

Belle CHERIE

BROWS · SKIN + BEAUTY ACADEMY

Student Handbook

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Welcome

Welcome to Belle Cherie Training Academy and Congratulations on your choice to undertake a course with Belle Cherie.

Thank you for your decision to undertake training with Belle Cherie and developing your work qualifications and life skills. We aim to provide you with a quality learning experience, and an amazing skill set which meets your needs and that of our industry. Belle Cherie trusts that you find your participation rewarding and supportive. This Handbook has been developed to assist you to manage your learning and to clarify important information.



About Us

Belle Cherie offers the opportunity for practical experience through our registered salon. Our salon is fully functioning with the latest in beauty therapy equipment available for student use once they have displayed adequate skills in classroom theory and practical studies.

As one of the fastest growing sectors of the beauty industry, Cosmetic Tattooing and the demand for amazing brows has never been higher. Our Courses are tailored to meet the needs of students whether they be new entrants to the beauty industry, upskilling or advanced.

We currently offer the following Workshops and Courses. For further information on any of these services, please click on any of the below headings to go straight to our web pages.

- i. **Lamination Brows**
- ii. **Lash Lift and Tint Workshop**
- iii. **Microdermabrasion Workshop**
- iv. **Skin Needling Workshop**
- v. **Mentoring & Business Coaching**
- vi. **2 Day Advanced Eyebrow Tattoo Masterclass**
- vii. **Tiny Tattoo Course**

Contacting us

Feel free to contact us with any query you may have:



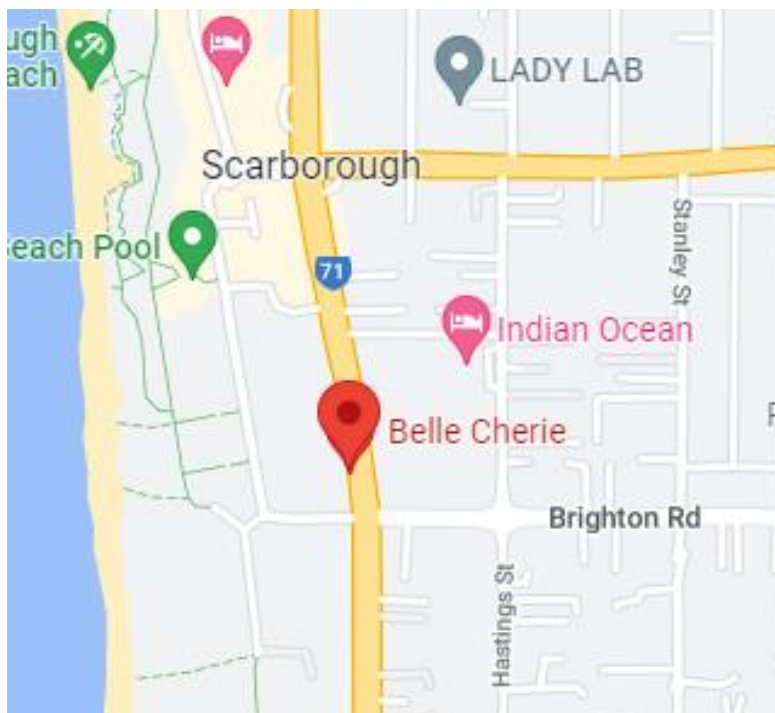
0454 255 338



info@bellecherie.online



3/257 West Coast Highway Scarborough 6019



Legislation

Belle Cherie abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Children and Young People protection*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity and Employment*
- *Fair Work* (including harassment, victimization and bullying)
- *Privacy and Personal Information Protection*
- *Confidentiality*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

These requirements have been incorporated into our products and services and are disseminated to staff, trainers and assessors and faculty members through regular training, our Code of Conduct, and our organisational policies and procedures.

More information about these regulations and legal frameworks can be found at:

[Federal Register of Legislation](#)

[WALW - Home \(legislation.wa.gov.au\)](http://www.legislation.wa.gov.au)

Code of Conduct

Belle Cherie follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.

Similarly, Belle Cherie has expectations for student behavior. These are outlined in the section 'Student Conduct'.

Belle Cherie has a code of conduct that provides all employees and students with a framework for acceptable conduct and behavior in the workplace in accordance with its values and ethical standards. All employees and students are expected to uphold this code and commit to its principles as a condition of employment.

