



2017

Student Handbook



Contents

Welcome from the CEO Richard Anthony	2
About Eze Training	2
Studying with Eze Training	4
Our Courses	5
Our Trainers	8
Our Students	9
How to Enrol.....	10
The next steps	10
Assessment.....	10
Recognition of Prior Learning (RPL).....	11
Our policies and procedures.....	12
Student Rights and Responsibilities	12
Eze Training Rights and Responsibilities	14
Complaints and Feedback	18
Privacy Policy.....	20
Refund Policy.....	24
Attachments	25
A) Enrolment Form	25
B) Letter of Authority	25
C) LL & N Assessment	25
D) Eze Training Stake Holder Form.....	25
E) Course Information Sheets.....	25

WELCOME FROM THE CEO RICHARD ANTHONY

My message is: why wait! Do what you want in life, and this will bring you happiness.

Thank you for choosing Eze Training as your next step in making your dream a reality. We never stop learning, so if you are just starting out, or somewhere down the track in a career, then Eze Training may have the course that will move you to the next level.

I encourage you to set your priorities and make time for yourself to soak up every bit of information.

Enjoy your time with us and good luck with your studies.

"Love what you do and do what you love. Don't listen to anyone else who tells you not to do it. You do what you want, what you love. Imagination should be the center of your life." -- Ray Bradbury.

ABOUT EZE TRAINING

Eze Training is a boutique RTO that has grown out of the vision to bring a love for self-expression and combined it with an entrepreneurial spirit. Our point of difference is that we are grounded in the industry, and we can compete on the "big stage" while giving a personalised experience to our customers.

This means if you are an individual who wants training or an employer who wants to upskill your staff then we will give you a dedicated Learner Coordinator who will be your one point of contact to assist you in the journey from enrolment to graduation and on to the next stage of your career.

Typically, our clients work in the body art, beauty or health industries. Small Business is usually the framework, and they want to expand into complementary services that require a solid focus on Infection Control education.

Eze Training expands its services in line with the growing needs of our students. That is why we have now added Certificate IV in New Small Business to our scope of registration and imported units of competency that are relevant to your business. We know it is important to be student centred, so we make our training reflect your values and aspirations. We have a focus on body art, beauty and health industries and offer training in working studios and clinics as well as online.

Accredited courses and workshops are regularly delivered in Melbourne, Sydney, Gold Coast, Perth, Adelaide and Hobart. Online training is also offered for some our courses.

Business Details

Registered Training Organisation No 6590 ABN: 58 145 767 264 <http://www.ezetraining.com.au/>

Legal name: Eze Training Pty Ltd

Trading name(s): Eze Training; BodyArt; Training; Eze Training Pty Ltd; Cosmetic Tattoo Training

Locations

Head Office:

Mail: PO Box 1511 Preston South Victoria, 3072

Physical 658 Plenty Road, Preston South Victoria

Our Office Hours 8 am- 4 pm Monday to Friday EST

Our Contact details

0407115569–Head Office-National Administration Manager or the National 1300 552 044 for course enquiries

Email – infor@ezetraining.com.au

State	Locations The location for training interstate will be advised closer to the date of training. Our common sites are below.
Victoria	658 Plenty Road, Preston South Victoria
New South Wales	156 Broadway, Chippendale NSW 2004
Queensland	6/9 Grice Ave, Paradise Point, Gold Coast QLD 4216
South Australia	Shop 2/503 Lower North East Road, Felixstow SA 5070
Western Australia	Shop G 095 277 Belmont Ave, Cloverdale

Day training and assessment sessions are typically conducted from

9 am to 6. 00 pm depending on the training venue

Class times may be changed at any time due to operational requirements.

STUDYING WITH EZE TRAINING

At Eze Training we aim to cater for different learning styles to fit in with your busy life. So, some courses are face to face while others have a blended delivery of face to face and online. We also allocate you a Learning Coordinator to make sure you have someone to guide and support you through the process.

Our face to face training has a minimum group size of 4 students. Unfortunately, to keep costs at a minimum, we cannot conduct classes with numbers below the minimum. In extreme cases, this may result in rescheduling classes.

Pre-requisites and Entry Requirements

Some qualifications on our scope of registration have pre-requisites or/and entry requirements; our Course Advisors can talk to you about these before you complete the enrolment process. If you currently do not meet the pre-requisites or entry requirements, we will work with you to formulate a pathway to help you achieve these requirements.

Please note, in courses that include piercing the learner and models must be 18 years and over.

