



# Student Handbook

## 2025 (V1)

(Incorporating Code of Practice, Policies and Guidelines)

The Australian College of Make-up and Special Effects (ACMUSE) has endeavored 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. V2.1.20

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**Company Mission:**

*To provide all aspects of the make-up industry with highly trained and efficient personnel, and superior make-up products thereby creating an unequalled international reputation.*

**Philosophy:**

*To establish and maintain the highest standard of vocational training in make-up and special effects*

*To focus on the needs of the student*

*To supply the entertainment and fashion industries with well educated and trained personnel who are constantly striving for excellence and innovation.*

*To develop a public awareness of make-up and special effects as a vital aspect of the entertainment and fashion industries*

*To create strategic alliances between other educational, government and industry bodies to further the aims of the College and the opportunities for students*

## 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.

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 code of practice, procedures and regulations at all times.

## About the College

The College is a Registered Training Organisation (Registration Code 90910) under the VET Quality Framework with ASQA. The College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The College is a member of the Independent Tertiary Educations Council Australia (ITECA). Certificate and Diploma courses are offered under the Australian Quality Training Framework (AQTF).

For domestic learners Commonwealth Government support (Austudy) is available for learners enrolled in registered full-time courses.

National registration number: 90910. For international students the College CRICOS provider code is: 02522B

The contact details are as follows:

Registered Trading Name:

**AUSTRALIAN COLLEGE OF MAKE-UP AND SPECIAL EFFECTS**

**ACMUSE Training Campus:**

Address: 233 Broadway, GLEBE, NSW 2037 AUSTRALIA

(Postal address: PO Box 948, Broadway NSW 2007)

Telephone: (02) 9518 8003

Fax: (02) 9518 9040

Email: [courses@makeupcollege.com.au](mailto:courses@makeupcollege.com.au)

Web: [www.makeupcollege.com.au](http://www.makeupcollege.com.au)

ACMUSE is a [VET Student Loans](#) provider.

## ACMUSE GUARANTEE

**We guarantee you will be provided with:**

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training provides you with the knowledge and skills required to gain employment; and
3. Support services to ensure your training can be completed.

**We will not guarantee:**

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

## General Information

***This handbook has been developed for all participants of ACMUSE, both domestic and international students. Some information, however, is specific to international students and will be highlighted in breakout boxes.***

### Accredited Courses

ACMUSE offers the following nationally-accredited courses:

- **CUA41215 Certificate IV in Screen and Media (Specialist Make-up Services)**
- **CUA51020 Diploma of Screen and Media (Specialist Make-up Services)**
- **CUA60620 Advanced Diploma of Screen and Media (Specialist Make-up Services)**

Details of these courses may be seen on the College's [website](#).

ACMUSE is a [VET Student Loans](#) provider.

### VET Student Loans

ACMUSE offers VET Student Loans for its approved courses: **CUA51020 Diploma of Screen and Media (Specialist Make-up Services)** and **CUA60620 Advanced Diploma of Screen and Media (Specialist Make-up Services)**.

This Commonwealth Government program allows you to access loans for courses that:

- have a high national priority
- meet industry needs
- contribute to addressing skills shortages
- lead to employment outcomes.

The program also features loan caps for course loans. This means if your fees are above the loan cap, you will need to pay the difference. The Diploma and Advanced Diploma fees at ACMUSE are \$19,500 each. The loan cap for the Diploma is \$18,000 and the Advanced Diploma is \$18,000 as this covers tuition fee, so there's a fee-paying gap of \$1500 which will cover the cost of your Makeup kit.

To check your eligibility, and the application process, census dates, refer to [ACMUSE's](#) website.

Domestic students only.

### Locality and Amenities

The College is conveniently located on Broadway, Glebe inside the Scotty's Makeup Store. Parking is available in nearby commercial car parks. The campus is close to public transport.

Full-time learners 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 Sydney 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, as does Glebe Point Road. College amenities available to learners:

- Fridge and microwave in learner kitchen
- Hot water in learner kitchen
- Coffee and tea making facilities in learner kitchen
- Internal learner common areas – lower ground floor

## 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 learners 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 and bridal 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 Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

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 the college.

**Distance or online learning is not accommodated at this time.**

## Class Allocation

Learners are allocated to classes by the Registrar, 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.

## Training Staff

The CEO is Mr. Scott Lattimer. Training staff are highly-skilled, qualified professionals drawn from industry sources. College staff remains constant from year to year, subject to their availability, however the College may change training staff as required.

Specialist guest lecturers are engaged as necessary. Learners are informed of trainers and their subject areas at the beginning of each course.

## External Curriculum Peer Review Committee

The role of the External Curriculum Peer Review Committee is to advise the CEO on the effectiveness of course delivery and consultation of the courses and course content in relation to and responsiveness to the industry.

Officers of the committee are appointed by the CEO and may change from time to time. The peer review committee's responsibilities are to:

- provide external validation of course materials;
- advise the CEO on measures to ensure course's maintain industry relevance;
- advise and collaborate with the CEO on changes in educational and industry practice.

## ***Liaison with Industry***

The College liaises with the industry through professional associations and local employers as appropriate.

Input is collected from industry contacts to confirm that proposed and actual training develops skills to meet the employment and skill demands of industry and future growth areas for self-employment and employment of others. Industry input can include:

- *Requests for specific programs*
- *Recent reports and journals*
- *Other evidence for skills to meet employment/skill demand*

## **Policy Framework:**

The College has in place a policy framework governing:

- Ethics
- Disabilities issues
- Women's issues
- Work 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 (see below) through which the employees, learners and the public can gain a level of comfort concerning the management of the Company and its practices.

# 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 learners.

The College is committed to the success of learners 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 Vocational Education and Training (VET) Quality Framework which comprises:

- Standards for Registered Training Organisations (RTOs)
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements
- Australian Qualifications Framework

## Recruitment and Enrolment

Learners 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. Appropriately qualified staff to determine whether their qualifications and skills are sufficient for the program entry requirements and likely to lead to successful achievement of target competencies assesses applicants.

## Flexible Delivery

The College recognises the principles of flexible delivery. Programs are designed to emphasize flexibility of delivery to maximise the opportunity for access and participation by disadvantaged learners. 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 or online learning is not available.**

## Recognition of Prior Learning (RPL) / National Recognition (Credit Transfer)

RPL is offered to all enrolling learners and discussed upon application. National recognition (also referred to as Credit transfer) is the recognition of learning achieved through formal education and training. Under the Standards for 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 the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification. It is an important to note that national recognition is not recognition of prior learning (RPL). RPL is assessment and is addressed within the Recognition policy (see above).

If you have completed similar training at another training organisation, mention it at your interview with the CEO.

