessity.

When using irons, heaters and chemicals, you must observe all safety precautions out of consideration for yourself, and others.

THE COLLEGE IS A NON-SMOKING ENVIRONMENT. Smoking is strictly prohibited inside the College building.

Fire safety regulations must be observed at all times.

Reference Materials:

The College has an extensive library that is accessible to the students. No books or other reference materials are to be taken away from the College.

Progress:

Students are expected to take photos where appropriate of every make-up, hairdressing, sculpture, special effects and location work. General photos are for your class notes and special photos for your CV/Resume.

You must take notes during class, which are to be presented at various intervals during the year for marking.

All assessments must be undertaken and all assigned work presented, except in exceptional circumstances with the Principal's permission.

Policy Framework:

The College maintains a Code of Practice, which governs its operations. The Code is available for all students on request. Elements of the code are reproduced as part of this handbook. Policies incorporated in the Code are also part of this handbook.

Code of Practice:

Australian College of Make-up and Special Effects is committed to maintaining high standards in the provision of vocational education and training. The Code of Practice describes, at a minimum level, the standards applicable to the College.

Values Underlying the Code:

The Code of Practice rests upon the assumption of a number of values:

- integrity
- honesty
- loyalty
- fairness
- conscientiousness
- compassion

The College:

The name “Australian College of Make-up and Special Effects” accurately reflects the College’s nature and primary purpose.

The names of all courses offered by the College accurately reflect the course content and qualification outcomes.

All courses offered by the College are to be delivered in an adequate and safe environment with observance of health, safety and fire regulations maintained.

Compliance with Government Regulations:

The College complies with all relevant Local, State and Federal government regulations covering this type of organisation.

Public Confidence:

The public should be treated fairly, reasonably and equitably.

Code of Ethics:

The college maintains a Code of Ethics, which all employees are obliged to observe.

Educational Standards:

College policies and management practices are designed to maintain high professional standards. Policies and procedures safeguard the interests and welfare of students.

The College is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated courses, provide adequate facilities and use appropriate methods and materials.

National Standards:

The College adheres to the principles and standards of the Australian Qualifications Training Framework (AQTF) which include:

- The National Principles for Mutual Recognition and Registration
- National Principles for Registration
- National Core Standards for Registration
- Product/Service Standards for Training Delivery and/or Product Service Standards for Assessment

Recruitment and Enrolment:

Students are recruited responsibly and ethically at all times and recruitment will be consistent with any curriculum requirements.

The College is committed to non-discrimination in any form when recruiting and selecting.

Applicants are assessed by appropriately qualified staff to determine whether their qualifications and skills are sufficient for the program entry and likely to lead to successful achievement of target competencies.

International Students:

The College is bound by the Education Services for Overseas Students Act 1991 (as amended from time to time) when dealing with international students.

International students are expected to abide by the organisation's academic standards. However, extra assistance needs (eg. language support) and cultural differences relating to learning styles etc. will be taken into account.

Flexible Delivery:

The College recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery to maximise the opportunity for access and participation by disadvantaged students. Flexible delivery alternatives may include full/part attendance, face to face lectures, demonstrations, practical workshops and supervised work experience. Because of the practical nature of the courses offered the College can only apply flexible learning principles to theoretical subject areas. These include self-paced and self directed learning where possible. Distance learning is not available.

Recognition of Prior Learning:

RPL is available for all subject units. Candidates initially self-assess against learning outcomes and assessment criteria of relevant modules. The Principal advises and assists them to prepare application and documentation to support self assessment.

Where the students qualifications have been issued under the Australian Qualifications Framework the College has an obligation to recognise those qualifications or Statements of Attainment where they have been issued by any other Registered Training Organisation.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary.

Course/Program Information:

The College provides accurate, relevant and up-to-date course information to students which includes:

- Admission procedures
- Assessment Appeals Procedures
- Assessment facilities and equipment
- Code of Practice
- Disciplinary regulations
- Facilities and Equipment
- Grievances Procedures
- Program Timetable
- Refund Policies
- Assessment procedures and methods
- Arrangements for the recognition of prior learning
- Certificate to be issued to the student on completion
- Competencies to be achieved by trainees
- Equipment
- Fees and Charges
- Learning Outcomes
- Qualification Details
- Trainee support services

Interaction with Students:

Instructors and assessors take the particular requirements of individual students into account wherever possible. Students are treated with respect and dignity through:

- Courteous behaviour
- Recognising students' particular needs and circumstances
- Organising and monitoring equitable access to and participation in activities
- Referring students who need specialised assistance unavailable to the organisation to external organisations appropriate to their needs
- Explaining reasons for recording information about the students and assuring them of the confidentiality of information.

