



STUDENT INFORMATION HANDBOOK

Student Information Handbook

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Welcome!

As Executive Director of Creative's New Edge, I welcome you to our services and would like to take this opportunity to encourage you to use this guide as an important resource as you make your way through your training program.

THE ORGANISATION

Creative's New Edge Pty Ltd is a commercial training organisation with extensive expertise in the Nail & Beauty industry.

We are a Registered Training Organisation (Registered number 21436), trading under the name of Creative's New Edge Pty Ltd, which is committed to the delivery of quality training and consultancy services to industry.

This is achieved by offering innovative and creative training programs that are flexible to suit the needs of students, employees, trainees, employers and industry.

THE PEOPLE

Educators will be in contact with students over the duration of the training program and are always available by contacting the office.

Telephone: 03 9484 1889

Facsimile: 03 9484 1860

Email: educate@creativesnewedge.com.au

Web: www.creativesnewedge.com.au

Our services are tailored to suit the needs of the workplace, along with the requirements of the accredited training program in which students are enrolled.

We look forward to working with you to ensure an enjoyable and rewarding relationship.

Christine Maher

Executive Director

EDUCATIONAL STANDARDS & STUDENT WELFARE

The following measures will be taken to safeguard the educational interests and welfare of students:

- Providing training that is dynamic and innovative in approach
- Ensuring educational materials reflect current thinking and models of best practice
- Motivating staff to achieve the highest standards in service delivery
- Ensuring that training and assessment occur in accordance with the requirements of the accredited course
- Maintaining confidentiality at all times
- Developing positive, supportive relationships with students based on open communication and sharing of knowledge and skills
- Using a range of assessment styles and tools to accommodate a range of abilities and learning styles
- Adhering to principles of good management, accountability and financial viability
- Maintaining accurate and secure students records
- Actively supporting our Equal Opportunity Policy to protect individual rights and to prevent harassment, discrimination and bullying
- Appropriate information, advice, support and referrals is made available to all clients within the restrictions of the Privacy Act 2000 in order to assist the achievement of their desired outcomes
- Provide Recognition of Prior Learning for previous studies and relevant life/work experiences
- Adherence to fees and charges policies and educational principles of the Office of Training and tertiary education
- Discipline procedures

TRAINING ENVIRONMENT

Creative's New Edge will:

- *Market their programs with integrity, accuracy and professionalism at all times*
- *Avoid vague, ambiguous statements*
- *Never make false or misleading comparisons with other providers or courses*
- *Ensure that all students are given information that is true and correct at the time*

STUDENT INFORMATION

Creative's New Edge will provide accurate, relevant and up-to-date information to students prior to enrolment. This will include but not be limited to:

- *Copy of the Code of Practice*
- *Selection, enrolment and induction/ orientation*
- *Admission procedures and criteria*
- *Course information - including content and vocational outcomes*
- *Provision for language, literacy and numeracy assessment*
- *Details of support services that are arranged for students*
- *Welfare and guidance services*
- *Staff responsibility for access and equity*
- *Course fees*
- *Certification to be issued upon completion*
- *Competencies to be achieved*
- *Assessment procedures*
- *Arrangements for the Recognition of Prior Learning*
- *Disciplinary procedures*
- *Complaints and Appeals Procedures*
- *Refund Policy*
- *Contact numbers*
- *Equal Opportunity Policy*
- *Occupational Health & Safety*
- *Privacy Act*
- *Anti-discrimination guidelines*

RECRUITMENT & SELECTION

Recruitment for all training will be conducted in an ethical and responsible manner, consistent with the principles of access and equity.

Qualified educators will assess the extent to which potential students are likely to achieve the stated competencies and learning outcomes. Successful applicants will be provided with assistance relevant to their learning needs.

COMPETENCE OF EDUCATORS

Creative's New Edge will ensure that assessments are conducted by suitably qualified educators who demonstrate competency. Training will be delivered by qualified educators and mapped against each unit of competency that they are either assessing or delivering, along with relevant vocational competence and judgements relating to its relevance and hold a minimum of Certificate IV Assessment and Workplace Training.

QUALITY POLICY

Creative's New Edge provides a range of training and vocational services, and has specific expertise in providing training services to the nail and beauty industry.