Associated documentation: *ACMF34 Application for RPL, ACMF32 RPL Portfolio Checklist.*

## Course/Program Information

The College provides accurate, relevant and up-to-date course information to learners 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 learner on completion
- Competencies to be achieved by trainees
- Equipment
- Fees and Charges
- Learning Outcomes
- Qualification Details
- Trainee support services

## Interaction with Learners

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

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

## Rights of learners

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

## International Students

### International student engagement before enrolment

The College does not accept applications from those who are under the age of 18 at the time of course commencement. International students are required to demonstrate English Language proficiency appropriate for Diploma level. Accepted proficiency test are IELTS (general training), level 6, TOEFL 600. Other evidence including recent tertiary level studies in English may be accepted by the College. The College also reserves the right to confirm the suitability of the applicant's English skills in a formal interview environment, via skype. Required AQF Level 5.

### International Student Visas:

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

International Students may only undertake full time study in accredited courses with the College. International 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 <b>City Office</b>	Ground Floor 26 Lee St Sydney NSW 2000	131 881
Counter Hours	0900 – 1600 Mon -Fri	Fax 02 8861 4422
<b>Parramatta Office</b>	9 Wentworth Street Parramatta NSW 2150	131 881
Counter Hours	0900 – 1600 Mon -Fri	Fax 02 8862 6050

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>

## Life in Australia

Rated third best city in the world to live in (2011 City Rep Trak index), it's no surprise that learners from over 200 international backgrounds come to live and study in Sydney. Renowned for its unique combination of urban living and outdoor living, culturally diverse and friendly community, Sydney is a fun and inspiring city in which to live and study. The beautiful harbour, pristine beaches and temperate climate means you will be able to enjoy an active, outdoor lifestyle, while a vibrant social and cultural scene, with museums, theatres, galleries, and hundreds of restaurants, bars and cafes will give you the chance to meet and make new friends, no matter your interests.

Sydney is also Australia's number one business destination. With many multifunctional companies located here, it accounts for 30 per cent of the country's economic activity. For information about Sydney visit <http://www.cityofsydney.nsw.gov.au/>

**Sydney ranks sixth in the world** in the recent QS Best Learner Cities in the world rankings, based on the attributes of learner mix, quality of living, employer activity and affordability. More details at: [Best Learner Cities Ranking 2012](http://www.topuniversities.com/university-rankings-articles/qs-best-learner-cities/sydney) (<http://www.topuniversities.com/university-rankings-articles/qs-best-learner-cities/sydney>)

Set around a stunning natural harbour, Sydney offers the best urban and outdoor living. A temperate climate means that you have all year round to enjoy it.

ACMUSE is located in the vibrant central business district, putting you in the heart of the action, amidst restaurants, cinemas, theatres and shops. Meet friends in the cafes of fashionable Broadway, Glebe, Newtown and Surry Hills, kayak under the Sydney Harbour Bridge, learn to surf on Bondi Beach or jump on a train to the Blue Mountains. And don't forget the city highlights – Sydney Opera House, the NSW Art Gallery and Botanic Gardens are all within easy reach of the campus.

Check out a list of things to do here at: <http://www.sydney.com/things-to-do>

At ACMUSE we are committed to ensuring the wellbeing of all our learners when they are on campus (see page 21 for further details). As a member of the Independent Tertiary Education Council Australia (ITECA) all ACMUSE students have access to external services offered by ITECA.

Living in a beautiful city like Sydney doesn't have to cost the world. In fact, Australia is very cost-effective when compared to other western countries such as Canada, the UK or the USA. As a general guide, on average, you will need about AU\$30,000 to AU\$37,000 for living expenses for one year (or about \$650 a week). This covers accommodation, food, transport and clothing.

You can find out more about the cost of living at <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

### **Student Visa**

For information on your Student Visa and details of all visa conditions, refer to the Department of Immigration and Border Protection website ([www.immi.gov.au](http://www.immi.gov.au)).

A part-time job is not just a great way to earn yourself some extra Australian dollars; it's also perfect for making new Australian friends, gaining insight into Sydney work life and practicing your English. Immigration regulations allow you to work up to 40 hours per fortnight on a casual basis during course time, and full-time during vacation periods. More details can be found in the Fact Sheet 50 – Overseas Learners in Australia (<http://www.immi.gov.au/About/Pages/media/fact-sheets/fact-sheet-50.aspx>). For more information on Study, Work and Living in Australia you can refer to the official Australian Government website for advice on study in Australia (<http://www.studyinaustralia.gov.au/>)

### **Health Care and Insurance**

Overseas Student Health Cover (OSHC) is a compulsory health insurance policy designed to provide affordable access to medical and hospital treatment for students or their family dependents while studying in Australia. OSHC will also contribute to the cost of most prescription drugs and emergency ambulance transport.

International students are required to take overseas health cover during their stay. Please Contact Us or visit the Department of Health website ([www.health.gov.au](http://www.health.gov.au)) for full information about registered OSHC providers, complete details of what is covered, and OSHC eligibility.

## **Helpful Links**

### **Accommodation:**

## Shared Accommodation

This accommodation is usually a single or shared room (often unfurnished) in a rented flat or house with other learners, groups or individuals such as a family or elderly person.

<http://au.easyroommate.com> <http://sydney.gumtree.com.au>

## Houses and Apartments

They provide self-contained accommodation but are mostly unfurnished and relatively expensive by Sydney standards. Rents vary according to the number of bedrooms, condition and location of the flat or house. The best websites for finding houses or apartments are:

<http://www.realestate.com.au> <http://www.domain.com.au>

## Other Accommodation

Whether you would like to share an apartment with others or book into a hostel for the first few days, the following websites will help get you started.

<http://www.wakeup.com.au> <http://www.yha.com.au> <http://www.glenferrielodge.com.au>  
<http://www.falconlodge.com.au>

## Additional Online Information for Students:

A portal for international and local students in Sydney, Australia, student jobs, accommodation, classifieds, students discounts, student forum and much more for all university, vocational, ELICOS and TAFE students in Sydney. (ACMUSE is not affiliated with this website and does not necessarily support and/or endorse the content, information and options expressed within the website. This website link is for student convenience only).

<https://www.studyinaustralia.gov.au/>

## Accommodation

The College cannot arrange accommodation for learners whose normal place of residence is outside Sydney. Learners are advised to allow up-to 6 weeks to find suitable accommodation, as there is a high demand for accommodation in Sydney.

## Major Banks

Banks are generally open at 9:30am and close at 4:30pm. On Fridays they close at 5:00pm. Most banks are closed on the weekends, although some branches do open Saturday mornings. Most banks provide Automatic Teller Machines (ATMs). These are also located in shopping arcades. If you want to open your bank accounts, visit banks' websites for further information or visit bank branches.