A copy of the Code of Conduct for employees and contractors can be obtained by contacting support@bellecherie.com.au

Other Policies and Procedures

The following Policies and Procedures underpin Belle Cherie operations:

- Privacy
- Access to your records
- Enrolment
- Fees
- Refunds
- Course information
- Assessment information
- Student complaints and appeals policy
- Student Conduct
- Student Feedback
- Issuing certificates

Please contact support@bellecherie.com.au if you require further information

Privacy Notice

Belle Cherie will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Belle Cherie will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Security

Belle Cherie is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial mechanisms and procedures to safeguard and secure that information, and to protect your sensitive information from misuse, interference, loss and unauthorised access, modification and disclosure. While no information transmitted via the internet can ever be guaranteed to be secure, therefore the transmission and exchange of information via the internet is at your own risk, we apply

every reasonable measure to provide the highest degree of security possible in accordance with this Privacy Policy & Notice and the Australian Privacy Principles.

Access to Your Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

Enrolment

Pre-Enrolment

Prior to enrolment Belle Cherie will provide advice to prospective students about the appropriate training product to ensure that it meets the student's needs, as well as taking into account the individual's existing knowledge, skills, competencies and current circumstances.

Belle Cherie will provide current and accurate information that enables any prospective student, to make informed decisions about undertaking training with Belle Cherie.

Information is available via a Belle Cherie course advisor, within this Student Handbook and on the Belle Cherie website www.bellecherie.com.au

Your Course Advisor will ask a range of questions to ensure the course is suitable for your needs, therefore, to assist with the best possible outcome for you please provide honest and accurate information during your course enquiry discussions.

Is This Course for You?

To assist us with ensuring you enroll into a course/s that meet your needs and current circumstances, please review the following to check the course is suitable to you:

- That the course description and outcomes align with your goals
- That the duration and study method of your chosen course suits your needs
- That you are able to commit the time to complete the course within the allocated course timeframe including any work placement hours
- That there are pre-course activity requirements prior to commencement of studies
- The industry may have additional requirements for you to complete e.g., National police check, working with children check, up to date vaccinations
- That you understand how the course is delivered and this mode suits your learning style
- That you understand the equipment and resources needed to complete the course
- That you understand all the health and safety requirements for the course
- That you have the ability to complete a variety of assessment methods that exist within the course
- That you understand that competency-based assessment requires and appropriate response to the question and/or task
- That you are aware you will have up to 3 resubmits to complete the course unit
- That the support provided by Belle Cherie, aligns with your expectations and needs

- That you fully understand your rights and responsibilities as a student
- You are aware of all fees, charges and payment options
- That you understand the requirements to enroll into a Belle Cherie course
- That you understand the complaints and appeals process
- That you are clear on the rights and responsibilities of Belle Cherie
- Do you feel comfortable that you have all the information to make an informed decision regarding your enrolment?

It is important as a prospective student that you understand and acknowledge what the requirements are to complete the course successfully. If you have any questions or require further clarification, your Belle Cherie Course Advisor is there to assist you.

Entry Requirements

Qualifications your course includes	Entry requirements:
design and perform cosmetic tattooing – shbbsks003	Nil
maintain infection control standards – hltin402c	Nil

Types of Enrollments

Enrolment Type	Details	Fee and evidence requirements
Fee for Service/User pays: fees are not subsidised by the Government	A Belle Cherie Course Advisor will provide a quote for the course fee which covers your enrolment, training and assessment, support and certification.	Payment options available

Course Timelines and Enrollment dates

For the latest course timelines and enrollments, please visit our web site: www.bellecherie.com.au or alternatively contact us via phone, 0454 255 338 or email support@bellecherie.com.au

Course Information

At present, there is no Government Accreditation for the PMU Industry within Australia, however after finishing our course, you will receive a certification of completion in your chosen course to start performing on your very own clients.

There are no pre-requisites requirements for this course.

Below are the training package qualifications your course includes

DESIGN AND PERFORM COSMETIC TATTOOING – SHBBSKS003

MAINTAIN INFECTION CONTROL STANDARDS – HLTIN402C

Assessment Information

Competency Based Training and Assessment

Participants enrolled in training which will lead to a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Participants can perform required skills and knowledge. Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples

Access and Equality

Belle Cherie will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. Belle Cherie will facilitate equitable access to all programs for clients irrespective of their gender, age, marital status, sexual orientation, ethnicity, culture, linguistic background, religious background, race, location, socio-economic background, parental status or disability.