Rights of students:

Students' rights and responsibilities are clearly set out elsewhere in this handbook. The College respects the right of students to receive up to date information. It provides advice and support to students through its policy framework and applies fairness and equity principles to all issues arising.

Ethical Standards:

Australian College of Make-up and Special Effects (The College) acknowledges the need for continued maintenance of the highest standard of corporate governance practice and ethical conduct by all directors and employees.

Code of Ethics:

The College aims to maintain the highest standard of ethical behaviour in its dealings.

Objectives:

In maintaining its ethical standards The College will

1. Behave with integrity in all its dealings with members of the public, clients, students, employees, government, suppliers and business partners;
2. ensure that its actions comply with applicable laws and regulations;
3. foster good relations with business partners, government, suppliers and clients;
4. maintain and implement policies that will enable employees to avoid situations where conflicts of interest could arise;
5. maintain high standards of financial probity and marketing and advertising integrity.
6. not engage in any activity that could be construed to involve an improper inducement;
7. achieve an environment where:
 - equal opportunity is rigorously practised;
 - harassment and other offensive behaviour is not tolerated;
 - the confidentiality of commercially sensitive information is protected;
 - employees are encouraged to discuss concerns about ethical behaviour with their superiorscollege courses are delivered in an adequate and safe environment, with strict observance of fire, health and safety regulations.

The Principal is responsible for implementing, promoting and reviewing the effectiveness of the code of ethics.

Conflicts of Interest:

Staff of the College should avoid any financial or other interest or undertaking that could directly or indirectly compromise the performance of their duties. Conflicts of interest should be assessed in terms of the likelihood that staff possessing a particular interest could be influenced, or might appear to be influenced, in the performance of their duties on a particular matter.

Staff must always avoid situations in which they have the opportunity to prefer their own interests above those of the college.

In many cases only the individual will be aware of the potential for conflict. Therefore, the onus is on the individual to notify his or her supervisor if a potential or actual conflict of interest arises.

Staff members must inform the Principal of any paid work performed outside their duties, and must consider if there is a conflict of interest between the duties of their job and those of the other work.

Students are similarly required to seek permission from the Principal to undertake make-up related work whilst enrolled at the college (this requirement is designed to protect students from exploitation).

Staff must not use employment at the College in an improper way to obtain future employment opportunities. Having left the College they must not misuse information obtained during their employment with the College.

No member of the staff should accept a gift or benefit if intended or likely to cause the individual to do his or her job in a particular way, or deviate from the proper course of duty.

It is expected, however, that token gifts or benefits may be accepted in circumstances approved by the Principal, provided there is no possibility that the recipient might be, or might appear to be, compromised in the process.

As a general rule, gifts or benefits should not be accepted if others could see them as either an inducement or a reward which might place a staff member under an obligation.

Grievance and Appeals Policy and Procedures:

The College seeks to prevent grievances by ensuring that students are satisfied with their program and its outcomes. Staff and students are expected to be fair, courteous and helpful in all dealings with each other. Any complaint about a staff member or program will be treated seriously and confidentially, investigated thoroughly and dealt with accordingly.

Students may appeal to the College against a decision relating to assessment, exclusion, course unit exemption or other related matters. The College policy for dealing with such appeals has a three-tiered approach. Once a decision has been judged at the highest level of this appeal process no further appeal is possible within the college.