Websites of major banks in Australia:

<http://www.anz.com.au> <http://www.nab.com.au> <http://www.commbank.com.au> <http://www.stgeorge.com.au>  
<http://www.westpac.com.au>

## Location of City Banks

- Commonwealth Bank of Australia: Cnr. of George & Market Street National Australia Bank: Cnr. of Pitt & Bathurst Street
- ANZ Bank: Cnr. of Castlereagh & Bathurst Street St George Bank: Cnr. of Pitt & Market Street Westpac

## Course fee payments

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

A deposit of \$1,500 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 a following same course, once only.

The fee structure is as follows for domestic learners: on acceptance to the course a non-refundable deposit of \$1,500 guarantees your place. The balance is divided into three payments due on the first day of term 1, on day 1 of term 2, on day 1 of term 3 - totaling \$19,500\* (\*Diploma / Advanced Diploma programs). The college also offers monthly payment plans. Alternatively if you wish to pay in full, the college offers a discount of \$1000.00. (For International Students, a non-refundable administration fee of \$4,000 applies upon acceptance.)

The College provides a Client Service Agreement outlining the responsibilities and amounts relating to this method of payment.

Payment of fees via electronic transfer is available.

**Deposits can be made to:**

Commonwealth Bank Australia, Branch: Broadway NSW.

**BSB:** 062-223

**Account No:** 1161 5030.

***If paying by EFT, please ensure you add your learner number to receipt details. Without identification, it is difficult for ACMUSE to verify unattributed course fee payments to learners. To avoid this, payees must pass on payment receipt/s to ACMUSE.***

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

Should a learner need to adjust their course payments this can be arranged after an individual interview with the CEO.

Please note the following important information:

- Course Fees are due by the first day of each term, or the 25th of each month, dependent only on how you choose to pay your course fees. Fee payment schedules are outlined in ACMUSE's Course fees and charges information sheet. If you are unable to pay the appropriate amount owing each term, or month, within 7 days of the agreed timeframe, you must contact the CEO as soon as possible to discuss your situation as non-payment of fees can lead to suspension from class until all outstanding amounts have been paid, or cancellation of your enrolment.
- The CEO may, at his or her discretion, approve an extension of time for late payment of course fees. Where course fees are overdue and no arrangement for late payment has been approved by the CEO you will be suspended from class and unable to return until the outstanding amount has been paid, or have your enrolment cancelled. In this case either a meeting with the CEO or email from College Administration will notify you of immediate suspension. This is applicable to all full-time courses at ACMUSE.
- In the event of suspension or enrolment cancellation, ACMUSE will not be able to issue a Certificate and/or Statement of Attainment for Units of Competency not yet successfully completed. If suspension occurs, ACMUSE will only issue a Statement of Attainment if that learner's Mid-Year

Assessments have taken place in full (Mid Year Assessments are undertaken in Term 2). This is applicable to all full time courses at ACMUSE. The only exception to this rule is Withdrawals, in which case a transcript can be issued only once the Withdrawal process has been completed.

- A student is unable to sit for final assessments if fees are outstanding.
- The College at its discretion may be required to increase its tuition fees due to operational costs. This will only be applied on a pro-rata basis.

### **Vet Student Loans**

Students accessing a Vet Student Loan for fee Payment are able to view their census dates and fee payment amounts via the ACMUSE website: <https://www.makeupcollege.com.au/vet-student-loans/>

### **Vet Student Loans Progressions**

Throughout the academic year students accessing VSL are required to submit a Progression Form. The Progression will be emailed periodically from [ecafsystem@education.gov.au](mailto:ecafsystem@education.gov.au), with the subject line Your Vet student Loan – action required.

You are required to complete the progression to inform VSL that you have commenced study and that you are continuing your course.

Failure to complete your progression can result in your fees not being paid and could result in suspension or cancellation of enrolment.

Click the link for more information on VSL Progressions <https://www.dewr.gov.au/node/15922>

### **Course Fee Refund Policy**

Fees paid by learners 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 learner kits. Health considerations prohibit the return of the make-up kits once they have been supplied.

The International Student administration fee (\$4,000) is non-refundable. Refunds made in respect of international students will be paid to the person or organisation that originally paid the monies to the College.

The following refund policy applies to all enrolments:

- A full refund of any tuition fees, not including deposit, will be applicable where written cancellation of enrolment is received at least seven (7) days prior to the commencement of a program.
- Where written cancellation of enrolment is received within a period of less than seven (7) days prior to commencement of a program, a refund of 75 per cent of any tuition fees paid in advance will apply, minus deposit.
- Where written cancellation of enrolment is received subsequent to the commencement of a training program, a learner will not be entitled to a refund of any tuition paid in advance.
- Where a learner cancels his or her enrolment to a training program subsequent to the commencement of such program due to extenuating circumstance. Considerations for a waiver or amendment of the no refund policy will be dealt with on a case-to-case basis.
- Refunds will exclude cost of make-up kits and / or airbrush kits, which become the property of the learner upon payment thereof and does not need to be returned.
- Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

Applications for refunds should be made to the [administration@makeupcollege.com.au](mailto:administration@makeupcollege.com.au).

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

## Course Deferment

Learners may only defer their studies **once**. Learners wishing to defer will receive written confirmation of deferment and must inform ACMUSE which intake they would like to defer to (subject to availability) within 6 weeks, otherwise they will be withdrawn. Once a learner has deferred, a second deferment is not permitted. Further, learners that defer must confirm their attendance to their course 6 (six) weeks prior to course commencement and will be requested to pay Term 1 course fees 6 (six) weeks prior to course start date. If a learner doesn't get back to the College within 3 months regarding the intake they would like to defer to, the College will withdraw them. This deferment period will follow the necessary steps taken by the College documenting all its communication to the learner prior to withdrawal, including a final letter.

### Course fee refund policy for International Students:

*The overseas student administration fee (\$4,000) is non-refundable. Deposit (\$1500) is non-refundable.*

Refunds are at the sole discretion of the College. Refunds of fees after the course has commenced will only be given in what the College deems exceptional circumstances. To claim a refund students must provide a written statement clearly indicating the reasons they consider a refund of fees is appropriate. For International students refunds will be provided in accordance with Australian Government regulations and the College Refund Policy as set out in on our website and 'Information for International Students'.

Where a student is entitled to a refund, the refund will be calculated from date of written notification by the student to the college. Prior to refund being remitted the college will notify the student of the amount to be refunded and the calculation for that amount. Refunds will be remitted in Australian dollars into the bank account nominated by the student. A full refund of any tuition fees, not including admission fee, will be applicable where written cancellation of enrolment is received at least seven (7) days prior to the commencement of a program.