Belle Cherie incorporates the principles of equity into all programs. Every student who meets the entry requirements (if applicable) as prescribed by the appropriate training package will be accepted into any training and/or assessment program.

Our admission procedures are free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action. This includes support within reason and which is practical for students.

Belle Cherie staff are required to uphold our commitment to access and equity principles and implement the following strategies:

- make contact with students who have self-identified that they have a special need and discuss special arrangements and requirements
- maintain confidentiality regarding the student’s special needs and requirements
- use appropriate language
- modify activities to support the learning process of the student within the training package and fully accommodate student needs if appropriate to do so
- modify assessments to accommodate student needs and requirements if appropriate to do so
- include flexible delivery and assessment arrangements where necessary

If you have any special needs, questions or concerns, Belle Cherie encourages you to discuss with the Belle Cherie Course Advisor at time of enrolment to enable a support plan to be implemented. If any needs, questions or concerns arise throughout your studies please contact support@bellecherie.com.au

Support Services

Belle Cherie is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

The following is a selection only and you may need to research these or similar organisations in your area. You are welcome to contact Belle Cherie Student Support Officer on 1300 557 637 or email: support@bellecherie.com.au if you require our assistance.

Agency	Contact Details
English Language and Literacy Services	For your nearest TAFE Institute: 1300 308 233 Adult Migrant English Program: https://www.education.gov.au/adult-migrant-english-program-0 Skills for Education and Employment program: https://www.employment.gov.au/skills-education-and-employment
Learning assistance	SPELD: 07 3391 7900 Western Australian Association of the Deaf Inc. (waad.org.au)
Hearing Impairment	WA Deaf Society Inc : (08) 9441 2677 https://www.healthdirect.gov.au
Vision Impairment	Vision Australia: 1300 847 466 https://www.visionaustralia.org/
Physical Impairment	Cerebral Palsy League: 1800 941 069 https://cpaustralia.com.au/
Psychiatric assistance	Mental Health Australia: 1800 657 667 https://mhaustralia.org/need-help
Personal support	Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or
www.beyondblue.org.au
Salvation Army: 13 SALVOS (13 72 58) or
www.salvos.org.au

Fees

Information about fees and charges can be obtained by contacting a Belle Cherie Course Advisor on 0484 255 338 or via the Belle Cherie website [Contact Us - Belle Cherie | Brows | Skin | Beauty Academy](#)

A number of factors will determine how much your course(s) will cost. This may include:

- Which course(s) you will study
- Course duration
- Study mode (e.g. online, blended)

Costs will be discussed prior to enrolment with you. All fees are correct upon enquiry and are valid for 14 days unless specified otherwise. Belle Cherie reserves the right to vary fees, curriculum, assessments and dates without notice and liability.

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated during your enrolment.

Once funds are paid by a student for training (including deposits and all other fees payable), the training or fees paid are not transferrable to any other person or entity except by special arrangement (at the discretion of the Belle Cherie Director).

Payment Options

The following options are available for payment of course fees:

- Payment in Full
- Zip Money payment plan

Other Fees

Document and Records Fees. An administration fee of \$55.00 applies for Belle Cherie to re-issue a copy of your Certificate and Academic Transcripts

An administration fee of \$55.00 applies for Belle Cherie to re-issue a copy of your Statement of Attainment

An application can be made for the reissuing of previous qualifications and/or statement of attainment. Submit a request to support@bellecherie.com.au and supply one form of photographic identification.

- Course Withdrawal Fees

If you wish to withdraw from a course, you must advise Belle Cherie in writing of your decision. Send your withdrawal request to support@bellecheire.com.au and include the following information:

- Your name
- Contact details (address, phone, email)
- Effective date of the cancellation
- Reason for refund request

Withdrawal requests received by students during the orientation (cooling off) period will result in a full refund of course fees paid less a withdrawal fee of:

- \$250.00 per certificate for Fee for Service enrolments
- There is an additional non-refundable \$300 fee in addition to the withdrawal fee, to cover the cost of supplied equipment and materials.

The withdrawal fee will be withheld to cover trainer and administration costs associated with setting up student records and providing materials. This fee is payable in all circumstances including payment plan options when the fee has not yet been collected, and fees will still be deducted until the withdrawal fee has been paid.

No refunds will apply to withdrawals after the orientation period.