To ensure we are giving you the best chance of success in your training we ask that you let us know if any of the followings apply to you.

- Health issues
- Physical restrictions
- Dependence on medication or drugs
- Language difficulties
- Literacy and numeracy difficulties
- Or any other circumstance which may affect your learning or professional practice.

OUR COURSES

Entrepreneurial Stream

Codes	Course	Mode	Nationally Recognised	Fee
BSB42615	Certificate IV in New Small Business This course has three streams. <ul style="list-style-type: none"> • Generic: for those people setting a business in any industry. • Beauty and Tattooing • Health 	Online plus Orientation Day	Yes Accredited units have been imported into the qualification to provide the learner with three different industry streams to ensure the skills are relevant to your business.	\$1,990

Health and Beauty Stream

Codes	Course	Mode	Nationally Recognised	Fee
HLTINF005	Maintain Infection Prevention for Skin Penetration	Online or face to face	Yes	\$499
SHBBINF001	Maintain Infection Control Standards	Online or face to face	Yes	\$499
HLTAID003	First Aid	Blended 1-day face to face plus pre-online component	Yes	\$160
SHBBSKS003	Design and Perform Cosmetic Tattooing	Blended 5 days face to face training plus online work *RPL Pathway is offered	Yes	\$10,500 \$2,500 RPL
SHBBSKS004	Provide Upper Body Piercing	Blended 3 days face to face plus an online component *RPL Pathway is offered	This course has one Nationally Recognised unit.	\$1,699 \$999 RPL
EZEPBP001	Professional Body Piercing	Blended 5 days face to face training plus an online component	This course has four units. Two Nationally Recognised units and two custom designed	\$2,600

			unaccredited units to meet the industry demands	
EZEBPI001	Body Piercing Intensive	Three-day course	One Nationally Recognised Unit HLTINF005 Maintain Infection Control Standards One unaccredited unit. EZEBP 1004 Body Piercing Workshop (designed unaccredited unit to meet the industry demands)	\$1,199.00
Workshops			Summary of Workshop	Fee
EZEABP001	Advance Body Piercing Course	1-day workshop plus, pre-course component	This is a practical course aiming to extend and refine complex and advanced techniques and processes to allow for practice at a higher level. This course checks systems, techniques and procedures and gives recognition to the experienced body piercer who has verified training and experience.	The total cost of the course is \$600 (including Micro Dermal Implants) or \$450 (not including the Micro Dermal Implants)
EZEMDW001	Micro Dermal Implant Workshop	3 hours	Theory and Practical of Micro Dermal Implanting gives consideration to the implications, contra-indications, placement, and success potential	\$450

			of this implantation process.	
EZEMBP001	Master Body Piercing Course	1-day workshop plus, pre-course component	<p>Theory: includes sterilisation/cross-contamination issues, using bio-plastics, pain and blood reduction, shared client and business concepts, branding, cutting, scarification and updates from the Health Department and industry.</p> <p>Practical: includes complex and multiple piercing and male and female genital</p>	\$600

T R A I N I N G

OUR TRAINERS

Trainers/Assessors are Industry Practitioners, who have a passion for the industry and have extensive experience in the industry. This assures that your educational experience with us is driven by what industry wants and most importantly what industry expects.

All trainers and assessors have:

Certificate IV in Training and Assessment or

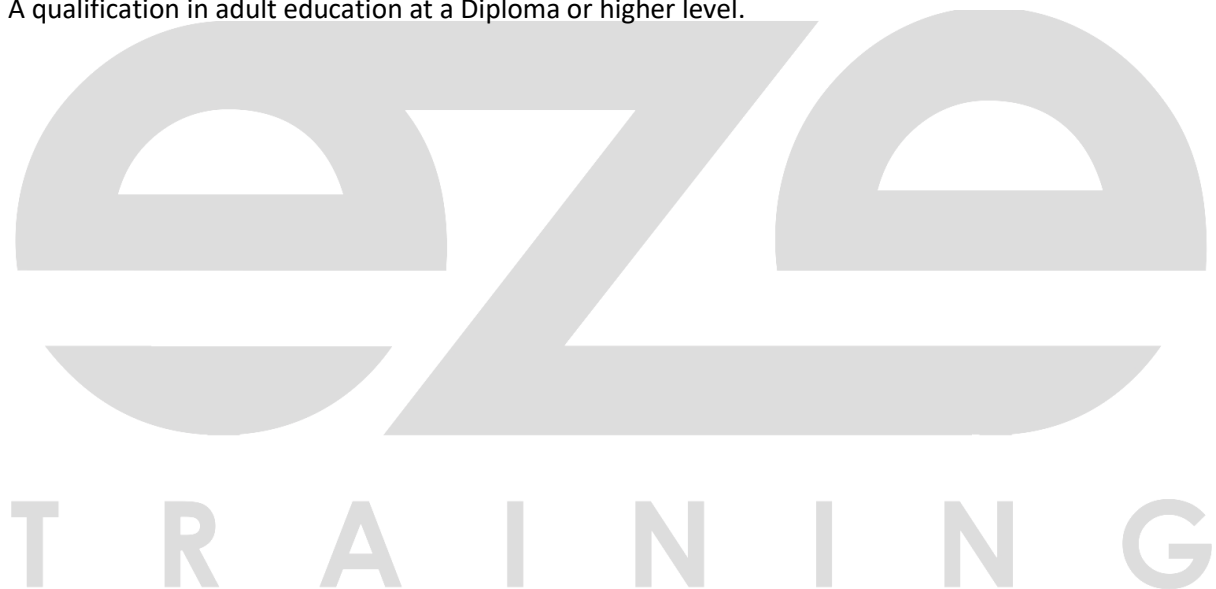
A qualification in adult education at a Diploma or higher level.