1. Grievance/Appeals must be in writing and lodged with the Registrar within fourteen days of the matter arising.
2. Grievance/Appeal documents must indicate the nature of the grievance/appeal and state the grounds for appeal. Documentary evidence should be supplied with the application where relevant.
3. The College will deal with the matter through the following process, where appropriate.
 - a) Interview conducted by the Principal; where this fails to resolve the issue;
 - b) The matter will be referred to the College Advisory Board for comment and resolution. The Advisory board will consider the matter within ten working days of the date of submission to the Board. The Board, through the Principal, will advise the student of the resolution within five working days of the decision.
 - c) Should the issue remain unresolved an external mediator will be appointed. There will be no further right of appeal.
4. A student may appeal against an assessment decision on the following grounds:
 - a) Assessment requirements were varied without consultation or in an unreasonable way;
 - b) Assessment requirements were applied in a discriminatory way;
 - c) An error has been made in the computation of a grade;
 - d) Due regard was not paid to evidence of illness or misadventure submitted during the semester which is purported to explain poor performance in the unit.
5. Assessment appeals may be referred to an external assessor for arbitration. Only one external assessment will be provided and the decision reached by that assessment will be final.
6. A student may appeal against a decision to exclude them from a course or unit on the following grounds:
 - a) Equal opportunity principles were not applied;
 - b) There were matters outside the student's control which contributed to the students' failure to meet the required standards for entry to the course/unit, and that those matters are unlikely to operate in the future;
 - c) Incorrect information was supplied to the student during the selection process;
 - d) The selection process was not followed correctly;
7. The role of the Advisory Board of the College in addressing matters brought before it is to ensure that due process was followed, not to re-assess academic work. The Board may ask for further written evidence or hold interviews with relevant parties at their discretion.
8. Should the processes outlined above not satisfactorily resolve a grievance the College will engage a professional mediator to resolve the issue.

Occupational Health and Safety Policy:

- The College acknowledges its obligations to provide a healthy and safe working environment for its employees, its students and visitors to the organisation and these obligations are considered to be of the utmost importance. Resources in line with the importance attached to occupational health and safety are made available to comply with the New South Wales Occupational Health and Safety Act 1983 and other associated legislation to ensure that the workplace is safe and without risk to health.
- The responsibility of ensuring that health and safety requirements are complied with does not rest solely with the Principal or Directors of the College but is a core responsibility of staff members at all levels.
- In order to achieve policy objectives, there are several key areas towards which attention and resources are focussed. These are:
 - i) compliance with Occupational Health and Safety legislation and other statutory and industrial agreements is observed
 - ii) elimination of hazards/procedures in the workplace which can cause death, injury or occupational disease;
 - iii) appropriate and adequate accident prevention measures and reporting procedures;
 - iv) appropriate and adequate occupational health and safety training and educational programs;
 - v) prevention of interference with or misuse of equipment or facilities provided for health, safety and welfare;

- vi) overall safe and healthy work/study environments and procedures, and safe plant, equipment and substances;
- vii) safe storage and handling procedures for hazardous materials is are observed.

Although the prime responsibility for health and safety rests with the employer, it is the responsibility of all employees and students to ensure their own and others' health and safety by observing safe systems of work and reporting potential hazards in their work and study areas.

Trainers must incorporate OH&S considerations when planning and delivering training and conducting assessments. Students must be advised of the OH&S requirements of their course and supervised accordingly.

Equal Opportunity Policy:

1. The Australian College of Make-up and Special Effects has a policy of equal opportunity in employment and education.
2. In seeking to pursue these policy objectives and in accordance with the objectives of the New South *Wales Anti-Discrimination Act 1977* and the Commonwealth *Affirmative Action (Equal Employment Opportunity for Women) Act 1986*, the College will act:
 - i) to eliminate and ensure the absence of direct and unfair systemic discrimination on the grounds of sex, age, marital status, race, ethnic origin, sexual preference, political or religious belief, intellectual or physical impairment, HIV or AIDS status in relation to:
 - access to the educational, research and other facilities of the College;
 - the recruitment, advancement and conditions of employment of staff;
 - the daily routines of the College community;
 - ii) to promote equal employment opportunity as an integral part of the College's policies and practices;
 - iii) to review and evaluate the progress towards achievement of this equal employment opportunity policy;
 - iv) to establish procedures for dealing with grievances covered by this policy.
3. Harassment or victimisation of staff or students because of their race, sex, ethnic origin or any of the grounds listed above by other members of the College community is formally condemned by the College. The College has in place a policy on work place harassment, and promulgates that policy.
4. Sexual harassment as a form of sex discrimination is unacceptable; it creates an offensive, intimidatory or hostile environment, and is contrary to the educational and employment policies of the College.
5. The College has established a system for the handling of grievances by persons who feel they have been discriminated against, or denied equal employment opportunity or fair treatment by the College. Those procedures are outlined in the Student Handbook and as a separate policy within this document.
6. The sole consideration in assessing all applicants for College courses is the applicant's potential to make a career of and contribute to the profession, to the College community and the broader community as well as their own personal development. Although the College is committed to actively preventing any form of unfair discrimination, there are circumstances where the appropriateness of persons attending the College may be subject to the discretion of the Principal. These circumstances might include:
 - i) Persons under the age of 18 may be advised to defer a full-time College course for one to two years, depending on an assessment of their personal maturity.
 - ii) Persons with a physical impairment may have limited access to the College premises and College courses depending upon the nature and extent of their impairment. If the Principal is uncertain whether an individual would be capable of successfully completing a course, certification by a doctor will need to be produced stating that the individual is capable of performing the required work without undue risk of endangering themselves or others.