Where written cancellation of enrolment is received within a period of less than seven (7) days prior to commencement of a program, a refund of 75 per cent of any tuition fees paid in advance will apply, minus admission fee and Student kit fee. Where written cancellation of enrolment is received subsequent to the commencement of a training program, a student will receive a partial refund of tuition fees; the partial refund will apply to the current term, on a weekly basis. A full refund will be made for tuition fees received relating to subsequent Terms

Where a student cancels his or her enrolment to a training program subsequent to the commencement of such program due to extenuating circumstance, the CEO has the discretionary power to waive or amend the organisation's no refund policy. Considerations for a waiver or amendment of the no refund policy will be dealt with on a case-to-case basis.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Applications for refunds should be made to [courses@makeupcollege.com.au](mailto:courses@makeupcollege.com.au)

### Notice of Withdrawal

To qualify for refunds students must provide adequate notice of withdrawal. This must be a minimum of one month prior to the date of withdrawal.

### Method for calculation of weekly tuition fee

**Total tuition fee for the course for the term**

$$\text{Weekly tuition fee} = \frac{\text{Total tuition fee for the course for the term}}{\text{Number of calendar days in term}} \times 7$$

Number of calendar days from the default day to the end or the period to which the payment related

$$\text{Weeks in default period} = \frac{7}{\text{Number of calendar days from the default day to the end or the period to which the payment related}}$$

Reason for Refund	Amount Refunded
College default (partial refund)	Refund amount = weekly tuition fee x weeks in default period
Fail to provide course	
The course ceases to be provided before its completion	
Student default due to visa refusal (partial refund)	Refund amount = Course fee minus the lesser of the following amount. A. 5% of the amount of the course fees received by College in respect of the student prior to the default day: or
If the students visa application is refused prior to the commencement of the course.	B. \$500
If the Visa is refused after the commencement of the course	Refund amount = weekly tuition fee x weeks in default period
Non VISA related student default	
Written cancellation received more than 7 days prior course commencement	Refund amount = Tuition fee – admin fee and deposit
Written cancellation received less than 7 days prior course commencement	Refund amount = Tuition fee – 75% of tuition fees paid
Written cancellation received subsequent to the commencement of the course	
Student does not maintain there obligation to the college	Refund amount = Nil
	Refund amount = Nil

This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take 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, e.g. Arrive at the location at least 15 minutes 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.

*Note: you will not be allowed to undertake work experience if your attendance is poor, or if you are not up-to-date with your assessments. If you are unsure, please contact administration.*

## Scotty's Shop

Scotty's shop acts 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 or in break times.

## Management and Security Protocols

Learners must not loiter around the premises during breaks, and prior to and after leaving their classes. Learners should always be aware that the College is located in a busy public area and should at all times behave in a sensitive manner to persons they may encounter.

Learners 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. Learners 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 beverage containers.

The College will, during learner orientation and at appropriate intervals throughout the period of a course, provides briefings to both learners 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 that may include the employment of security staff, but during College hours will be provided through staff vigilance. Access to the premises is through the Scotty's shop which is monitored by retail staff and security cameras. Unauthorized personnel are not permitted into the training facilities unless accompanied by an ACMUSE staff member or without prior approval from trainer an assessors for assessment purposes.

## 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

Your course fee is inclusive of a full kit of professional make-up this does not include Hair styling equipment, which you'll receive 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, and roller sets.**

If you wish to purchase any extra products to add to your make-up kit, we will establish a 'Learners 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 requires. 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

At the commencement of your course you will receive your assessment schedule which details your assessments for the year. For the CUA51020 Diploma of Screen and Media there are **six (6) clusters** of Assessments.

For the CUA60620 Advanced Diploma of Screen and Media there are **seven (7) Clusters** of Assessments.

These include theoretical and Practical Assessments. 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. Learners 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. ACMUSE reserves the right to request a valid medical certificate or evidence of extenuating circumstance before allowing the candidate to be reassessed. This will happen on a case-by-case basis at the principals discretion.

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 Principles of Assessment and incorporates the standards of the VET Quality Framework.

Assessors are required to:

- be fair and reasonable during assessment.
- be familiar with the field, and with the requirements of relevant industry standards.
- be up to date with assessment methods and procedures appropriate for the course.
- make proper assessment decisions based on explicit evidence of competency.
- systematically review the assessment evidence obtained through means such as interview, workplace assessment and performance tests.

## Assessment Extension requests

Assessments are required to be submitted by the dates provided on the assessment schedule. This Schedule will be provided to each learner in both digital and hard copy during orientation. It is the students responsibility to manage the study load effectively. If a student is unable to meet a deadline due to personal or medical reasons they are required to submit an extension request to the principal one week before the assessment due date.

Extension Requests are to be sent to [courses@makeupcollege.com.au](mailto:courses@makeupcollege.com.au) and will include the Cluster title, reason for extension and any supporting evidence; e.g Medical Certificate

Extensions are considered on a case-by-case basis, and we encourage you to speak with your trainer early if you are facing challenges.

Each Student is granted three (3) attempts to achieve competency at no additional cost. After the third attempt, a reassessment fee may apply unless previously discussed with the allocated trainer or Principal.

### **Late Submission of Assessment**

Submissions (more than three (3) weeks past the due date) will result in a “not yet competent” result, and reassessment fees may apply.

ACMUSE is committed to fairness and support and students with personal, medical or learning need are encouraged to seek help early.

## Re-assessment of Assessment Fee

If a learner is required to re-submit an assignment for re-assessment, a Re-Assessment Fee of \$30 (incl GST) per unit will be charged with the maximum reassessment fee per cluster not exceeding \$120. Re-submission of an assessment/assignment is required where the assignment submitted fails to adequately address the assessment criteria and/or is deficient in composition and/or structure and requires the assignment to be re-submitted for assessment before it can be assessed as either Competent or Not Yet Competent.

## Assessment Appeals Procedure

A learner may appeal to the CEO against an assessment decision, and following discussion if felt appropriate may request a re-assessment. Grievance procedures are outlined on page 40 of this handbook.

**External appeal:** If the matter remains unresolved after the review panel presents its findings, the appellant may make a written request to the CEO that they wish the matter be dealt with through an independent external dispute resolution process. ACMUSE in consultation with the appellant will appoint a mutually agreed independent external mediator within 14 working days. It is then up to the mediator, the appellant and ACMUSE to resolve the complaint.

The appellant or the respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the CEO, the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the CEO, receives the report of the outcomes from the independent mediator, they will provide a written report to the appellant within 10 working days on the recommended actions to resolve the complaint.

ACMUSE agrees to be bound by the independent mediator's recommendations and the CEO, will ensure that any recommendations made are implemented within 30 days of receipt.

## Learner 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.

### Learner Support and Welfare

ACMUSE provides resources and support to help students make the most of their time at the College. The College makes every effort to assist learners. We regularly consult with learners to gather feedback on their learning experiences at the College and continually strive to develop and improve our services. The support services include professional and qualified counsellors on request, language, literacy support on request if unable to cope with the course work, experienced trainers and CEO.

