

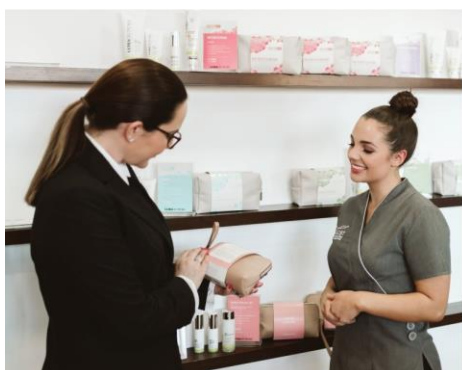


ACBT

Australian College
of Beauty Therapy

STUDENT HANDBOOK

AUSTRALIAN COLLEGE OF BEAUTY THERAPY



Contact Details

60 -62 Stirling Street Perth
Western Australia 6000
T +61 8 9228 4611
F +61 8 9228 2769
E enquiries@acbt.edu.au

RTO PROVIDER 51373
CRICOS PROVIDER 02813B

© NO PART OF THIS DOCUMENT MAY BE REPRODUCED BY PHOTOCOPYING OR ANY OTHER MEANS WITHOUT
WRITTEN PERMISSION FROM THE AUSTRALIAN COLLEGE OF BEAUTY THERAPY

CONTENTS

About Us	1	Student clinic clients	11
Mission and Vision Statement	1	Assessment	12
Organisational Structure	2	Reasonable Adjustment	12
Quality Assurance and Compliance	2	Rescheduling and Extensions	12
Workplace Health and Safety	3	Plagiarism and Cheating	12
Incidents / Accidents	3	Student Clinic	13
Hygiene	3	Certification	13
Drugs and Alcohol	3	Graduation Ceremony	13
Code of Conduct	4	Lost Documents	13
Presentation	4	Student Support	14
Attitude and Behaviour	4	Language, Literacy and Numeracy	14
Privacy	5	Disability	14
Disclosure	5	Disciplinary Procedures	15
Data Provision	5	Job Placement Assistance	15
Student Records	5	Unique Student Identifier (USI)	16
Access and Equity	6	Deferment / Withdrawal	16
Learner Rights and Responsibilities	7	Fees and Charges	17
College Facilities	7	Failure to Make payment	17
Personal Details	8	Refunds	17
Unacceptable conduct	8	Changes to agreed services	18
Mutual Recognition	9	Complaints and Appeals	18
Course Information	10	Complaints	18
Copyright and Confidentiality	10	Appeals	18
Mode of Delivery	11	Feedback	18
Attendance and Progress	11	Policies	18

ABOUT US

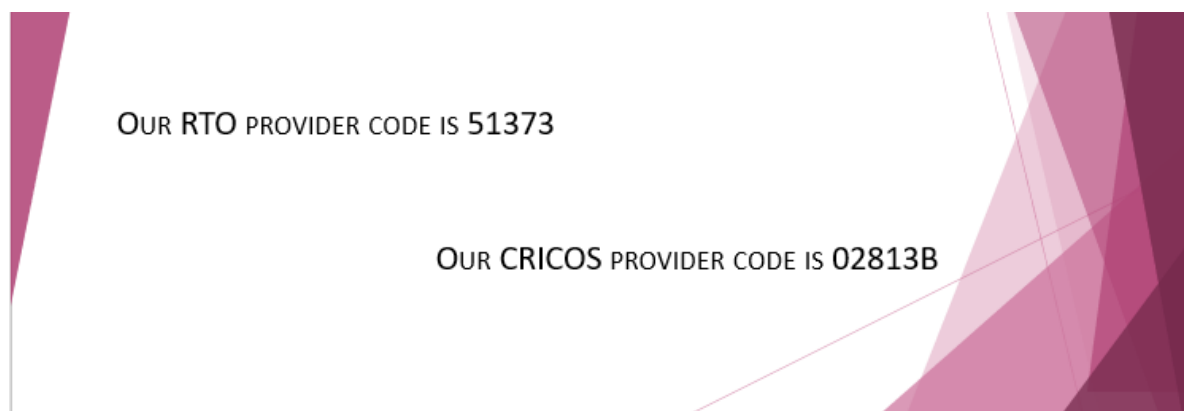
MISSION AND VISION STATEMENT

“Provide a training programme that encourages the development of professional and personal standards, skills, and ethics while always acting with integrity and honesty in student relationships.”