Anyone who provides assessment only (i.e. does not deliver training) must hold one or more of:

Assessor Skill Set

Certificate IV in Training and Assessment

A qualification in adult education at a Diploma or higher level.



OUR STUDENTS-

Eze Training has trained hundreds of professionals in their chosen career. Below is feedback from recent graduates.

Kirsty- WA Specialist in Body Piercing and Advanced Piercing Course

"I completed the Specialist Body Piercing and Advanced Techniques training recently, and I have to say it was one of the most amazing and exciting experiences in my lifetime! My trainer Xianne is such an awesome woman, she made it so fun but always remaining professional and informative at all times. I walked out of the course full of knowledge and confidence and super keen to keep going. All due to my training, when speaking to an autoclave company to purchase a machine, she made a comment "you know what you're talking about" which made me burst with pride thanks to Xianne and the crew at Eze Training! You all rock!"

Corrine- WA Specialist in Body Piercing and Advanced Piercing Course

"Thank you so much, Eze training!!! A massive thank you to our trainer Xianne, such a pleasure to do both courses with you! You made the course extremely informative and so much fun!! I would highly recommend you to anyone looking at doing this course, and I cannot wait to do the next one with you!!!"

Reece- QLD Specialist in Body Piercing and Advanced Piercing Course

"Undergoing both my courses, I walked away with a great understanding of all aspects of the coursework as well as hands-on experience in body piercing. Xianne is very easy going and straight to the point, making my learning experience at Eze Training enjoyable and very worthwhile. 10/10 would recommend this class to anyone who is thinking about becoming a body piercer!"

Tay- NSW Specialist in Body Piercing

"Eze Training was 100% what I was expecting, and the skills and knowledge I obtained had given me fantastic start into the industry and all the knowledge I needed to start my first job. Xianne, my trainer, was professional, fun and turned the learning experience into an atmosphere of just hanging with friends. I'm going back to do my Advanced and Masters one day soon- very highly recommend Eze Training!

Cyan- QLDS specialise in Body Piercing and Advanced Piercing Course

"I loved every aspect of this course. The information was great and easy to understand, there were lots of practical hands-on training and our trainer Xianne was amazing. I would highly recommend this course to anyone."

HOW TO ENROL

Before actual enrolment, you can talk to our staff to confirm that this is the right course for you.

You can either enrol online “Pay and Start” <https://elearning.ezetraining.com.au/>

Please make sure you read the terms of payment before enrolling.

Or call 1300 552 044 or email to make an enquiry

All students doing nationally recognised training need to have a **Unique Student Identifier (USI)**. A USI is a reference number made up of numbers and letters.

It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. To receive a Statement of Attainment when completing your course, you will need to give us a copy your USI number. Creating a USI is free.

To obtain this USI if you don't already have one please follow the link below:

<http://www.usi.gov.au/>

THE NEXT STEPS

We will phone you in the week before your course commencing to check your arrangements and if you need assistance in any way. Please do not hesitate to call us at any time if you have questions.

Once enrolled in one of our course you will be provided with your learning and assessment resources on our online Learning Portal and inducted into the course. During the induction, please feel free to ask our Trainers any questions you may have and they will be delighted to help.