It is the policy of Creative's New Edge to consistently provide superior customer service through the use of quality materials, effective work procedures, prompt and courteous delivery. We recognise that consistent product and service quality will ensure a high degree of customer satisfaction, repeat business and continued growth.

In supporting these objectives, Creative's New Edge has established a quality system based on continuous improvement and steadfast application of quality processes, which meets the requirements of Australian Quality Training Framework.

Details of the quality system operations are contained in the Quality Manual. All employees are committed to successfully implementing and maintaining these procedures and achieving the required levels of quality in product and services.

ADULT LEARNING

Creative's New Edge incorporates adult learning principles throughout the delivery of its training programs.

Students are encouraged to take responsibility for their learning and to be active in the learning and assessment process.

Courses are designed to be interactive and involve all students in discussion and activities. Your contribution, thoughts and experiences are vital to the success of the course.

To achieve competency and be issued with a nationally recognised qualification you will:

- *Complete any required reading and/or research*
- *Complete all specified unit assessment tasks*
- *Complete specified practical assessment tasks*
- *Complete an integrated competency assessment*

Those not completing all competencies will receive a Statement of Attainment instead of a qualification.

Creative's New Edge therefore encourages all students to:

- *Prepare for training sessions*
- *Complete any required reading and/or research*
- *Participate appropriately in all training sessions*
- *Undertake all work requirements in line with designated deadlines*
- *Relay to your educator any problems being experienced*
- *Participate in evaluation activities and offer constructive advice relevant to course delivery*
- *Expect that Creative's New Edge staff will treat you with politeness and respect and reciprocally treat staff in the same manner*
- *Use established complaints and appeals procedures if there is a difficulty in relation to course delivery or you experience difficulties with Creative's New Edge staff*
- *Assistance is available with language, literacy and numeracy*
- *Modifications and adjustments can be made for identified disabilities*
- *Reference material will be made available to all students*
- *Referrals to professional counselling will be arranged if the needs of the student cannot be met by Creative's New Edge staff*

STUDENT SUPPORT SERVICES

Support information for all students is available at www.itpaystay.com

Creative's New Edge has brochures available outlining specialist support services provided by the Department of Employment and Training, i.e. Dealing with Discrimination, Sexual Harassment, Race and Religious Discrimination, coping with the stress of studying, or go to www.otte.vic.gov.au.

For individual support with language, literacy or numeracy, assistance and mentoring will be available from a staff member or external consultant with experience and qualifications in the specific area of need. If a student has any concerns, their educator is available for support or referral.

Orientation to the course structure, competencies, expected outcomes, RPL process and complaints and appeals procedure will be explained by your educator.

MUTUAL RECOGNITION OF QUALIFICATIONS

Creative's New Edge recognises the AQF qualifications and Statements of Attainment issued by any other RTO in Australia. Our mutual recognition requirements are available to students on request.

TRAINING DELIVERY

The flexibility in training delivery incorporates options that best suit your needs:

- *Supervised Learning*
- *Self Paced Instruction*
- *Workplace Delivery*
- *Workplace Mentoring*
- *Practical Demonstration*
- *Observation*
- *Team/group work*

Educators will be available at all times to discuss your needs and to support you through your training program.

COURSE DEVELOPMENT

Creative's New Edge is accredited to deliver and assess against set industry standards to enable students to receive their qualification. Although the delivery and many of the assessment tasks have been customised for specific needs, it is important to note that the national standards must be met to achieve competency and receive the qualification.

VOCATIONAL EDUCATION & TRAINING

VET qualifications are nationally recognised and provide people with practical skills and information to enable them to competently perform their workplace roles. VET qualifications are part of the Australian Qualifications Framework that links all recognised education and training nationally.

The inverted triangular symbol (the National training logo) that will appear on the bottom of your Certificate tells employers and other stakeholders that you hold a nationally recognised qualification.

The diagram below indicates the 12 levels of the AQF:

Secondary Education Sector	Vocational Education Sector	Higher Education Sector
Year 11/12	Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctorate (PhD) Masters Graduate Diploma Graduate Certificate Bachelor Degree Diploma

LEGISLATION

Legislation that significantly affects the participation in vocational education and training is:

- *Occupational Health and Safety Act 1985*
- *Privacy Act 2000*
- *Racial & Religious Tolerance Act 2001*
- *Disability Discrimination Act 1992*

Copies of these are available from the Victorian Government's website.