ACMUSE offers the following student support services:

- The College principal acts as a Student Welfare Officer (SWO) who can provide learners with assistance as required in their study program and ensure they proceed with their study plan. They will generally be the first person(s); learners turn to when they have a question or problem.
- Referral programs for Language, Literacy and Numeracy (LLN) support are also available upon request or where the College and the learner see need. Learners needing language and literacy support are identified on application. Where only a low level of support is required the CEO may arrange for the learner to receive extra-curricular assistance. Where extensive support is needed the learner is referred to an external specialist provider. If the learner's language and literacy skills will inhibit achievement of the course's outcome, the learner's enrolment may be postponed.

ACMUSE has arrangements in place with a number of counseling and psychology services. For details of these providers and the costs of their services, students are advised to contact their trainer or principal. Costs incurred will be at the learner's expense. Internal welfare services are provided free of costs to assist learners in developing the personal skills and qualities necessary for success in their study program. Where personal or practical concerns interfere with a learner's ability to study, these services can assist learners to resolve the immediate issues and develop strategies for the future. Learners may wish to speak to an external counselor and/or our Student Welfare Officer about matters such as:

- Adjusting to living in a new culture
- Coping with relationship and family issues
- Dealing with homesickness, stress or depression
- Managing time, or maintaining motivation.

### Access to Trainers for training support

ACMUSE acknowledges that from time to time students may wish to make contact with trainers outside of training hours or during holiday periods to discuss course progression and assessment concern.

The college encourages students to be proactive and ask for help at any time during their course.

ACMUSE also acknowledges that training staff have the right to personal time outside of college hours.

To accommodate student needs it is ACMUSE policy that students can contact trainers using a variety methods.

This includes but is not limited to;

- Email
- Phone call to the colleges direct line
- WhatsApp platform – trainer dependent

During Orientation trainers will provide Students with their preferred method of communication.

Upon receipt of communication from a student the trainer will provide a response within the following timeframes:

- Request received during school term – Trainer Response **five (5) business Days**
- Request received during Holiday Period – Trainer Response **fifteen (15) Business Days**

If the student has not received a response within this time period, it is recommended that the student resubmit their inquiry using an alternative method of communication.

If a student is wishing to defer or withdraw from and ACMUSE course they are required to inform ACMUSE via the [courses@makeupcollege.com.au](mailto:courses@makeupcollege.com.au) email address and will refrain from using the WhatsApp platform as written notification.

## Student Course Progress

The CEO and relevant training staff determine student advancement through each unit of a course. Assistance is given if a student is experiencing difficulty with a particular unit or subject through a monitored Course Progress and Intervention Procedure

This procedure is followed using these steps

### 1. Identifying Students at Risk

ACMUSE identifies a student as being at risk of unsatisfactory course progress when they:

- Consistently fail to meet unit learning outcomes or assessment requirements
- Demonstrate patterns of non-attendance or disengagement
- Are flagged by a trainer/assessor due to academic concerns

Once a trainer identifies a student at risk, they are required to email the Principal/CEO, outlining the concerns and attaching any relevant documentation or evidence of poor performance.

Upon receiving the email and reviewing the evidence sent by the trainer the principal is required to determine if the student requires and intervention strategy.

If the Principals decision is to apply an Intervention strategy The principal is required to take the following steps to Initiate the process.

### 2. Initiating the Process

- Upon receipt of the report from the trainer, the principal will initiate contact with the student to arrange a face-to-face interview.
- The principal will document all attempts to contact the student (email/phone), especially if the student does not respond or cannot be reached.

### 3. Principles of Intervention

ACMUSE has determined the following guiding principles:

**a. Timeliness:**

An intervention strategy may be implemented at any point during the teaching term. The start and end dates of the intervention must be clearly documented.

**b. Face-to-Face Meeting:**

An intervention strategy shall only be enacted after an individual face-to-face interview between the student and the principal.

**c. Communication and Agreement:**

The strategy must be clearly explained to the student. It will only be considered valid when it is signed by both the student and the principal and is uploaded to Job Ready.

**d. Non-Compliance:**

If a student fails to attend the scheduled interview or does not sign the intervention strategy, this must be recorded on the student's file, noting that the student did not accept the support offered. Further steps may be taken in line with the Student Conduct Policy.

**e. Ongoing Monitoring:**

The Registrar will record and monitor the intervention strategy to ensure follow-up and evaluate its effectiveness. Adjustments may be made in consultation with the trainers and CEO if the strategy is not proving effective.

**4. Available Intervention Strategies**

Based on individual needs and circumstances, the following strategies may be offered:

1. The student is strongly recommended to engage a tutor or join a study group at their own cost.
2. The student is to meet regularly with the relevant Trainer for academic support.
3. The student is to access counselling services via ACMUSE's approved Student Welfare List.
4. The student is to meet specific attendance requirements for affected units, as determined by the Training Manager.
5. The student may change to a more suitable program if their current course is deemed inappropriate for their skills or goals.

Other tailored strategies may be developed in consultation with the CEO to support the student's learning and wellbeing

**Attendance**

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

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

All learners 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.

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

It is the learner's obligation to catch up missed classes.

**Absenteeism:**

Students who are consistently absent from class must be contacted, counselled and advised of the consequences associated with non-attendance.

Attendance records are checked weekly. Where a student has been absent for five consecutive days:

1. The CEO or Training Manager will contact the student by telephone to ascertain the reasons for the absence. Should contact not be established the CEO will write to the student requesting they contact the College as soon as possible.
2. The CEO will meet with the student to discuss any issues that might have arisen that are affecting the students' study
3. Should the CEO not be able to resolve the issue the student will be advised that professional counselling is available, and offer to arrange a meeting with the counsellor on a confidential basis.
4. Should the student continue to absent themselves the CEO will inform them of the consequences of their actions in writing. These may include failure to qualify and ultimate expulsion.
5. Records of actions taken, notes of meetings, including outcomes must be retained and filed with the student records.

## **Learner Input and Feedback**

Learner 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 learners.

Learner and Staff feedback is used to plan future programs. We obtain feedback in the following ways:

- program evaluations;
- requests for specific programs;
- learner 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;

See Code of Conduct for Students displayed at the back of this Handbook. The Access and Equity Policy is on page 35.

## **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 learners not to indulge in

this activity. Any learner 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. This includes the use of AI to answer assessment questions, or AI images used as research.

## 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 Training and Assessment (TAE40110 or TAE40116) 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 Learners

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

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

## Health and Hygiene

- **First Aid Kit:**

We have complete first-aid kits available for all learners. They are kept on each floor of the college, 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. As you are working on the face near a persons eyes it is ACMUSE's preference that you maintain short or mid length nails.

- **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 artists 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 however imposes a dress code based on professionalism and safety requirements. Closed toes shoes are required at all times on college campus. Students are required to wear clothing that appropriately covers their bodies. This includes clothing that does not expose midriffs and shorts and skirts that fall just above the knee. As students are required to be in close contact at all times ACMUSE advises that students are careful when using things with a strong scent like perfumes or consider the odor of smoking or vaping.

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 learners 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, in line with the College's WHS and evacuation policy.