OUR LEARNING PORTAL

Our Learning portal includes self-evaluations, evidence uploading tasks, quizzes, practical assessments, and conversation questions with industry requirements. This can be done using your webcam, so you can record your answers and submit videos for assessment.

ASSESSMENT

Our assessments are developed using the Principles of Assessment in that they are:

Valid - Assessment assesses exactly what it claims to assess.

Reliable - Assessment gives a consistent result each time.

Flexible - Assessment makes allowance for changing conditions in the workplace and different contexts for the same competency.

Fair - When the candidate for assessment clearly understands what they need to do to demonstrate competence. '

These follow the Rules of Evidence in that they are:

Valid- Address the elements and performance criteria

Current- Demonstrate the candidate's current skills and knowledge

Sufficient- Demonstrate competence over a period

Authentic- Be the work of the candidate

All students are given an Observation Guide and advised on the assessment events and timing of assessment schedules.

RECOGNITION OF PRIOR LEARNING (RPL)

Previous training and or experience can result in significant reduction of training time. Please talk to Eze Training regarding our Recognition of Prior Learning (RPL)

If you think you have all the skills and knowledge for a qualification, you can apply for that qualification by RPL.

RPL Assessment Process:

The cost of RPL is listed on our website. Please note costs for RPL applications varies as the time required to conduct RPLs varies. Our staff will advise you in advance what the total cost for your RPL application will be before you commence this process.

Recognition of AQF Qualifications Issued by Other Registered Training Organisations

Eze Training will at all times abide by the mutual recognition agreements formed between all states/territory of Australia, in recognition of other RTO's training and certification therein awarded. Eze Training will:

Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF);

and

Eze Training will award Credit Transfer to the relevant unit/s when presented with the appropriate evidence:

The student must provide an official AQF Certificate or Statement of Attainment for verification.

Credit transfer applications received by Eze Training Pty Ltd staff shall be forwarded to the next scheduled Management meeting for consideration and approval.

If authentication is in doubt, we will communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment.

The student will be advised of the decision within 14 working days.

OUR POLICIES AND PROCEDURES

STUDENT RIGHTS AND RESPONSIBILITIES

Learner Rights as an Eze Training learner, you have a right to: • be treated fairly and with respect by Eze Training staff and fellow learners • learn in an environment free of discrimination and harassment • pursue your educational goals in a supportive and stimulating environment • apply to have your existing skills and knowledge recognised as part of your study program • lodge a complaint without fear of retaliation or victimisation.

Learner Responsibilities by signing the Enrolment Form or accepting enrolment online you agreed to abide by all Eze Training policies and procedures.

You must:

- advise Eze Training if you have a history of violence
- treat other learners and staff with respect and fairness
- not engage in plagiarism, collusion or cheating in any assessment event or examination
- be punctual and regular in attendance
- submit assessment items by the due date or seek approval to extend the due date
- observe safety practices, e.g. wear approved clothing and protective equipment
- not smoke in buildings
- not eat or drink in areas used for skin services
- catch up on missed work due to a class absence.

- behave in a responsible manner by not:

-littering

- harassing fellow learners or staff

- damaging, stealing, modifying, or misusing property

-being under the influence of alcohol or drugs

- bringing weapons onto the premises

- engaging in any other behaviour which could offend, embarrass, or threaten others.

Refresher Attendance for Professional Piercing

Any student who wishes may return and join a future training session to refresh themselves on course information may do so, free of charge within six months of their course.

*Refresher attendance is strictly by arrangement and ONLY on the last two days of the course). (No extra literature or kits supplied)

Dress Code

All students of Eze Training work in close contact with each other and members of the public. Students must pay attention to personal hygiene and require a professional standard of dress always. Please remember that you are in a simulated work environment. If students DO NOT comply with Eze Training Dress Code, they will be asked to leave the class and return when they are in the appropriate dress wear. PLEASE NOTE: - Eze Training does not accept any responsibility for the loss or damage of any student kits or personal items. All students are required to wear enclosed shoes at all times.

No:

- high heeled shoes,
- Ugg Boots
- Thongs
- Sandals

These requirements apply to courses at all times. Hair must be tied back, and fingernails must be short in length. Remember: If you do not have the correct clothing you will be sent home and no attendance will be recorded.