As a Registered Training Organisation (RTO), Niche Education Group Pty Ltd trading as Australian College of Beauty Therapy (ACBT) offers beauty courses to domestic and international students in Australia.

This includes the following qualifications:

- SHB50115 Diploma of Beauty Therapy
- SHB30115 Certificate III in Beauty Services



The aim of the ACBT is to train students to achieve the highest qualifications and training standards available in Australia today, ensuring all students are well equipped for the workplace and are confident in seeking employment.

Our College enjoys working with students from diverse backgrounds providing support and opportunities to all looking to engage with the program.

Our training programmes are available for international and domestic students from our head office and WA training clinic located at 60-62 Stirling Street Perth.

The College is situated within easy walking distance to Perth CBD shopping and business district, Northbridge, Perth Cultural Centre, The State Library of WA, The WA Museum Boola Bardip, Perth Central train station, and numerous car-parking facilities.

Various lunch bars and café are located adjacent to the College in Stirling Street, with more just a short walk away. A student lunchroom is also provided.

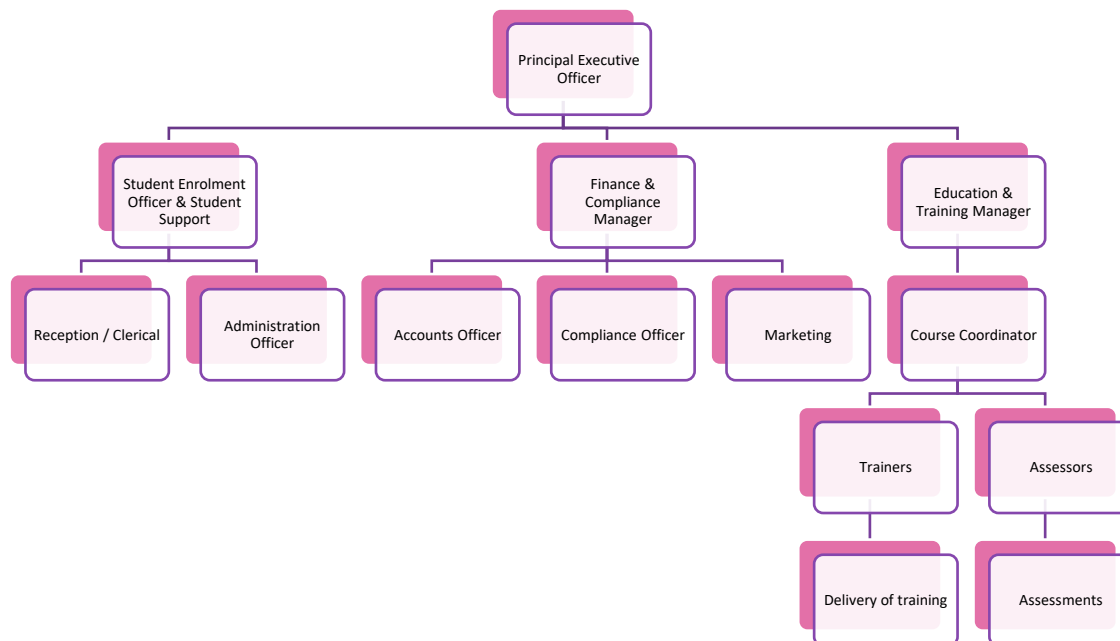
Our courses are delivered by appropriately qualified and experienced Trainers and Assessors using a variety of methods including blended modes.