- **Deferral Fee**

An application can be made to defer your course studies by contacting support@bellecherie.com.au

The following conditions apply:

- The maximum deferral timeframe allowed is 6 months
- A maximum of 2 deferrals will be approved per student
- Recommencement will initiate access to your course for any time remaining that was unused prior to your deferment
- Upon recommencement of studies, you will be required to meet the training package requirements current at the time of your return
- Upon recommencement of studies, you be required to make payment on any outstanding fees
- In cases where a student is suffering from a medical condition or extreme hardship and seeks to defer their enrolment, they must put their request in writing, and provide satisfactory evidence for withdrawal (e.g. medical certificate)
- No refund of course fees paid will apply

Payment Policy

- Failure to pay the outstanding balance will result in your default information (as permitted under the Privacy Act and other relevant Laws) being provided to a Debt Collection Agency for recovery and legal action. A cost of 22% (plus GST) will be incurred for any balances referred on. If no payment arrangements are made with the Debt Collection Agency to pay the outstanding balance, your default information (as permitted under the Privacy Act and other relevant Laws) will be provided to a Default Reporting Agency to list the default debt against your credit file.
- If you experience any financial difficulty, please contact us immediately to discuss available options.
- We require all students to pay a deposit to secure their place on our courses. This deposit is non-refundable and is intended to cover expenses associated with reserving a place for the

student. Additionally, we offer a cooling off period of 7 days after the deposit is paid. During this time, if a student changes their mind about the course, they are entitled to a full refund of the deposit.

- However, if a student decides to pay for the course upfront, the cooling off period is voided. This is because paying upfront indicates a higher level of commitment on the student's part and therefore a substantial discount is given. We advise all students to be completely sure before paying for the course, as we do not offer refunds once the course has been paid for.

Refunds

- **Course Payment and Refund Policy**

- There is a non-refundable initial Enrolment and Administration fee of \$500. This fee covers all administration fees as well as the ordering of your Kit
- The fees for specific skills training and/or Certificate courses will be quoted and detailed in the appropriate course information.
- Course payments can be prepaid in full or third party companies such as AfterPay, Zip Pay and Humm.
- 8 weeks notice in writing is required for any cancellation or deferment of studies. If cancellation occurs before completion of competency there will be no refund of fees. Belle Cherie will hold any fees paid in advance for a period of up to twelve months during which time the participant may apply for recommencement of the training.
- In this circumstance the fees paid will be credited to this training with adjustment for administration costs over the period of absence. If the participant does not recommence the training within the twelve-month period, any excess of fees paid will be retained by Belle Cherie. No application for refund of fees paid will be considered.
- It is important to note that we do not offer refunds once the course has been paid for. This is because our courses are carefully crafted and structured to provide the highest quality learning experience possible. We invest considerable time and resources in producing and running our courses, and we expect our students to show a similar level of commitment.
- We understand that certain circumstances may arise that prevent a student from completing the course. In such cases, we offer a deferred enrollment policy, allowing the student to start the course at a later date. This policy is subject to certain conditions and restrictions, which can be found in our enrollment agreement.
- We take pride in providing students with the highest quality learning experience possible. Our payment and refund policies are designed to ensure that we can continue to deliver on this promise. We encourage all students to carefully consider their commitment before enrolling in our courses, and to contact us if they have any questions or concerns.

- **Financial**

- Failure to observe cancellation policies prior to commencement of training will void any entitlement to a refund of the training fee involved.
- Enrolment administration fee and full payment or the full course fees are due with submission of the enrolment form. The administration fee is not refundable.

- Preferred method of payment is by direct Credit Card authority or by direct debit to the account of Belle Cherie ABN 70 596 142 606. Account details will be provided on enrolment.
 - Where payment is not made by the payment date, the participant will be reminded of the amount due with the expectation that payment is immediately forthcoming. Where for whatever reason payment is not immediately forthcoming, the participant will be denied access to training until all payments are made and accounts current. In this circumstance a late payment administration fee of \$35 will be added to the amount due plus a further \$1 per day for each day that the payment is overdue. Any lost training time due to the above may result in additional fees being imposed for additional trainer time.
- **Fee Protection**
In the circumstance of Belle Cherie being unable to provide services for which the learner has prepaid, the learner will:
 - Be placed into an equivalent course such that the new location is suitable to the learner; and
 - The learner receives the full services for which they have prepaid at no additional cost to the learner; or
 - Be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Complaints and Appeals

Complaints and Appeals Policy

The purpose of this policy is to:

- To provide a clear and transparent policy that enables students and relevant parties to freely raise any concerns regarding the course or service provided by Belle Cherie
- To provide Belle Cherie's values and principles
- Demonstrate a fair, equitable and confidential means of resolving complaints and appeals

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- Belle Cherie, its trainers, assessors and other staff
- Stakeholders and others
- A student of Belle Cherie

Definitions

Complaint - A complaint is an expression of dissatisfaction by an individual (hereafter referenced as the complainant) about an issue related to an individual associated with Belle Cherie, or an issue with a course or qualification delivered by Belle Cherie, which warrants the need for review, investigation and action.