Attendance and Absenteeism

Eze Training functions as a simulated workplace for practical experience required for some qualifications. Attendance at the agreed class times is compulsory. Students must be on time for class and lateness will not be tolerated. Lateness is very disruptive to the class and unprofessional. The classroom doors will be closed at the commencement of class, and late students will wait until theory has finished and be recorded as late. If a student is running late for classes, they MUST notify Eze Training Head Office-National Administration Manager on 0407115569– If you cannot attend a class, you are required to notify Eze Training in advance or on the day of class before 9.00 am. On these occasions, you must leave a message on Eze Training voicemail outside business hours or with Eze Training Receptionist indicating your name, course and contact telephone number for a return call. Students who are absent from class due to illness must provide a doctor's certificate.

Facilities, Equipment, and Student Amenities

Eze Training maintains an authentic Body Piercing workplace environment. Students have access to necessary instructional and assessment facilities, materials, and equipment. Students are required to Maintain Eze Training's facilities in good order.

Damage to any facilities should be reported immediately to your trainer.

Training facilities include:

Specialist product and equipment

Suitable workstations/tables set up safely and securely

Accidents and incidents

Any student/s that suffers an accident or incident is to immediately report this matter to the trainer and National Administration Manager. The National Administration Manager will take control and complete appropriate documentation (incident/accident report) and decide on the action to be taken and referred if required. Please see Attachment forms in this document.

Mobile Phones

Mobile phones must remain off or on silent at all times during classes to avoid disturbance to staff and other students during class times. Students may make and receive calls during break times.

Student Feedback

As part of Eze Training Continuous Improvement Procedures, you will be asked to Provide Feedback about your time at Eze Training. This is your opportunity to provide Eze Training with information to help us improve what we do.

If you have any questions regarding any aspect of our training, please call 0407115569, and our staff will be happy to help you with your queries.

EZE TRAINING RIGHTS AND RESPONSIBILITIES

Assuring Quality of Training and Assessment Services

Eze Training is a Registered Training Organisation also known as RTO; our RTO Number is 6590.

Our registration requires us to adhere to strict requirements that in turn require us to deliver and assess Nationally Recognised Training in a nationally consistent and high-quality manner.

Our systems and processes are designed and implemented to ensure you have a quality educational experience with us. We continually get feedback from our students and stakeholders about our performance; we then take this feedback and improve our services and commitments to you, our students, and our stakeholders.

Ethical Marketing and Advertising

It is our policy to always market and advertise our services in an ethical and accurate manner; we do this by:

Developing and implementing our marketing and advertising materials based on feedback from our stakeholders;

ensuring our marketing and advertising materials on our website, brochures and Facebook page will only sell and market what we are registered to deliver. We also ensure that we do not mislead our stakeholders through any marketing and advertising mediums we use, and

We continually review and update our marketing and advertising materials and modes to ensure they meet consumer protections laws and meeting our regulating bodies.

We endeavour at all times to have ethical and accurate marketing practices which transparently show what we offer and how we can deliver on our promises. Your rights as a consumer are protected at all times.

If you would like to discuss or help us improve our marketing and advertising materials, please call our friendly staff on 0407115569 who will gladly assist you with such matters.

Student Safety and Security

Once you have successfully enrolled in one of our courses, you will be provided with information about access to our office and training facilities. Our friendly staff will walk you through our safety and security procedures and help you get well versed with our training and assessment facilities.

To help us create a safe and secure environment, we request that you follow all emergency, safety, and security procedures such and instructions relating to our training facilities, at all times.

Access, Equity, and Anti-Discrimination

All Eze Training staff and learners have an obligation under NSW legislation not to discriminate, treat unfairly or harass people because of who they are, who they are related to, or who they associate with on any of the following grounds: • sex, including pregnancy • marital status • race, colour, ethnic or ethnoreligious background descent or nationality • disability, including intellectual, physical, psychiatric and HIV/AIDS • homosexuality (actual or presumed) • age • transgender. It is also unlawful for a person to do anything publicly that could incite vilification, encourage, or stir up hatred, serious contempt, or severe ridicule against others on any grounds. If there is a complaint that a learner or staff member has acted in a discriminatory way, see your teacher, or contact Eze Training Head Office. Eze Training practises zero tolerance of racism. For more information on racial discrimination go to www.racismnoway.com.au.

Although Eze Training will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct, we will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course.

In these circumstances, Eze Training will assist the student in choosing a suitable alternative to ensure that the training needs of the student are met. If you require assistance, please discuss with your trainer/assessor, if they are unable to assist you, please provide your contact details to the trainer, who will refer the matter to the National Administration Manager or the CEO.

Our staff are advised NOT to provide the personal contact details of the National Administration Manager or CEO to students.

Meeting Individual Learning Needs

Our team at Eze Training are committed to meeting your individual learning needs. We do this by (but not limited to):

Providing you flexible learning and assessment options, i.e., self-directed study and face to face modes of study.