TRAINING INFORMATION

Training Programs and courses are based upon competency based training principles. Some of the common terms / definitions that you will come across are described below:

Definitions

Competency is a broad concept that describes a person's ability in a range of areas. It covers:

- *Task skills (performing individual tasks)*
- *Task management skills (managing a number of different tasks within a job)*
- *Job or role environment skills (dealing with the responsibilities and expectations of the workplace)*

Competency Based Training is aimed at providing students with the skills, knowledge and understanding to demonstrate competence against standards, usually nationally, industry endorsed Competency Standards.

Competency Standards reflect the knowledge and skill and the application of that knowledge and skill to the standard of performance required in employment and against the same standards. Students are not compared with one another. Standards are developed by industrial parties, based on the organisation of work, expressed in terms of workplace outcomes and regularly reviewed to ensure their continuing relevance to the workplace.

Competency based assessment is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the student being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Workplace Training is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.

ASSESSMENT

Creative's New Edge works towards facilitation students to achieve success. This is achieved through a number of strategies:

- *Provision of user-friendly learning resources*
- *Consultancy services that are focused on assisting the student*
- *Availability of additional support when required*
- *Provision of information relating to the requirements of the training program, including the assessment details*
- *Developing assessment tools that are closely linked to both the training program requirements and the workplace*

Objectives of the Assessment Process

The objectives of the assessment process are:

- *To confirm that students have acquired the competencies identified in the learning modules*
- *To demonstrate that students are competent to the agreed industry standard*

Assessment methods include, but are not limited to:

- *Observation*
- *Projects/ assignments*
- *Oral questioning*
- *Role Plays*
- *Practical demonstration*
- *Case studies*
- *Multiple choice questions and answers*
- *Simulations*

In keeping with the principles and practices of competency-based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

Once you have been assessed against the standards you will receive a grade of “C” for Competent or “NYC” for Not Yet Competent. Not Yet Competent means that you have not met the requirements and will be given the opportunity to fill any competency gaps to obtain competency. If you do not complete all requirements, you will receive a Statement of Attainment, rather than a full qualification.

What evidence will be required?

Educators will gather evidence of competencies over the duration of the course. Throughout each competency there will be a variety of assessment tasks and you will be consulted during this process to ensure that your individual learning style is taken into consideration.

Don't be hesitant about assessment tasks, as they are designed to ascertain how you are progressing with your learning, and what progress you have made towards achieving the required competence.

More formal assessment strategies are used to consolidate the evidence bank that you have been developing.

Creative's New Edge allows students two opportunities to be assessed as competent. Should a student not achieve competence after two attempts, then it will be recommended that they repeat the unit of study.

STUDENT RECRUITMENT & SELECTION

Recruitment for all training will be conducted in an ethical and responsible manner, consistent with the principles of access and equity.

Creative's New Edge has policies and procedures in place to guard against harassment, victimisation, bullying, anti-discrimination, equal opportunity, racial vilification and disability discrimination of both course students and staff or contracted educators.

INDUCTION/ORIENTATION

Prior to the first session, a Student Information Handbook will be given to each student, and the educator will elaborate and answer questions and address any queries concerning the forthcoming training and assessment. An explanation will be given of:

- *What is Creative's New Edge?*
- *What is Competency Based Training?*
- *Assessment*
- *Your obligations*
- *Certification – what will it lead to?*
- *Recognition of Prior Learning*
- *Complaints and Appeals Procedures*

RECOGNITION OF CURRENT COMPETENCIES OR RECOGNITION OF PRIOR LEARNING

Recognition of current competencies (RCC/RPL) is "the acknowledgement of skills and knowledge obtained through formal training, work experience and/or life experience".

Previously acquired skills and knowledge can be identified and assessed against standards set by industry and the Australian National Training Authority (ANTA).

Course students may apply for RCC/RPL and supply evidence that demonstrates that they have all the skills and knowledge relating to the competency.

In cases where Creative's New Edge RCC/RPL Assessor is satisfied with the evidence supplied (documented or demonstrated), the student will be granted "RCC" or "RPL" for the whole or specified part of the competency.