Culturally Diverse Society Policy:

The College recognises and supports the NSW Government Charter for a Culturally Diverse Society and seeks to implement the principles of the charter in its dealings with students, staff and the general public.

Disabilities Policy:

In employment and student selection the College makes every effort to accommodate the needs of persons with disabilities. The College has in place an Equal Employment Opportunity policy which guides the selection of candidates for employment and education.

The College's primary objective is to provide professionally trained make-up artists to the film, theatre, television and fashion industries. Within the limits of employment in those industries the College will endeavour to promote the aspirations of disabled persons while acting within the framework of its Equal Opportunity policy.

Given the College size and particular focus it is not practical to provide physical resources required to provide total access to College facilities for severely disabled persons. However where possible within the limited resources of the College it will endeavour to adopt an inclusive approach to such cases.

Women's Policy:

The College recognises the importance of fostering opportunities for women. It agrees with the key objectives of the NSW Government Action Plan for Women and promotes those objectives in its training programs and employment where appropriate.

The College is not obliged to observe the requirements of the NSW Affirmative Action Act 1986 as its employment levels are significantly less than 100 persons, however employment levels in the college currently consist of 75% female staff, a position the college would hope to maintain in the future.

Harassment Free Work Environment Policy:

The College promotes a productive work environment that is free from any type of harassment (verbal or physical) which may interfere with the terms and conditions of employment. Verbal or physical conduct by any employee which harasses, disturbs or interferes with another employee's work performance or which creates an intimidating, offensive or hostile environment will not be tolerated.

Harassment, either intentional or unintentional, has no place in the work environment. Accordingly, the College does not authorise and will not tolerate any form of harassment of employees (e.g. supervisory or non-supervisory) and students based upon race, sex, sexual preference, religion, colour, national origin, age or disability.

Sexual harassment:

It continues to be the policy of the College that sexual harassment of employees, students, or applicants for employment, in any form will not be tolerated. Sexual harassment includes unwelcome sexual advances, requests for sexual favours, or physical conduct of a sexual nature.

Sexual harassment also includes, but is not limited to, unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or requests for sexual activities, unnecessary touching of an individual, graphic verbal commentaries about a person's body, sexually degrading words used to describe an individual, a display in the workplace of sexually suggestive objects or pictures, sexually explicit or offensive jokes, or physical assault.

No employee shall threaten or insinuate, either explicitly or implicitly, that another employee's, applicant's or student's refusal to submit to sexual advances will adversely affect that person's employment, work status evaluation, wages, advancement, assigned duties, hours, or any other condition of employment or career development. Similarly, no employee shall promise, imply, or grant any preferential treatment in connection with another employee, applicant or student engaging in sexual conduct.

What to do if you feel you are a victim of harassment:

Any employee who feels that they are the victim of harassment by any supervisor, management official, other employee, customer, client, or any other person in connection with their employment should bring the matter to the immediate attention of the Registrar. An employee who is uncomfortable for any reason in bringing such matter to the attention of the Registrar should report the matter to the Principal

Any question about this policy or potential harassment should also be brought to the attention of the same persons. The College will promptly investigate all allegations of harassment in as confidential manner as possible and take appropriate corrective action if warranted

Any employee who is determined, after an investigation, to have engaged in harassment in violation of this policy will be subject to appropriate sanctions up to and including summary dismissal.

Privacy:

The College conforms to privacy legislation as it effects personal and confidential information stored physically and electronically.

Human Resources:

Tutors/Lecturers:

Staff involved in the instruction and assessment process must possess the appropriate pre-service and/or in-service competencies and knowledge.

Instructors and assessors must possess knowledge, skills and experience such as would be attained in at least five years of high-quality industry experience relevant to the unit(s) being taught/assessed.

Tutors and Lecturers who are required to teach for a period exceeding 200 hours per year must also be qualified at a level of Certificate IV in Workplace Assessment & Training as a minimum, and have formal evidence of successful completion of a relevant course of study on the content area.

Instructors and assessors must appropriately maintain and upgrade professional competencies and knowledge, relevant to the content.

Administrative and Support Staff:

All administrative and support staff must have qualifications suitable to the duties required of them. Such qualifications may be experienced based or formal.