Our staff continually encourage and support you in meeting your learning outcomes. If you are facing some obstacles stopping you from progressing, we will work closely with you to help try to overcome the situation and get you back on track with achieving your learning outcomes.

When the student advises they need assistance, or when learner support is identified as a need, Eze Training will, where possible, assist in the form of one on one coaching to help the student complete the course. One on one coaching can be in the form of face to face conversations, telephone contact and or email.

Contact the National Administration Manager if you believe you need assistance with this course. The National Administration Manager will provide assistance where possible and will pass your details to your assessor if they are unable to assist you. Contact details are located at the beginning of this handbook.

Language Literacy and Numeracy (LL&N)

Eze Training is committed to making its training widely accessible. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a person from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a candidate's ability to carry out all the learning tasks and successfully demonstrate the course competencies.

Where possible, the learning activities may be modified to compensate for students with literacy or numeracy skills needs. An initial assessment of a participant's literacy and numeracy skills will be determined upon enrolment in a course.

The LL&N assessment will be undertaken online and the results checked by the National Administration Manager. Where there are literacy concerns, the National Administration Manager will contact the student to discuss their application in the first instance. The National Administration Manager will forward any concerns to the Trainer/Assessor if the student requires further assessment regarding their ability to undertake the course.

Learning and Support Services

If it is determined that a person has issues that are going to hinder a person from completing the course, then we will refer the person to the Reading Writing Hotline on 1300 6555 06 and their website: <http://www.literacyline.edu.au/> as this organisation is funded by the Federal Government to help people with such issues.

Student Welfare and Guidance Services

Eze Training recognises that a significant aspect of quality of training programs relies on active support and management of student and staff welfare. Considering this, Eze Training is committed to providing both students and staff with adequate access to:

Information relating to OHS/WHS, equal employment opportunity and antidiscrimination policies as is appropriate

Industry Consultation and Input

It is our policy to continually engage with Industry representatives and obtain their feedback to ensure we are delivering quality training and assessment services to our students, so they are skilled for the professions they choose.

We engage with Industry representatives before we add any courses/qualifications to our scope of registration, during this process we develop a Training and Assessment Strategy document which sets out how each course/qualification is to be delivered. This policy document is developed based on feedback from Industry representatives. We continually update our strategy documents and ensure that industry representatives input is included in the delivery of courses/qualifications that we deliver.

Our Trainers/Assessors are Industry Practitioners, who have a passion for the industry and have extensive experience in the industry. This assures you that your educational experience with us is driven by what industry wants and most importantly what industry expects.

COMPLAINTS AND FEEDBACK

Informal Resolutions: We encourage our students/clients and staff to informally resolve complaints/appeals as we have found that the majority of these situations can be addressed on this level.

In the event, if a complaint/appeal arises we request that students first speak to their Trainer/Assessor or person/s their complaint and appeal is related to about their issue/s. We promote and request that parties involved try to resolve their issues with each other in an informal manner.

However, we also understand that not all complaints/appeals can be resolved in an informal manner. We endeavour to have all informal complaints/appeals be brought to the attention of RTO Management meetings and forwarded to the continuous improvement process if applicable. The following process applies.

If a person deems that they have grounds for a complaint/appeal, or a conflict arises from actions, decisions or omissions by Eze Training management or staff, and they have been unsuccessful to resolve the issue informally; then this needs to be brought to the attention of the CEO. The student will be required to complete a Stakeholder Feedback Form (available in the Attachment Section of this document).

If the student wishes, they could have their complaint/appeal handled exclusively and confidentially by either the CEO or by an independent Third Party (In Victoria, a Third-Party Mediator will be a person who is employed by the Dispute Settlement Centre of Victoria www.justice.vic.gov.au). The student needs to indicate this on the Stakeholder Feedback Form.

If you are not happy with an assessment result and wish to appeal the decision complete a Stakeholder Feedback Form and hand it to the National Administration Manager who will bring it to the attention of RTO Management meetings. All assessment material will be reviewed with another assessor and a decision on the appeal will be made. The student will be notified within **30 days**.

To make a complaint to an independent third party in another State, we offer the following State Department bodies, which may be able to assist you further.