Outline of RCC/RPL Procedure

Creative's New Edge offers students recognition for skills and knowledge that they already possess. In this way, students may not need to attend all classes, but can apply for Recognition of Prior Learning / Current Competencies. Where recognition is granted, the student is granted full equivalent status to students who complete the course by attendance and assessment.

To apply for RPL complete an Application for Recognition of Prior Learning Form, available from Creative's New Edge office. Applications should contain relevant supporting material, ie: Certificates or Results of Assessments.

The application will be assessed and the applicant will be notified of the result before the intended course commences. The applicant may be required to meet with the Executive Director to discuss the application.

COURSE MONITORING

An educator is responsible for the delivery and monitoring of training.

Students who feel that they may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers should discuss this with their individual educator in the first instance.

Should you experience any difficulty that may be affecting your studies, please discuss this with your educator, or arrange to make an appointment to meet with our Executive Director or Quality Manager.

Review and evaluation processes will occur at scheduled intervals over the duration of your training program. You are encouraged to provide feedback to assist us in our quality assurance process.

POST TRAINING REVIEWS

All students will receive a feedback questionnaire at the completion of training for each competency.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Creative's New Edge is committed to the goals of equal opportunity and affirmative action in education and employment.

It aims to provide a study and work environment for staff and students that fosters fairness, equity, and respect for social and cultural diversity, and that is free from unlawful discrimination, harassment and vilification as determined by legislation.

In fulfilling this commitment, Creative's New Edge will:

- *foster a culture that values and responds to the rich diversity of its staff and students*
- *provide equal opportunity by removing barriers to participation and progression in employment and education so that all staff and students have the opportunity to fully contribute*
- *offer programs that aim to overcome past disadvantages for members of staff and students*
- *promote clear and accountable educational and management policies and practices to engender trust between managers, staff and students*
- *enhance the quality of students' learning through the provision of culturally, socially and gender inclusive education in areas such as curricula, teaching methods, assessment and review provisions, written and audio-visual material and support services*
- *ensure that its staff and students are aware of their rights and their responsibilities*

HARASSMENT POLICY

Sexual harassment and discrimination are unacceptable behaviours, which will not be tolerated. As well as being unlawful, they are also against Creative's New Edge's work ethics and company values.

Harassment is any uninvited, unwelcome behaviour of a sexual or racial nature (which may be physical, verbal or visual and/or written including electronic formats), requests for sexual favours, or any other form of unsolicited or unwelcome conduct of another person. It can be male to female, female to male or to a person of the same sex.

It is important to understand that whilst single occurrences of unacceptable behaviour may appear relatively minor, when continued over a long time they can become very stressful. Harassment can be either deliberate or unintentional and seen to be 'normal' or 'in good fun', particularly by the person doing the harassing.

As in any area of personal interaction, the boundaries of what constitutes harassment may vary from person to person. In addition, one person may have different boundaries for different relationships. It is the responsibility of all persons to recognise and respect the boundaries set by others.

WORKPLACE HARASSMENT, VICTIMISATION & BULLYING

Workplace harassment almost always has a strong clear focus (eg: sex, race, disability). It tends to focus on the individual because of what not who they are. It has a strong physical component, eg: contact and touch in all its forms, intrusion into personal space and possessions, damage to possessions - including a person's work, etc.

Victimisation and bullying is persistent, offensive, abusive, intimidating or insulting behaviour, abuse of power which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress.

Victimisation and bullying differs from harassment in that the focus is rarely based on gender, race or disability. The focus is often on competence, or rather the alleged lack of competence.

These types of behaviour are not acceptable in any way by Creative's New Edge and are considered disciplinary offences.

MAKING A COMPLAINT

Any person who feels that he/she is being sexually harassed or discriminated against should advise the other party that the conduct is inappropriate, offensive and must cease. If it continues, the person has the right and is encouraged to make a complaint, which will be treated seriously, sympathetically and confidentially.

Action will be taken to stop the harassment or remedy the discrimination. It is expected that all individual people will comply with this policy.

If a complaint of sexual harassment is substantiated against any individual person, the person may be disciplined up to and including termination of agreement. If the behaviour does not change, the complaint can be brought to the attention of the Executive Director of Creative's New Edge, who will deal with the matter.