Contact us!
enquiries@acbt.edu.au
08 9228 4611

ORGANISATIONAL STRUCTURE

The quality of service delivered to students is the responsibility of every person within the College.

All the staff at ACBT want you to have all you need to succeed within your chosen field of study. Below is a top-level view of the staff available to support your training directly or indirectly.



QUALITY ASSURANCE AND COMPLIANCE

ACBT has committed to establish and maintain quality training and assessment via an underpinning continuous improvement process. We regularly seek input from internal and external sources to assist with the ongoing development and design of all training and assessment activities.

ACBT will ensure compliance with relevant policies, legal requirements, codes of practice and national standards, including commonwealth and state legislation that may affect training and assessment in the VET sector and business operations.

Further information can be found at:

www.legislation.gov.au

www.asqa.gov.au

www.ncver.gov.au

A system of policies and procedures have been developed to guide students and staff through operations and engagements during their experience with the RTO.

Regular reviews, moderation, validation, and audits are conducted, both internally and through external consultation, considering all aspects of RTO and business operations to ensure that all opportunities for excellence have been identified.

Students will receive regular surveys at various stages throughout their enrolment with the resulting feedback being considered during continuous improvement activities. ACBT is dedicated to following the provisions in the VET Quality Framework including the Standards for RTOs 2015.

WORKPLACE HEALTH AND SAFETY

We are committed to maintaining a safe and healthy environment for staff, students, and visitors. Everyone has a responsibility to conform to all the policies implemented by the Company. All staff are aware of these policies which will be provided to students during orientation/induction.

WHS reminders and guides are posted strategically throughout the College.

INCIDENTS / ACCIDENTS

Any incident or accident that occurs on college property or while undertaking activities as directed by the College must be immediately reported to a College representative.

HYGIENE

Attention to health and hygiene is incredibly important to the College, for the safety of their students, staff, and clients.

The College encourages health and hygiene through the implementation of systems and tools such as hand washing and sanitising stations, QR Code registering systems, provision of appropriate personal protective equipment (e.g., gloves and masks) and regular cleaning practices.

Current social distancing requirements will be observed and adhered to.

Students who are feeling unwell should contact the College and not attend class.

DRUGS AND ALCOHOL

Students are not allowed on the College premises when under the influence of illegal drugs or alcohol.

Consumption of alcohol by any student on the College premises is prohibited.

The possession, use, or sale of illegal drugs on College premises is not tolerated and will be reported to the police.



CODE OF CONDUCT

Students, staff, and contractors have a right to work and study in an environment free from harassment, discrimination, or threatening behaviour. This right is accompanied by everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality

The right for clients to have a say is balanced with the responsibility to listen to others, students may expect staff to:

- Treat people in a fair and non-discriminatory way.
- Be professional in performing their duties.

Violence, intimidation, and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

Students will be assessed daily on personal presentation (grooming), professionalism (acting responsibly), manner (behaviour) respect for others and the environment (public property and the belongings of others) and for class teamwork.

PRESENTATION

Students attending training programs and assessments need to comply with the College requirements of uniform in their training and assessment activities, as detailed in Training/Assessment plans.

Students are required to wear the College uniform from the College preferred uniform supplier. Shoes and uniform should comply with the description set out in the uniform pack available at the college reception. All students should ensure that their hair is clean, neat, and tied back, up in a bun and all hair off the collar and face always. Nails must be clean and short, well-manicured with no nail polish. NO artificial nails to be worn in class (acrylics, gels, SNS).

Students are not to wear any jewellery when attending the College and/or classes. This includes facial and/or body piercing, earrings, necklaces, bracelets/bangles etc. Where possible all tattoos should be covered.

Smoking is not permitted within the College premises, in particular entrances, doorways, and stairwells. Smoking while wearing a college uniform is also not permitted.