Complaints can be made by students, parents/guardians, employers, schools, external partners, prospective students or other relevant parties.

All parties are entitled to access the complaints process. Activities which may give rise to academic and or non-academic complaints covered by this policy are listed below:

Academic programs/courses content, structure, materials, resources, access, quality

- Administrative or Training Officer customer service, action/inaction, procedure or decision
- Subject enrolment, training delivery, assessment and feedback, learning environment and resources and outcomes
- Student services, support, processes and communication
- Individuals who believe that they have been treated unfairly, harassed or discriminated against on the grounds of access and equity
- Occupational health and safety concerns related to subject delivery and/or assessment

Appeal - An appeal is a process whereby the complainant may wish to dispute a decision made by Belle Cherie.

The complainant may appeal decisions such as:

- An assessment or feedback decision
- A penalty imposed due to plagiarism / cheating
- A penalty imposed due to an act of misconduct and breach of code of ethics
- A refund decision
- A course extension decision

The complainant has the right to appeal any decision made by Belle Cherie and must follow the appropriate appeals procedure.

Natural Justice - is concerned with ensuring procedural fairness. It involves:

Decisions and processes free from bias

- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

Belle Cherie actively encourages feedback and dialogue with our students and trainers as part of its continuous improvement philosophy. Students have the right to complain or appeal if they feel that they have been unfairly treated in some way.

Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

We have established an equitable and transparent processes for encouraging and dealing with feedback, complaints, grievances and appeals.

Our policy is governed by the following values and principles:

- All students will have a clear opportunity to express their view on their learning experience, whether positive or negative
- The process will be transparent, and no student will receive any disadvantage by expressing their views

- High-risk complaints, including allegations of sexual harassment, discrimination and bullying will be directed to the Belle Cherie Director
- Student feedback will be dealt with in a timely, confidential and open manner and students will be kept informed of all progress
- If the complaint is related to training, we will arrange a meeting with the trainer and student to discuss the issue and seek resolution
- All complaints will be acknowledged within five working days of receipt
- The Belle Cherie representative handling a complaint or appeal will be independent of the decision being reviewed (e.g. an assessor will not consider or decide an appeal against an assessment decision they made).
- Students are given the opportunity to escalate the complaint if they feel it has not been adequately addressed
- In the event of a complaint against an Belle Cherie trainer and assessor involved in an alleged breach of civil law, the matter should be reported directly to the Director of Belle Cherie so that the appropriate action may be taken
- Belle Cherie aims to address any complaints within 14 days, however if a complaint is complex, it may take longer
- If more than 60 calendar days are required to process and finalise the complaint or appeal, Belle Cherie will inform the complainant or appellant in writing and include the reasons why this timeframe is required. Throughout this period, Belle Cherie will regularly update the complainant or appellant on the progress of the matter
- If the issue is not resolved to the satisfaction of the complainant, the matter may will be referred to the appropriate authority

All feedback will be analysed, and trends built into the company's continuous improvement process so that all students benefit from the learning of the feedback.

Complaints and Appeals Procedure

The purpose of this procedure is to:

- Detail the procedure for review and investigation of complaints and appeals
- Demonstrate a fair, equitable and confidential means of resolving complaints and appeals

This complaints and appeals procedure will manage allegations involving the conduct of:

- Belle Cherie, its trainers, assessors and other staff
- Stakeholders and others
- A student of Belle Cherie

Should a person have a complaint or appeal, the following steps are to be followed:

1. Discuss the issue directly with those involved to try and resolve it verbally.
2. If there is no resolution, the person should put the following information relating to the complaint or appeal in writing to the Belle Cherie Director at support@bellecherie.com.au

This written notification can be made, which must include:

- A description of the complaint or appeal
- A statement about whether the person wishes to formally present their case

- Information about any prior steps taken to deal with the complaint or appeal
- What they would like to happen to fix the problem and prevent it from happening again

Assessment appeals must be submitted within two weeks of receiving your results

3. A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant or appellant within five working days. The written complaint, will be sent to the Quality Manager at time of confirmation of receipt.