The person may be unaware that his/her behaviour is upsetting, and discussing the situation amicably may clear up any misunderstanding. If the harassment or discrimination continues, assistance should be sought or a formal complaint should be made.

If at any stage you feel dissatisfied with how your complaint has been handled, you have the right to take it to the next level of management within Creative's New Edge. Any necessary investigations will be carried out in an impartial manner.

DISCIPLINARY POLICY FOR STUDENTS & STAFF

To ensure a transparent and equitable process for disciplinary procedures, it is the responsibility of the Executive Director to ensure the following:

- *Where disciplinary action is necessary, the Executive Director shall notify the student of the reason. The first warning must be verbal and will be recorded on the student's personal file. A union representative shall be present if desired by either party.*
- *If the problem continues, the matter will be discussed with the student by the Executive Director, and a second warning in writing will be given to him/her and recorded on his/her personal file. A union representative shall be present if desired by either party.*
- *If the problem continues, the Executive Director will see the student again. If a final warning is to be given, then it shall be issued in writing and a copy sent to the relevant union. A union representative shall be present if desired by either party.*
- *In the event of the matter recurring, then the student may be terminated. No dismissals are to take place without the authority of the Executive Director.*
- *Dismissal of an student may still occur for acts of "serious and wilful misconduct".*
- *If a dispute should arise over the disciplinary action, the course of action to be followed is that the matter shall be referred to the appropriate reference body for resolution. Such resolution shall be accepted by the parties as final.*
- *If after any warning, a period of twelve months elapses without any further warnings or action being required, all adverse reports relating to the warning must be removed from the students personal file.*

ACCESS & EQUITY POLICY

The aim of Creative's New Edge Access & Equity Policy is to meet the needs of individuals and the community as a whole through the integration of access and equity guidelines. The key principles of this policy are:

- *Creative's New Edge recognises the need for implementation of equity principles via the fair allocation of resources*
- *All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum*
- *Creative's New Edge recognises the right to equality of opportunity without discrimination for all members of the community*

In particular Creative's New Edge aims to:

- *Incorporate access and equity principles and practices in key processes that affect the outcomes for students in the vocational education and training system*
- *Achieve equitable access for all current and potential students and clients to vocational education and training services and programs*
- *Increase the participation of people who are under-presented in vocational education, training and employment services and programs*
- *Increase participation in decision-making processes by people from under-represented groups*
- *Encourage positive outcomes for students and clients of the vocational education and training system by giving them enabling skills to participate successfully in vocational education and training services and programs*
- *Develop quality support services that enhance clients and students chances to achieve positive outcomes*

OCCUPATIONAL HEALTH & SAFETY POLICY

The aim of Creative's New Edge policy is to achieve a healthy, low risk and quality working environment, with the commitment and co-operation of all Creative's New Edge employees, clients, students and visitors. The key principles of this policy are:

- *Creative's New Edge recognises the importance to comply with or exceed the spirit and intent of relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.*
- *Creative's New Edge acknowledges the need to promote health, safety, environmental and quality awareness in the development of standard work practices.*

LANGUAGE, LITERACY & NUMERACY POLICY

The provision of Language, Literacy and Numeracy training and assessment is seen as an enabling activity and therefore an integral pathway into vocational education and training.

All students will have an initial Pre-Training Review that will assess their Language, Literacy and Numeracy against the National Reporting System.

The Executive Director and all educators of Creative's New Edge are responsible for:

- *Identification of National Reporting System level for particular modules/ courses*
- *Pre Training review of Language, Literacy and Numeracy is undertaken prior to commencement of course*
- *Ensuring individual assessment evaluation is made and appropriate adjustment/s is/ are made to training and assessment tools*
- *Developing Training Plans reflecting any adjustments that need to be implemented*

PRIVACY POLICY

PRIVACY AMENDMENT (PRIVATE SECTOR ACT) 2000

Privacy provisions set out how Creative's New Edge will collect, use, keep, secure and disclose personal information that it has obtained from students. This also gives the individual student the right to know what information Creative's New Edge holds about them, and establishes a right to correct that information if it is incorrect.