ATTITUDE AND BEHAVIOUR

Students may not engage in behaviour which infringes on individuals or group rights, or which jeopardizes the health and safety of individuals and property.

PRIVACY

The College will not disclose details of any student to any party or other training institution unless consent has been obtained, including the consent of a parent or guardian for those under 18, and only where the student has approved in writing the release of the information, except where not disclosing the information would not be lawful.

DISCLOSURE

We will disclose any communication relating to individual student to those students on request unless the matter is confidential. Students will receive regular updates to ensure they are fully informed of their progress in the course.

Student information may be disclosed to college staff educational, training and assessing staff of the Australasian College of Beauty Therapy.

DATA PROVISION

The College has a responsibility to its regulator, government, and funding bodies to provide data relating to course enrolments and RTO practices.

Wherever possible this will be provided in a discrete manner without student identifiers.

Any other information that regularly needs to be provided has been outlined in the Policy Statement agreed to at enrolment. Please refer to the Enrolment Contract.

Should other requests be made, students will be informed.

STUDENT RECORDS

Students may have access to their records and may receive a paper copy, on written application.

ACCESS AND EQUITY

Access to the courses delivered by our college is not limited on the basis of age, gender, social or educational background, family responsibility, disability / impairment, LGBTQ + status, race, language or religion provided that the student meets the minimum entry and course requirements as stipulated.

The delivery modes are designed to meet the needs of individual and cultural differences to meet the defined competencies required. In fulfilling this policy, the College aims to:

- Promote the development of a college culture supportive of equity principles.
- Ensure that all its management and training policies and practices reflect the social and cultural diversity contained within the College and the community, which it serves.
- Ensure that the appointment and advancement of staff and admission and progression of students within the College are determined based on merit only.
- Provide equal employment and training opportunities within the College and identify and remove barriers to participation and progression in employment and training.
- Comply with State and Federal legislation on discrimination, equal opportunity and binding international human rights instruments.

You can find policies and procedures on our website.

nicheeducation.edu.au/policies-and-procedures/

LEARNER RIGHTS AND RESPONSIBILITIES

Students have the right to:

- Quality training and assessment provided by experience RTO staff including trainers, lecturers, and assessors.
- Receive the highest standard of service with staff acting professionally and undertaking their duties with honesty, integrity, and diligence.
- Be treated fairly with professional concern for their interest in an honest, respectful, and compassionate manner.
- Have access to a complaint and appeals process.
- Provide feedback on all aspects of service delivery.
- A promise of confidentiality in all sensitive dealings include course progress with records being maintained in an up to date, accurate, and secure manner.

Students have a responsibility to:

- Observe any class rules or behaviour guidelines set by Lecturers and RTO staff.
- Observe Occupational, Health, Safety and Welfare requirements
- Show courtesy and respect toward fellow students, Trainers, and other College staff members.
- Behave in a manner that does not interfere with the learning of others.
- Conduct themselves in a responsible manner while in training or within an industry experience.
- Ensure that the College environment is kept neat, tidy, and secure.
- Ensure they are not under the influence of alcohol or drugs, in a state that may endanger their own or others' safety.

COLLEGE FACILITIES

There are various facilities available to students while on site at the College.

Lunchroom - facilities include a fridge, microwave, tea and coffee, water cooler, and vending machine. Students are responsible for keeping the lunchroom neat and tidy. Students are required to provide their own crockery, cutlery, and drinking cup.

Photocopying - Available at the reception desk. This service is available in black only and will incur a charge of 0.20 cents per page copied.

First Aid - A first aid kit and some feminine hygiene products are available at the reception desk. In the event of an injury or accident that requires urgent medical attention, report to your lecturer or the administration immediately.

Telephone – There is a telephone located at reception, however students are only able to use this in case of emergency.

To help keep the college resources in good working conditions, students are required to assist in maintaining serviceable facilities, resources, and equipment. Students are required to report any breakage and/or faults with equipment to their lecturer or the college administration.