STATE	DEPARTMENT	WEBSITE LINK
QLD	Office of Fair Trading	http://www.fairtrading.qld.gov.au/index.htm
NSW	NSW Fair Trading	http://www.fairtrading.nsw.gov.au/
ACT	Office of Regulatory Services	http://www.ors.act.gov.au/community/fair_trading
NT	Consumer Affairs	http://www.consumeraffairs.nt.gov.au/Pages/default.aspx
SA	Consumer and Business Affairs	http://www.cbs.sa.gov.au/wcm/
TAS	Consumer affairs and fair trading	http://www.consumer.tas.gov.au/
WA	Department of Commerce	http://www.commerce.wa.gov.au/ConsumerProtection/
Vic	Consumer Affairs	http://www.consumer.vic.gov.au/

All formal written complaints/appeals lodged will be brought to the attention of the CEO or delegate within 48 hours of being received. An opportunity will be provided to all complainants/appellants to present their case formally.

The complaint will be investigated within 14 days. The CEO or delegate will make final decisions. The CEO will ensure that as far and as fairly as possible, the person making the complaint/appeal is satisfied with the outcome. However, Eze Training will not be responsible for issues that are clearly and solely the student's responsibility.

The person making the complaint/appeal will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the CEO will call a meeting of the parties and have a third-party attend to mediate the dispute, if this has not occurred earlier in the resolution process.

Eze Training at all times will endeavour to resolve any issues the client/student may have. All complaints/appeals and their outcomes will be addressed and details registered during our fortnightly meeting Complaints/Appeals. Information gathered will be used by Eze Training to improve the quality of its services and reduce customer complaints/appeals. It is the aim of Eze Training to ensure any complaints are resolved to the satisfaction of both parties.

If a complaint/appeal is still not resolved, then the student/client is advised that they can contact the National Regulator ASQA. ASQA advise students first to go through the RTO's internal resolution process to resolve the issue.

The link for ASQA is: <http://www.asqa.gov.au/complaints/making-a-complaint.html> Follow the process outlined by ASQA.

Eze Training at all times will endeavour to resolve any issues the client/student may have. All complaints/appeals and their outcomes will be recorded. Information from this register will be used by Eze Training to improve the quality of its services and reduce customer complaints/appeals.

Other information related to the industry

There are laws and regulations that have specific relevance to the hairdressing and beauty services industry. Wherever knowledge of a specific law or regulation exists, it is covered in the knowledge evidence field of the assessment requirements. The assessment conditions field requires RTOs to provide current regulatory documents to assist the assessment. At the time of publication, these laws and regulations include

- State or territory health acts and regulations - skin penetration provisions. These are relevant to the provision of many hair reductions and skin services which utilise wax, probes or needles, for example:
 - o SHBBHRS001 Provide waxing services
 - o SHBBHRS002 Provide female intimate waxing services
 - o SHBBHRS003 Provide male intimate waxing services
 - o SHBBHRS004 Provide hair reduction treatments using electrical currents
 - o SHBBSKS001 Pierce ear lobes
 - o SHBBSKS002 Provide diathermy treatments
 - o SHBBSKS003 Design and provide cosmetic tattooing
 - o SHBBSKS004 Provide upper body piercings
 - o SHBBSKS005 Provide micro-dermabrasion treatments

Some states and territories require businesses that provide skin penetration procedures to be registered with local councils. This will have implications for Registered Training Organisations that provide these services to paying clients during training and assessment. Those developing training and assessment strategies for any SHB units which cover skin penetration procedures should consult with the relevant state, territory, or local government to determine compliance requirements.

- State or territory health acts and regulations - hygiene and cleanliness of premises provisions for hairdressing, barbering and beauty businesses. These are relevant to the provision of many services and the use of tools that come into direct contact with a client's skin, scalp, and hair. As above, some states and territories require hairdressing, barbering and beauty businesses to be registered with local councils and the same implications will impact on Registered Training Organisations.

PRIVACY POLICY

Eze Training follows strict privacy policies in conjunction with Privacy Laws updated in 2014. All forms, files, results and records of any student are deemed confidential under the new Privacy laws. Records are accessible only to relevant staff members of Eze Training and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission, (or in circumstances as dictated by law).

The Privacy 1988 (2014 update) prevents Eze Training from providing any student details to any person other than the student. All matters about enrolment, results, fees or any other issue, can only be discussed with the student unless the enrolment form is signed by a third party, or a letter of permission from the student is provided allowing access to the student's information. Similarly, the Act prevents us from providing any Trainer/Assessor or Consultant details to any student or other persons regardless of the situation.

In the case of corporate clients, Eze Training will release your details or records to your company representative or an individual wishing to gain access to your records on your behalf. It is entirely your decision whether you agree to a request for access to your records and personal information.