Collection of Information

Information can only be gathered if it is deemed necessary, and the students need to be aware of:

- *How to contact Creative's New Edge*
- *How to contact the relevant person*
- *Why the information was gathered?*
- *Who else will have access to the information?*

Information will only be taken from the student directly. The questions will be restricted to lawful, fair and not unreasonably intrusive ones.

The information gathered can only be used for the purpose for which it was collected.

Use & Disclosure

Creative's New Edge will endeavour to take all reasonable steps to ensure that the information is accurate, complete and up to date.

Security

Creative's New Edge will endeavour to take all reasonable steps to protect personal information from misuse, loss or unauthorised access, modification or disclosure.

Openness

Creative's New Edge has a policy on privacy and the handling of personal information, which is available on request.

Access & Correction

Creative's New Edge will provide access to information gathered for the correction of information if the student identifies that it is not accurate, complete or up-to-date. Creative's New Edge will charge a nominal fee as an administration charge. The individual student is liable to pay this cost. Access by students will be granted to all information collected or disclosed to a third party, ie: State or Commonwealth Government.

COMPLAINTS AND APPEALS POLICY

Creative's New Edge is committed to facilitating a learning process that is both beneficial and enjoyable.

If you have a complaint or appeal that is affecting your ability to complete your training program, it is important to let your educator know of any concern. If you feel your concern has not been dealt with to your satisfaction, you are encouraged to contact the Executive Director in writing. The Educator or Executive Director will provide you with a copy of the Complaint and Appeals Procedure so that you can proceed with your concern.

If your issue cannot be resolved in this manner, you can contact the State Training Authority in Victoria, who can assist you with any issue.

We wish to ensure a satisfactory resolution to all parties, with consideration for the needs of the individuals concerned, and the relevant government legislation.

All students have a Right of Appeal regarding their results. If you have any concerns or wish to discuss your results, please talk to your educator. If however you are not completely satisfied with the response, contact the Executive Director.

TUITION FEES

Available upon request from the reception desk or our Website.
(www.creativesnewedge.com.au)

REFUND POLICY

The conditions for obtaining a refund are detailed below:

- Places are allocated in order of receipt of enrolment form, together with full course fees or deposit paid with a signed, scheduled payment plan.
- A place cannot be guaranteed until an enrolment form and a paid deposit is received. An enrolment form and deposit constitutes a contract of attendance.
- Courses are to be paid for prior to commencement of course, or by arrangement via a scheduled payment plan.
- Should you be unable to attend your course a full refund will only be made in the event of written advice of withdrawal, up to fourteen days before the course commences.

- A 75% refund will be made for cancellations received between seven and fourteen days before the course commencement.
- It is regretted that no refunds on monies paid can be made for cancellations received less than seven days before the course commencement.
- In the event of cancellation by the student, where payment has not already been received, Creative's New Edge reserves the right to recover monies as follows:
 - *If notice is received more than 14 days prior to commencement no payment is required.*
 - *A payment of 25% of the course fees would be payable if notice is given of non-participation between seven and fourteen days.*
 - *Where notice of less than seven days is given, 100% of the course fees are payable.*
- Creative's New Edge reserves the right to cancel / postpone programs. Every effort will be made to ensure applicants for cancelled courses are placed on the next available program. Enrolled students will be given at least 7 days notice in the advent of a course being postponed or cancelled.
- All enrolments are confirmed in writing before the course commencement. In case of late enrolment, confirmation will be telephoned through to the nominated person.
- We accept: Cash, Eftpos, Credit card, Direct Deposit, Money order or Cheque. All cheques are to be made payable to Creative's New Edge Pty Ltd.

BEHAVIOURAL STANDARDS

The principal objective of Creative's New Edge is to prepare and help you in achieving your personal objectives.

Dress and behaviour standards have been created by Creative's New Edge to reflect the requirements of the industry for which you work. The development of the correct attitude, dress and appearance of persons seeking employment is equal to the development of skills.

MINIMUM DRESS STANDARD REQUIREMENTS

Dress standards should reflect a professional attitude. The minimum dress standards for your particular course will be outlined by your educator at the first session, and should be adhered to at all times whilst participating in practical class situations.