PERSONAL DETAILS

There are many times that the College will need to contact you, including for sending qualification documentation. It is essential that personal details always remain up to date.

The College does not accept responsibility for any documents lost due to failure to notify of new contact details.

Students are responsible for notifying the college of any changes. These includes change in name, address, phone numbers, email address or emergency contact details.

Student wishing to change their names are required to produce certified documentary evidence.

Changes can be made by sending an email to advise or through the Student Portal.

UNACCEPTABLE CONDUCT

Unacceptable behaviour includes:

- Disobeying any reasonable direction by a College Trainer/Assessor.
- Eating, drinking (except for water) or chew gum in class.
- Enter the classroom or the Trainers/staffroom unsupervised.
- Have their mobile phone on during class.
- Bring children or pets (designated service animals are allowed) to class.
- Discrimination and harassment.
- Bullying and intimidation.
- Making racist or sexist comments.
- Assaulting or attempting to assault anyone while on the College premises or in the workplace, while meeting with a College Trainer/Assessor.
- Behaving in a disruptive manner such as swearing, yelling, or using offensive language.
- Viewing or distributing offensive material via the Internet, e-mail, or other means (social media).
- Illegal use of drugs or alcohol.
- Vandalising or causing wilful damage to college property.
- Endangering the safety of yourself or others.
- Defaming the college using any social media

Where behaviour is disruptive or unacceptable, disciplinary action may be taken.

- A Trainer/Assessor may ask a student to leave the training area or refuse entry to a training area if behaviour is disruptive or dangerous.
- A student may be suspended or expelled by the Principal Executive Officer, for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens the College's property.
- The police may be contacted in cases of possible criminal behaviour.

MUTUAL RECOGNITION

You may already have skill and knowledge that may help you gain a qualification. The skills, knowledge, and expertise you have acquired through study, self-tuition, work, or life experiences can contribute towards Skills Recognition.

You could be recognised to your skills through one of the following processes:

- Recognition of Prior Learning (RPL)
- Credit transfer
- Recognition of Current Competency

These options will be made available to you on enrolment.

Please see the following policies for more information:

- Recognition of Prior Learning (RPL) Policy and Procedure
- Credit Transfer Policy and Procedure

COURSE INFORMATION

Students will receive information about their course at induction which includes information about the units for the whole course and the expectations for each term of study.

COPYRIGHT AND CONFIDENTIALITY

All rights in and title to the student's course of study at ACBT including the course materials and the course curriculum remain the property of ACBT and the Student does not acquire any right, title, or interest in them by enrolment, undertaking or completing the course, or otherwise. Any unauthorised provision or use of the course or the course materials or the course curriculum by the student is to be deemed an infringement of ACBT intellectual property rights and will be in breach of copyright and will be liable for serious penalties. The student must not directly or indirectly challenge or assist any third party to challenge the validity of ACBT rights in or title to the course and must not register any business name, trademark, corporate name or any other name or mark that relates to the course without the prior written approval of ACBT. The student must not use or disclose to any person the course materials, or the course curriculum provided by ACBT, without the prior written consent of ACBT.

For a period of 5 years after completion of the course and/or the expiration or termination of the enrolment contract, the student must not and must not assist any third party in any capacity to develop, promote or provide any course, program or training which resembles or is in any way similar to the Course or the Course curriculum, unless express consent has been given by ACBT and which ACBT has full knowledge of. Furthermore, a student who enrolls in an ACBT course with the intention of replicating the course or designing a similar course for future benefit or providing information to a third party to replicate or design a similar course must provide such information to ACBT and receive ACBT's permission to enrol in the course prior to enrolment.

MODE OF DELIVERY

ACBT has recognised the need to provide learners with flexible course delivery options so that they can study at their own pace in the comfort of their own home.