## Learner's Rights and Responsibilities

Learners 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 learners 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 learner kitchen may be used during breaks. Learners 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 CEO or another member of staff whom you trust. We are here to help.

## Information for International Students

The College is bound by the Education Services for Overseas Students Act 2000 (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 (e.g. language support) and cultural differences relating to learning styles etc. will be taken into account.

Students are required to meet the standards of behavior, attendance, academic performance and concern as is expected at the college. If the student is judged by the college to have lost good standing then their enrolment maybe cancelled and they may lose their student visa.

The following enrolment requirements must be maintained.

- Student must notify the College of a change of address with seven days
- Student must maintain an 80 per cent attendance record for scheduled class
- Student must maintain consistent academic performance
- Student must have OSHC for the duration of their visa

An international student on a student visa may opt for deferral under very limited circumstances, on grounds of compassionate or compelling circumstances, an extended illness which affects the student's ability to study, bereavement, a disaster in a student's home country requiring a student to return or a traumatic experience which affects the student's ability to study.

## Complaints Handling and Appeals

ACMUSE provides a fair and transparent complaint handling process. In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute will be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

ACMUSE will apply the following principles to its complaints handling:

- A written record of all complaints is to be kept by ACMUSE including all details of lodgment, response and resolution. The complaints register within the student management system is 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 will be 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 ACMUSE Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, ACMUSE should 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 ACMUSE and the complainant.
- ACMUSE 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 will be handled in the strictest of confidence.
- If the complainant is not satisfied with the handling of the matter by ACMUSE, they have the opportunity for a body that is independent of ACMUSE to review his or her complaint following the internal completion of complaint handling process.
- A complainant who remains dissatisfied with the process applied by ACMUSE following review by an independent party, may refer their grievance to the Australian Skills Quality Authority - ASQA Online Complaint Form available at <http://www.asqa.gov.au/complaints/make-a-complaint---domestic->

[students/make-a-complaint---domestic-students1.html](http://www.acmuse.edu.au/students/make-a-complaint---domestic-students1.html) (domestic students) and <http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/make-a-complaint---overseas-students-1.html> (international students).

## Appeals handling

ACMUSE provides a fair and transparent appeals handling process. An appeal is an application by a student for reconsideration of an unfavorable decision or finding during their time with ACMUSE. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty-eight (28) working days of the decision or finding is informed to the student.

It is important to note that a student may appeal any decision that ACMUSE may make. Appeals may relate to assessment decisions, and to administrative decisions that ACMUSE may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

*A copy of ACMUSE's Complaints Handling and Appeals Procedure is available on the website.*

## For learners to lodge complaints

### All international students enrolled in a VET, ELICOS or Higher Education course

Overseas learners who wish to lodge an external appeal or complaint against the outcome of the member's internal grievance process can contact the International Student Ombudsman. For contact details and information please see [www.oso.gov.au/making-a-complaint/](http://www.oso.gov.au/making-a-complaint/)

### Domestic learners enrolled in a VET course

The College has a Complaints and Appeals procedure (see page 37) and there are downloadable forms on the ACMUSE website under 'Learner Support'. Domestic VET learners who wish to lodge a complaint may also contact the Australian Skills Quality Authority (ASQA). For contact details and information please see <http://www.asqa.gov.au/complaints/making-a-complaint> or contact the ASQA info line on 1300 701 801.

### Domestic learners enrolled in a Higher Education course

Domestic Higher Education learners who wish to lodge an external appeal or complaint against the outcome of the internal appeal process may contact the Administrative Appeals Tribunal (AAT) for an independent review. For more information, please see [www.aat.gov.au](http://www.aat.gov.au).

## Some other external agencies

The following is a guide to some other services:

ACT	- Commonwealth and ACT Ombudsman
South Australia	- South Australian Ombudsman
Western Australia	- Western Australian Ombudsman
Northern Territory	- Northern Territory Ombudsman
Victoria	<ul style="list-style-type: none"> <li>- Victorian Ombudsman</li> <li>- Victorian Equal Opportunity &amp; Rights Commission</li> <li>- VIC Consumer Affairs</li> </ul>

New South Wales	<ul style="list-style-type: none"> <li>- NSW Anti-Discrimination Board</li> <li>- NSW Office of Fair Trading (Sydney Centre)</li> </ul>
Queensland	<ul style="list-style-type: none"> <li>- QLD Anti-Discrimination Commission • QLD Office of Fair Trading</li> </ul>
Tasmania	<ul style="list-style-type: none"> <li>- Tasmanian Ombudsman</li> </ul>

## Behaviour

Learners must show respect for fellow learners, instructors and staff at all times. It is the duty of the College to protect learners and staff from harassment of any kind and any such problems should be reported to the Training Manager without delay. The College reserves the right to refuse admission to classes (without a refund of fees if suspension is permanent) to any learner who is considered to be a disruptive influence for other members of the class.

Also see Sexual Harassment policy (page 40). A copy of the Code of Conduct for Students is reprinted on page 44. To download a copy visit [www.makeupcollege.com.au](http://www.makeupcollege.com.au) .

## Mobile Telephones

**All mobile phones must be switched to silent once class has started.**

If you are required to have your phone on loud for any reason, please discuss with your trainer. You are not permitted to have your mobile phone while modelling for a fellow classmate. Repeated use may result in all phones being moved to a box at the front of the classroom.

## 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 and vaping 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 learners. No books or other reference materials are to be taken away from the College.

## Building your portfolio

Learners 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 Training Manager's permission.

## **Policies and Procedures**

### **Policy Framework**

The College maintains a Code of Practice (see page 14), which governs its operations. The Code is available for all learners on request. See also the Code of Conduct for Students (reprinted on page 47). Elements of the code are reproduced as part of this handbook. Policies incorporated in the Code are also part of this handbook.

### **Access, Equity and Anti-Discrimination**

#### **1. Purpose**

The purpose of this policy is to outline ACMUSE's commitment to access, equity and anti-discrimination principles.

#### **2. Overview**

ACMUSE is committed to ensuring that:

- i. Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all applicants, students and clients.
- ii. No person is discriminated against, harassed or treated unfairly in their dealings with ACMUSE.
- iii. Each student has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- iv. It complies with relevant Equal Opportunity Legislation and Discrimination Acts.

#### **3. Scope**

This policy applies to the ACMUSE's liaison with all applicants, students, and family members of students, as well as industry, administrative and training staff.

#### **4. Policy**

##### **1.1 Diversity**

- ACMUSE recognises and values the individual differences of its students and the student community they create and recognises that students come into its programs with a wealth of personal knowledge and life experiences.
- ACMUSE recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:
  - providing a welcoming and supportive training community
  - offering flexibility in the way in which training and assessment is provided
  - providing reasonable adjustments to training and assessment activities
  - having transparent learner and staff recruitment and selection procedures
  - determining the needs of all individuals upon engagement with the organisation
  - providing students, staff and clients access to a range of support services.