It should be noted that the non-wearing of personal protective equipment (PPE) will result in the removal of the person from the area, and could also result in students being refused their assessment. Should you require any more detailed information on requirements, please contact Creative's New Edge.

OUR CODE OF PRACTICE

1. EDUCATION STANDARDS

Creative's New Edge has and adopts management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies, practices, and professional standards are designed to safeguard the interests and welfare of all students.

We will maintain a learning environment that is conducive to the success of all students. We will deliver the nominated courses, provide adequate facilities and use appropriate methods and materials.

2. SALES AND MARKETING

Creative's New Edge markets all vocational education and training products with integrity, accuracy, and professionalism. It is our policy to avoid vague and ambiguous statements, and when providing information no false or misleading comparisons are drawn with any other training provider, or course.

3. STUDENT INFORMATION MANAGEMENT

Creative's New Edge provides accurate, relevant and up to date information to all students prior to commencement of the course, as detailed earlier in this handbook.

4. ENROLMENT & EQUAL OPPORTUNITY PROCEDURES

The enrolment of students in Creative's New Edge courses is conducted at all times in an ethical and responsible manner, consistent with the requirements of the curriculum and course objectives.

It is Creative's New Edge's policy that appropriately qualified staff assess the extent to which students are likely to achieve the competency standards and stated outcomes of the course, based upon the student's qualifications, proficiencies, and prior experience. Creative's New Edge's policies ensure that all enrolment decisions comply with equal opportunity legislation.

5. COMPLAINTS AND APPEALS PROCEDURES

Creative's New Edge has fair and equitable processes for dealing with student's complaint and appeals in relation to any decisions made during the course. It is policy that any such complaint or appeal is handled at the highest level, and in the event they cannot be resolved internally, such students will be advised of the appropriate legal body where they can seek further assistance.

6. LITERACY AND NUMERACY SUPPORT

Creative's New Edge will refer identified students to high quality educators who can train, tutor and support students with literacy and numeracy deficiencies. When literacy and numeracy deficiencies are identified, support will be provided for the duration of the course with the objective of such persons achieving the desired objectives.

7. REFUND POLICY

Creative's New Edge has a refund policy, and safeguards all fees paid by students. Our refund policy is considered to be fair and equitable.

8. INTERNAL AUDIT PROCESS

Creative's New Edge conducts internal audits against the Australian Quality Training Framework Standards for the provision of recognised training. This review process is a continuous one, and covers all aspects of course delivery.

9. GUARANTEES

Creative's New Edge will honour all guarantees outlined in this Code of Practice. It is clearly understood that if we do not meet the obligations of this code, or support all regulatory requirements, our registration as a training provider may be at risk of being withdrawn.

STUDENT CODE OF BEHAVIOUR

The following code of behaviour is intended to ensure that each member of the Creative's New Edge's community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves or Creative's New Edge. Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

1. **Health & Safety**

Students are required to observe any lawful directions given by a staff member of Creative's New Edge in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the OH&S Legislation.

2. **Creative's New Edge Property**

The property of Creative's New Edge, as well as that of individuals, shall be respected. The unauthorised entry into, use, theft, damage, or destruction of Creative's New Edge buildings, equipment or property is prohibited.

3. **Smoking**

Smoking is not permitted in any Creative's New Edge building.

4. **Alcohol, Drugs, Gambling & Theft**

The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, gambling, theft and other infractions that may be carried out.

5. **Possession of Dangerous Items**

Students may not use or carry prohibited and / or dangerous articles/weapons whilst training unless under the direct supervision of an educator.

6. **Disruptive Behaviour**

The appropriate authority will be called to deal with students who:

- *Obstruct or disrupt any official meeting, ceremony or other activity*
- *Refuse to leave a property after being reasonably requested to do so*
- *Assault or attempt to assault any person whilst training*

A formal discipline / warning system exists within Creative's New Edge. Continued disruptive behaviour may result in students being expelled.

7. **Attendance**

Students are required to attend all classes. If students will be absent, they are required to inform their school by telephone. If the reason for absence is sickness, a medical certificate must be provided in excess of two days.

8. **Phone Calls**

Students are not to receive phone calls during training hours. Important messages are to be left at Creative's New Edge reception. ***Mobile phones and pagers must be turned off before training commences.***