To support this some elements of the course, such as lectures and assessment tools are made available through the online student portal. All students will receive login details to access the portal at the start of their course.

The practical component of the course is conducted in a classroom environment and in the Student Clinic to ensure that the necessary skills are achieved. Students are required to perform several treatments and complete a logbook.

ATTENDANCE AND PROGRESS

Students are required to attend all scheduled classes and rostered clinic days. Many units of competency within this course have a minimum number of treatments / hours that must be completed before competency can be decided.

Failure to attend class, clinic, or assessment may result in falling behind in the course.

Poor attendance may result in students not being able to attend final assessments.

There is not always possibility to provide additional days for training and assessment within the course schedule. If a student is unable to attend agreed days, it may result in needing to re-enrol. Re-enrolment will incur further fees. These are outlined in the Enrolment Contract.

Any student that does not attend class for a period of 3 days, without notice in writing, as to the reason for non-attendance, will be deemed to have withdrawn from the unit/course.

Students should arrive at least 10 mins prior to the start of each session. Students arriving late may not be allowed to enter the class.

All non-attendance needs to be advised to the College as soon as possible. This includes leaving before the end of the day. Notifications should be sent via the provided email addresses and not through social media.

STUDENT CLINIC CLIENTS

All clients for student clinic will be arranged by ACBT. The Trainer will supervise the students in the class and student clinic to ensure that they perform treatments satisfactorily.

ASSESSMENT

Various methods of assessment are used in the delivery of this course. Assessment tools are made available via the Student Portal and are outlined in each Unit Guide.

Students who have not demonstrated safe practice may not be invited to attend practical sessions. Due to the nature of the course, it is essential that clients are only seen by students who work in a safe manner.

All assessments must be completed by their due date unless an extension has been requested.

Students who miss a deadline or do not satisfactorily complete the tool may be deemed “Not Yet Satisfactory”. Reasonable attempts to resit assessments with this result will be provided (at least two). Students with consistent “Not Yet Satisfactory” results will be deemed “Not Yet Competent”.

Any unit with a result of “Not Yet Competent” will require re-enrolment.

REASONABLE ADJUSTMENT

Commitment to flexibility and fairness ensures that due allowances are provided to students who are legitimately disadvantaged in assessment due to their individual circumstances and as far as possible, alternative assessment will be provided within the constraints of reliability and allowable adjustments.

Any reasonable adjustments made will be in alignment with the outcomes of the course, industry and identified on the assessment tool or within a Student Support Plan or Intervention Plan.

RESCHEDULING AND EXTENSIONS

Students can request to reschedule an assessment to another available time within the enrolment timeframe. No fee will be charged if a medical certificate is supplied or under extenuating circumstances. In all other circumstances a fee for rescheduled assessments may apply. Please refer to the Enrolment Contract or the Fees, Charges and Refund Policy for more information.

Extensions may be available, assuming they remain within the timeframe of the enrolment, for non-practical assessments. This would apply to items such as workbooks, activities, or case studies where they are not practical (requiring clinic attendance or clients) in nature.

All extensions that are not due to medical reasons (Medical Certificate must be provided) or extenuating circumstances, incur an additional fee. Only one extension per unit is permitted.

PLAGIARISM AND CHEATING

Workbooks, assignments, and other forms of assessments must be of the student’s own original work, students found cheating will face disciplinary actions. Copying directly from textbooks and other research material without proper referencing is plagiarism; therefore, their work would not be accepted and may result to disciplinary action.

STUDENT CLINIC

Our student clinic is located in the Perth CBD – 60 Stirling Street, 1st Floor.



When working in the clinic students will be provided with individual treatment rooms which include massage beds, product trolleys including all products needed, fresh clean towels and any other items needed for practice within a professional clinic environment.

There are also classroom spaces available which include data projectors, desks, chairs, and course specific materials as required.

The ACBT Student Clinic provides the RTO with a strong and specific connection to the beauty industry it allows staff and students to maintain and develop their professional skills and product knowledge.