##### **1.2 Discrimination**

- In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or

disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

## 2. Harassment

- ACMUSE is committed to providing all people with an environment free from all forms of harassment. ACMUSE will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

## 3. Fairness

- The principles and practices adopted by ACMUSE aim to ensure, that current and prospective learners, clients and other stakeholders are treated fairly and equitably in their dealings with ACMUSE.
- ACMUSE aims to provide open, fair, clear and transparent policies and procedures for use by staff and learners.
- ACMUSE has fair and equitable processes for selecting students for enrolment into its courses. Decisions about student selection are based on clearly defined entry requirements. Entry requirements as well as application and enrolment procedures are published in ACMUSE's website.
- All people will be treated courteously and expeditiously throughout the process of enquiry, acceptance and enrolment, as well as throughout their participation at a course.

## 4. Exclusion from services

- A person may not be permitted to access our services if:
  - they have a criminal history that impacts on the requirements of the course or vocation of the area being studied
  - the student requires delivery in a language other than that being offered by ACMUSE in accordance with the related Training Package
  - the learner requires special services or facilities and provision of such that would cause unjustifiable hardship to the organisation.

## 5. Equity in access

- ACMUSE provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All learners are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.
- ACMUSE provides equitable access to training and education services by:
  - offering culturally appropriate training and assessment resources that are relevant to learner needs and circumstances
  - referring learners to support and counseling services where needed
  - offering a wide range of course and learning options
  - encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.

# Ethical Standards

The Australian College of Make-up and Special Effects 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:

- behave with integrity in all its dealings with members of the public, clients, learners, employees, government, suppliers and business partners;
- ensure that its actions comply with applicable laws and regulations;
- foster good relations with business partners, government, suppliers and clients;
- maintain and implement policies that will enable employees to avoid situations where conflicts of interest could arise;
- maintain high standards of financial probity and marketing and advertising integrity.
- not engage in any activity that could be construed to involve an improper inducement;
- achieve an environment where:
- equal opportunity is rigorously practiced.
- 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 superiors
- college courses are delivered in an adequate and safe environment, with strict observance of fire, health and safety regulations.

The CEO 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 CEO 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.

Learners are similarly required to seek permission from the CEO to undertake make-up related work whilst enrolled at the college (this requirement is designed to protect learners 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 CEO, 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 that might place a staff member under an obligation.

## Critical Incident Procedures

### **Definition:**

A Critical Incident for the purposes of this policy can be defined as:

Any traumatic event (which be in the form of a threat) that has the potential to cause extreme stress, fear, injury or death.

Examples might include (but are not limited to):

Bomb Threats; Uncontrollable aggressive behaviour on the part of an individual or group of individuals; Fire; Flooding; Earthquake.

### **Procedures:**

The responsible staff member should first determine the nature of the incident. Where there is a possibility of diffusing the situation, all appropriate measures should be taken, such as discussion of the issue to achieve a resolution suitable to the parties.

In the case of physical threats assistance should be sought from other staff members, and from the relevant authorities (Police, Fire, Emergency Services).

Emergency evacuation procedures (as noted in prominent places throughout the building and listed below) should be followed when the incident is a potential risk to individuals.

Following the resolution of any incident an Incident Report form should be completed and placed on file.

### **Emergency Evacuation Procedure:**

In case of emergency:

All Campus sites of the College have clear instructions for evacuation located prominently within the classrooms, common, office and public areas. All students and staff must familiarise themselves with those procedures, emergency exits and assembly areas.

A count will be conducted to make sure everyone has evacuated safely. The 'All Clear' notification will be given before anyone can return to the building.

### **Incident Report Form**

This form is to be used for all incidents involving students and staff of ACMUSE

**Date of Incident:****Time:****am/pm****Location:****Description of Incident:****Was anyone injured?****Yes****No****Name of Injured:****Address:****Contact Number:****Please provide the names and addresses of any witnesses to the incident (maximum of three witnesses)****1.****2.****3.****What action was taken regarding incident (e.g. Police, Security, Ambulance, Head, etc)****What further action is required?****Name of person making report:****Address:**

## Grievance and Appeals Policy and Procedures

The College seeks to prevent grievances by ensuring that learners are satisfied with their program and its outcomes. Staff and learners 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.

Learners 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 Administration within fourteen (14) days of the matter arising.
2. Grievance/Appeal documents must indicate the nature of the grievance/appeal and state the grounds for appeal.
3. Documentary evidence should be supplied with the application where relevant.
4. The College will deal with the matter through the following process, where appropriate.
  - a) Interview conducted by the CEO;
  - (b) where this fails to resolve the issue:
    - c) The matter will be referred to an external third party for comment and resolution. The external third party will consider the matter within fourteen (14) working days of the date of submission to the third party. The third party, through the CEO, will advise the learner of the resolution within fourteen (14) working days of the decision.
    - d) Should the issue remain unresolved an external mediator will be appointed, for instance may be referred to ASQA. There will be no further right of appeal.
    - e) A learner 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.
6. 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.
7. A learner may appeal against a decision to exclude them from a course or unit on the following grounds:
  8. a) Equal opportunity principles were not applied;
  - b) There were matters outside the learner's control which contributed to the learners' 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 learner during the selection process;
  - d) The selection process was not followed correctly;
10. The role of the independent third party of the College in addressing matters brought before it is to ensure that due process was followed, not to re-assess academic work. The third party may ask for further written evidence or hold interviews with relevant parties at their discretion.
11. Should the processes outlined above not satisfactorily resolve a grievance the College will engage a professional mediator to resolve the issue.

## Work Health and Safety (WHS) Policy

The College acknowledges its obligations to provide a healthy and safe working environment for its employees, its learners 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 Work Health and Safety Act 2017 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 CEO 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 Work 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 are observed.

Although the prime responsibility for health and safety rests with the employer, it is the responsibility of all employees and learners 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 WHS considerations when planning and delivering training and conducting assessments. Learners must be advised of the WHS 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 learners 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 workplace 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 Learner 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 CEO. 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 CEO 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 learners, staff and the general public.

## **Disabilities Policy**

In employment and learner selection the College makes every effort to accommodate the needs of persons with disabilities. The College has in place an Equal Employment Opportunity policy that 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 per cent 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 that 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 learners 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, learners, 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 learner'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 learner 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 CEO.

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.

## Marketing and Advertising Policy

The College is committed to integrity, accuracy and professionalism in its marketing activities.

Advertising for the College will, at all times, represent the College and products offered for sale in an honest and clear manner. Advertising materials must not mislead the public, and must respect the public's right to accurate and factual information about products and courses offered.

Written and visual materials must be approved by the CEO or Compliance Manager before publication in any form, including by electronic means.

Advertising material must not disparage or demean persons or organisations.