4. The Quality Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The management representative will be independent of the decision being reviewed (e.g. an assessor will not consider or decide an appeal against an assessment decision they made). This review process must commence within two working days from the time the Quality Manager receives the written notification and a response/resolution must be presented within 14 working days.

5. The Quality Manager will:

- Undertake a preliminary enquiry to determine nature of the complaint/appeal
- Inform other relevant parties (if necessary)
- Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
- Discuss with the parties any resolution and any arrangements required by the RTO
- Record the outcome of discussion on 'Form 01 - Complaints and Appeals',
- Provide the outcome in writing to the person (and other parties if relevant)

6. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-working day period. If Belle Cherie expects more than 60 calendar days are required to process and finalise the complaint or appeal, the person will be notified in writing of the reason for the delay and kept informed of all progress.

Should the issue still not be resolved to the person's satisfaction, upon request, Belle Cherie will make arrangements for an independent party to resolve the issue. Belle Cherie will outline, in advance, any costs that may be incurred by the complainant or appellant. The person will be given the opportunity to formally present their case. Where suitable, the independent party selected to review complaints and appeals will be the West Australian Training Ombudsman, in which no cost will be incurred by the complainant or appellant. The time frame for this process will be determined by the third party facilitating the independent review. Details regarding timeframes will be shared with all parties.

8. If the person is still not happy with outcomes from the independent process, they may take their complaint to National Complaints Hotline.

9. From any substantiated complaints and appeals, the causes will be reviewed as part of Belle Cherie's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the Continuous Improvement Register.

10. Any complaint that is related to illegal activity e.g. theft, assault, will be immediately referred to the appropriate authority.

11. All documentation relating to complaints or appeals will be stored securely as per the Records Management Policy and Procedure and recorded on the Complaints Register.

12. The Belle Cherie Quality Manager will be personally responsible for the implementation and maintenance of this policy.

Student Code of Conduct

Just as Belle Cherie has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others, take responsibility, in line with all current workplace practices and legislation, for their own learning and behavior during both on and off-the-job training and assessment.

This requires support from all students, and it is therefore expected that you will:

- Respect the rights of other students
- Be respectful of Belle Cherie staff and representatives
- Comply with Belle Cherie policies. Discrimination, bullying behavior or harassment of any form will not be tolerated
- Follow guidance in relation to safety instructions and report any safety non-compliance to staff, as workplace health and safety is a priority for staff and students
- Refrain from behavior that is disruptive, childish, offensive or which may undermine Belle Cherie or your professionalism
- Avoid language that is offensive, insensitive or involves the use of profanity, when dealing with Belle Cherie staff, students or when in an environment in which you are representing Belle Cherie
- Be honest in providing Belle Cherie with information regarding any
- medical conditions and learning needs that may impact on you meeting Belle Cherie's course requirement
- Spend an average of between 4 to 6 hours per week on your course to complete all requirements in the allocated time
- Represent Belle Cherie with professionalism and integrity when attending work placement
- Be aware that smoking is not permitted inside the Belle Cherie premises. In compliance with legislation, students are not to smoke in front of the campus building
- Not partake in the consumption of alcohol or drugs before or during a practical assessment. Alcohol is not to be brought to or consumed on the campus or to any location associated with completing course requirements. Any student found to be under the influence of alcohol or drugs will not be permitted to attend class, use any fitness equipment or attend work placement
- Not willfully damage or steal any item, private, public or belonging to Belle Cherie or partnering facilities as this is a serious offence
- Submit only your own work

Student misconduct

- Belle Cherie views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO.
- Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:
- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behavior or act that is against the law
- Any behavior that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Belle Cherie and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, (but are not limited to):

- Verbal warning
- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Note: Any misconduct will be recorded on the student file. Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals policy.

Student Feedback

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Belle Cherie encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

Belle Cherie Alumni

On completion of your studies, please know that as part of our Belle Cherie Alumni, we consider you part of the Belle Cherie family for life. Our team is here to answer any questions as you enter the industry, or continue on with your education.

We also have short courses on offer to assist with professional development and to enhance your career. Feel free to contact us with any query you may have: Support@bellecherie.com.au

Student Acknowledgement

By signing below, I acknowledge that I have read and understand the content of this agreement and by my signature, I acknowledge that I have read, understand, and agree to the policies and procedures given to me on this date

Student Name:

X

Student Signature:

Date:

Trainer/Director:

Karina Dulnoan

Date:

X