CERTIFICATION

ACBT allows a period of two weeks for Administration to determine a learner has met all requirements of their training program, which includes our processes for finalising assessment, and verifying the learner is eligible to be issued with AQF certification documentation. AQF certification documentation is issued within 30 calendar days of a learner being assessed as meeting the requirements of their training program, providing all fees have been paid.

AQF documentation will be issued directly to the learner, not a third party such as a training partner or employer.

Students who complete a full qualification will be issued with a test amur (Certificate) and a record of results (academic transcript).

Students who partially complete a qualification will be issued with a Statement of Attainment.

Students who have not provided an authenticated USI will not be issued AQF certification documents.

GRADUATION CEREMONY

Students who complete a Diploma qualification are invited to attend a Graduation Ceremony. The venue, date and time of the graduation ceremony will be made available to the students once dates are confirmed.

LOST DOCUMENTS

If an AQF document is lost or damaged and a new copy is required, you can contact the College to request a replacement.

STUDENT SUPPORT

We strive to provide a friendly and caring environment for all students attentive to the needs of students.

Wherever possible, the College will strive to ensure that students have the best chance of success in their course through the provision of:

- A cheerful welcome,
- Friendly, co-operative advice,
- Motivation and support on training and assessment issues,
- Monitoring of performance to determine if issues other than physical/academic ability are impacting on progress,
- Counselling on personal issues, if considered appropriate, and
- Referral to appropriate specialist assistance, if required.

Students who may experience difficulties whilst attending the College are encouraged to discuss and resolve their situation by contacting the Student Enrolment & Support Officer or any of our RTO staff.

LANGUAGE, LITERACY AND NUMERACY

Where language, literacy or numeracy issues may affect progress, students will be counselled on the minimum requirements to achieve competency. The Trainer/Assessor will advise the student of an appropriate course of action (including referrals) for remedial assistance. In cases where the language, literacy or numeracy issues are such that it impinges on the individual or group's safety and security, or the safe and efficient use of equipment, the student will be required to undertake remedial development before continuing with the training or assessment.

If Students are having difficulties, they may seek assistance from the Student Enrolment & Support Officer or be referred for more professional assistance.

Professional referral may incur costs at student expense.

DISABILITY

Student Support Plans will be developed for all students who identify with a disability, impairment, or barrier to learning. These plans will be developed through consultation with the student, and if need be, made need further support by a medical professional.

While attempts will be made to structure a plan to support students in learning, there is no guarantee made that a suitable or effective plan will be possible.

Where the needs of the student cannot be met enrolment will not be offered. In cases such as these alternate options will be provided to the student.

If a student presents after the course has commenced with an issue not presented before enrolment, the Student Support Plan process will still be undertaken, but as above, no guarantee is made that a suitable, agreed plan will be reached.

DISCIPLINARY PROCEDURES

Non-compliance with the Code of Conduct or any of the RTOs Policies or Procedures as outlined in this document, on the College website, during induction, or in the Enrolment Contract may result in exclusion from class or withdrawal from the course.

Lecturers will initially provide verbal guidance to the students should there be inappropriate behaviour or breach of rules.

Issues will be escalated to the College Manager or Principal if not resolved after three (3) discussions with a lecturer.

The principal at her discretion can refuse to permit a student to continue attendance at the College for inappropriate behaviour, such as: theft, verbal or physical abuse or injury caused to another student or Trainer.

Suspension or termination will not affect the liability of outstanding fees and/or expenses. All fees must be paid as per enrolment agreement.

JOB PLACEMENT ASSISTANCE

As part of our commitment to our students, the College offers students and graduates services to assist in securing employment. Eligible job-ready students and graduates will be referred to the job vacancies that employers make available to the College.

UNIQUE STUDENT IDENTIFIER (USI)

All students enrolled into Nationally Recognised Training must provide a USI before enrolment can be processed.