Our RTO will ensure that your information remains private and we have systems in place to ensure that your personal information is managed, stored and released in a secure manner and accordance with privacy laws.

Please note:

Eze Training Pty Ltd is required to provide both Federal and State Government, about student and training activity data which may include information provided in your enrolment form. Information is required to be provided under the Federal and State Regulations and Guidelines. The relevant Government Departments may use the information to inform their planning, administration, policy development, program evaluation, and resource allocation, Government Departments may also disclose information to their consultants, advisers, other government agencies, professional bodies and other organisations.

For Victorian Students only:

The Education and Training Reform Act 2006 requires Eze Training Pty Ltd to collect and disclose your personal information for some purposes including the allocation of a Victorian Student Number and updating my personal information on the Victorian Student Register. Information is required to be provided by the Victorian VET Student Statistical Collection Guidelines (which are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>).

It is a requirement to advise Victorian students they may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review.

Confidentiality

Eze Training follows strict confidentiality policies, and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. If a participant discloses any information about a situation, they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participant's consent.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.dms.dpc.vic.gov.au/>

The legislation that particularly affects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

National Vocational Education and Training Regulator Act 2012

Human Rights and Equal Opportunity Commission Act 1986

Disability Standards for Education 2005

Disability Discrimination Act 1992

Racial Hatred Act 1995

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Privacy Act and National Privacy Principles (2001)

Privacy Amendment (Enhancing Privacy Protection) Act 2012

Privacy Regulation 2013

Skilling Australia's Workforce Act 2005

Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005.



T R A I N I N G

State-Based Legislation

National Vocational Education and Training Regulator Act 2012

Adult, Community and Further Education Act 1991

Tertiary Education Act 1993

Children and Young Persons Act 1989

Equal Opportunity Act 1995

Workers Compensation Act 1958

Workers Compensation Regulations 1995

Dangerous Goods Act 1985

Occupational Health and Safety Act 2004

Copyright Act, 1879. 42 Vic No 20 (modified 2002)

Sex Offenders Registration Act 2004

Occupational Health and Safety Regulation 2001

Blue book - Infectious Diseases Epidemiology and Surveillance

Copyright Notice

Copyright and other relevant intellectual property rights exist on all texts and documentation relating to Eze Training Pty Ltd Services and the full extent of the course content.

Communication

We have several different ways of communicating; phone and email. These and other contact information can be found on our 'Contact Us' link on our website or via our literature.

Disclaimer

Exclusions and Limitations

The information received from Eze Training Pty Ltd is provided on an 'as is' basis. To the fullest extent permitted by law this company:

Excludes all representations and warranties relating to our course content or which is or may be provided by any affiliates or any other third party, including about any inaccuracies or omissions in the company's literature; and excludes all liability for damages arising out of or about your attending our training. This includes, without limitation, direct loss, loss of business or profits or any other direct or indirect, consequential and incidental damages.

Eze Training Pty Ltd does not, however, exclude liability for death or personal injury caused by its negligence. The above exclusions and limitations apply only to the extent of the permitted law. None of your statutory rights as a consumer are affected.

REFUND POLICY

Should a classroom course be entirely cancelled due to trainer illness or insufficient student numbers the following will apply:

Fees will be fully transferable to another course.

In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course being available, fees are fully refunded. Should a student cancel an enrolment with Eze Training, the following conditions will apply regarding a refund of fees:

There is no refund for students who commence training and change their mind about continuing.

Blended (consists of a face to face component and an online component)

or **Online Training:**

There is no refund for these types of training courses. Once the enrolment has been processed, and the student has been given login details, and the training materials have been accessed the student has technically commenced. The materials that the student has access to are a valuable resource.

The onerous is on the student to research the course thoroughly and ask questions before enrolment and paying the deposit.

Administration:

All requests for cancellation or refunds must be made in writing and be accompanied by supporting documentation where necessary, such as a Doctor's Certificate.

Normal processing time for a refund request is up to four weeks

Confidentiality of student information will be ensured

Refunds will be paid within one (1) week of the decision being made.

The CEO of Eze Training has discretion where extenuating circumstances are apparent.

If a refund is approved, an Administration Fee of \$250 will apply.

Students will be requested to acknowledge that they have read and agreed to these conditions before paying a deposit.

ATTACHMENTS

- A) ENROLMENT FORM
- B) LETTER OF AUTHORITY
- C) LL & N ASSESSMENT
- D) EZE TRAINING STAKE HOLDER FORM
- E) COURSE INFORMATION SHEETS