Where images of individuals, or written references to individuals or organisations, appear in advertising material, written permission must be obtained prior to publication.

All marketing and advertising material must comply with relevant legislation.

All marketing and advertising material related to the education aspects of the College's activities must comply with regulatory standards.

Advertising of courses offered must at all times be within the scope of the College registration.

Advertising of College courses must at all times clearly distinguish between courses offered under regulatory standards and those not so offered. Use of coded course identifiers must accompany accurate descriptions of courses offered. Training packages should be identified, and the use of government regulatory body logos (including the NRT logo) must comply with specifications prescribed by those organisations. There should be no suggestion, either written or implied, that courses offered outside the scope of registration are offered as part of the scope.

Advertising should clearly identify courses offered that lead to registered qualifications, and/or Statements of Attainment.

The information provided to potential students will avoid vague or ambiguous statements and false or misleading comparisons with other courses.

The CEO is responsible for overall marketing outlays and design and dissemination of marketing and advertising materials.

## Records

Records are maintained of program development, program delivery, program outcomes, individual learner achievements, physical resources and financial activities. Records are kept accurate and up to date.

Archived physical records must be stored with the years that they cover clearly displayed.

All Archived physical records relating to students, including results, assessments, units achieved and qualification gained, must be stored for a period of 30 years from the year of their creation.

Archived electronic records must be stored with version information applied to the box or case, and the contents.

The CEO maintains master copies of financial documents, and master copies of curriculum and course related documents. Student records are held in electronic form, and regular back-ups of the information are made ensuring multiple copies are available. Back-up copies of electronic data are also stored in a secure location off-site.

Access to files is limited to staff involved in their maintenance and appropriate program personnel. Access by learners to their records is available on request.

## Privacy

The College is bound by the Australian Privacy Principles (APP) contained in the Commonwealth Privacy Act. The College may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the College's operations and practices and to make sure it remains appropriate to the changing environment.

Personal information collected as a result of your enrolment will be used by the College for general learner Administration and vocational education and training administration and regulation; as well as academy planning, reporting, communications, research, evaluation, financial administration (including debt recovery), auditing and marketing. Only authorised department officers and other authorise persons have access to this information.

Your personal information may be disclosed to Australian and State Government authorities and agencies. If you are under the age of eighteen years your personal information, attendance details, progress and results may be disclosed to your parent/ guardian.

No further access to your personal information will be provided without your consent, unless authorised by the Australian Privacy Principles or as required by law.

## Human Resources

### Trainers

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.

Trainers must also be qualified at a level of TAE40110 / TAE40116 Certificate IV in Training and Assessment (or equivalent) 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.

### Staff Recruitment

Staff are recruited responsibly and ethically at all times and recruitment is consistent with any curriculum requirements. The College is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

### Staff Induction

New staff undergo an induction process in order to;

- Familiarise them with the organisation, its goals and structures
- Identify other staff members
- Familiarise them with premises and equipment
- Instruct them in organisational principles and standards

### Staff Training

The College encourages staff to undergo appropriate training courses, and will consider providing assistance in training based on the relevance of the proposed training to the objectives and requirements of the College.

## Risk Assessment and Continuous Improvement Procedures

The College is committed to the identification of opportunities for improvement in all its activities.

The College will use available information sources to identify and manage risks associated with its endeavours, and to identify opportunities for improvement in its practices, policies and service delivery.

Risks may be financial, educational or physical in nature. Staff and students are apprised of the need for constant information flow so that potential problems may be identified early and dealt with in a timely manner.

### Methods of Identification:

- Student feedback through Staff members and regular student survey;
- Regular Staff meetings to discuss current activities, financial status, and physical operations of the College;

- Regular review of financial matters by the CEO in association with external accounting firm;
- Regular inspection of premises to ensure compliance with WHS regulations;
- Regular review of compliance with the VET Quality Framework and standards;
- Regular meetings with industry representatives and professionals to ensure College procedures meet with current industry standards;

**Risk Management and Continuous Improvement:**

Responsibility for regulatory compliance issues rests with the CEO who may delegate tasks to other members of staff to ensure any potential problems are avoided. Continuous Improvement may be achieved through constant review and implementation of ideas gathered through the identification methods listed.

***Recording of Actions and Decisions***

All actions and decisions must be documented in the form of minutes of meetings, notes for file, or by other means appropriate to the action or decision. Documentation should be clearly identifiable as relating to risk management or continuous improvement policies.

## Code of conduct for students

The Australian College of Make-up and Special Effects (ACMUSE) is committed to be Sydney's Leading School for Make-up and Special Effects by assisting individuals to maximise their potential through the provision of high quality education and training activities by leading industry professionals. The principles that students – of both accredited and non-accredited courses – must at all times demonstrate the following:

- Personal and professional integrity
- Respect for others
- Acceptance of responsibility for the contributions to their learning in the make-up industry

Students must demonstrate <u>integrity</u> by consistently:	<ul style="list-style-type: none"> <li>• Displaying professional behaviour and practice appropriate to being a student at the College and the make-up industry</li> <li>• Creating and maintaining professional relationships with students and staff</li> </ul>
Students must demonstrate <u>respect</u> by:	<ul style="list-style-type: none"> <li>• Dealing with other students and staff honourably and fairly</li> <li>• Communicating appropriately with other students and staff, trainers and industry colleagues</li> <li>• Showing consideration to other people for cultural, ethnic, religious and personal differences.</li> </ul>
Students must demonstrate <u>responsibility</u> by:	<ul style="list-style-type: none"> <li>• Maintaining their professional knowledge, practice and engagement in their training</li> <li>• Demonstrating commitment to their education and wellbeing of other students</li> <li>• Behaving at all times lawfully, courteously and in ways that enhance the standing of the make-up profession.</li> </ul>
Students MUST NOT	<ul style="list-style-type: none"> <li>• Discriminate against any staff member or student, irrespective of gender, race, colour, sexuality, age, religion, and mental or physical disability.</li> </ul>
Students MUST NOT	<ul style="list-style-type: none"> <li>• Display any aspects of bullying while on campus toward other students, ACMUSE staff or trainers.</li> </ul>
Students MUST NOT	<ul style="list-style-type: none"> <li>• Steal from other students' property, namely make-up materials.</li> </ul>
Students MUST NOT	<ul style="list-style-type: none"> <li>• Divulge other student's personal information to a third party without permission.</li> </ul>

**Helpful information**

# Need Support?

**FREE Confidential Support is Available**

**Lifeline** 13 11 14

**Headspace** 1800 650 890

**Kids Helpline** 1800 55 1800

**1800RESPECT** 1800 737 732



**Be kind to your mind**

# Need Help planning your study time

Effective Study Skills

[adprima.com/studycom](http://adprima.com/studycom)

How to Study

[howtostudy.org](http://howtostudy.org)

Study Skills Self-Help

[ucc.vt.edu](http://ucc.vt.edu)