DEFERMENT / WITHDRAWAL

If a student is unable to continue their course due to health (supported by a doctor's letter/medical certificate) or extenuating circumstances they must send a written request to the College for deferment. This should be done within 7 days of the circumstances arising or prior to commencement of the course.

The maximum time for deferment, once granted, is 12 months. Smaller periods may also be requested.

Any outstanding fees must be paid before deferment can be granted. (Payment Plan payments must be paid on a continual basis as per Enrolment Contract).

Students may also request to withdraw completely from a course at any point. However, students who withdraw, may not always be eligible for a refund. Refer to the Fees, Charges and Refunds Policy for further information.

Students who partially complete a nationally recognised course will be awarded with a Statement of Attainment for any unit in which they have achieved competency.

More information regarding the deferral or withdrawal process can be in the Student Recruitment and Enrolment Policy and Procedure on our website.

FEES AND CHARGES

All paid tuition fees are safeguarded in the event the College is unable to continue or ceases to offer the course of study in which the student is enrolled.

A range of flexible payment options are offered including fee for service, payment plan and VET Student Loans where eligible. There is an option to suit all budgets and preferred way of paying bills.

All information about payment types and eligibility requirements are located on our website and in the Fees, Charges and Refunds Policy and Procedure.

The total cost of all courses is advised to students in their Enrolment Contract. This provides information of charges in relation to tuition, resources, and loan fees (where applicable).

Students may be required to purchase additional items to complete their training such as textbooks, PPE, Uniforms, and clinic kits. If these are a requirement of your course you will be advised in your Enrolment Contract.

FAILURE TO MAKE PAYMENT

Students who fail to make their agreed payments will be contacted by the administration team. If failed payments persist or there is no communication, access to resources and classes may be suspended.

REFUNDS

A copy of the Fees, Charges, and Refund Policy is provided to all students prior to enrolment and is always available on our website.

If you are eligible for a refund on paid tuition fees, you can apply in writing and must complete an Application for Refund Form.

All refunds will be paid directly to the person who enters the Enrolment Contract.

*Fees, Charges and Refunds
Policy and Procedure*

[https://www.nicheeducation.edu.
au/policies-and-procedures/](https://www.nicheeducation.edu.au/policies-and-procedures/)

CHANGES TO AGREED SERVICES

If at any point during enrolment changes are made to the previously agreed (as per the Enrolment Contract) services that the RTO will be supplying students will be informed in writing as soon as possible.

This includes in the event of regulatory changes, RTO sale or other major change.

Opportunity for refund regarding any changes will be advised at that time.

COMPLAINTS AND APPEALS

ACBT supplies access to a complaints and appeals policy and procedure which provides guidance on the processes available to make a complaint or appeal regarding our organisation, third parties, staff, or other students. This policy is always readily available on our website or by contacting our office.

COMPLAINTS

Any individual or company engaging with our RTO has the right to make a complaint if they wish to express dissatisfaction with an action or service provided by the RTO, related third parties, staff, or other students.

APPEALS

Individuals also have a right to appeal any decision made regarding their course if they are dissatisfied. This includes any decision made by the RTO, related third parties, staff, or other students. Appeals may be made against disciplinary procedure outcomes.

These processes do not prevent students from exercising rights to other legal remedies.

*Our policy can be found at
https://www.nicheeducation.edu.au/wp-content/uploads/2021/07/Niche-Complaints_Appeals-Policy_v4.1.pdf*

FEEDBACK

There are various ways for students and other stakeholders to provide feedback before, during and after enrolment with the RTO.

A specified stages of the course structured feedback will be requested from students via surveys, additionally, there is opportunity to provide feedback as each Assessment tool in submitted.

The College will also provide continuous feedback to the student on progress and results obtained during the course.

POLICIES

All policies and procedures can be found on our website. <http://www.nicheeducation.edu.au>