

Ella Baché College of Skin and Beauty Therapy

Student Handbook



Skin good enough to eat

Industry Accreditation:



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Contents

Welcome to the Ella Baché College of Skin and Beauty Therapy

We hope your time with us is enjoyable as well as being very rewarding. As a student at Ella Baché College of Skin and Beauty Therapy, you will have the very best tuition in theory and practical classes as well as the professionalism of a dedicated and caring team of educators.

Background

Ella Baché is the name of a unique range of skin care products which has come to be known for its quality and performance. Ella Baché is also the name of the woman, born in 1900 who created the products and founded her own company in Paris in 1936. A woman ahead of her time, she gained her degree in Pharmacy at Budapest University at a time when degrees in Medicine, Law and Pharmacy required eight years of Latin and four years of Ancient Greek! In addition, she spent several terms studying herbs, which proved invaluable to her as a Cosmetic Chemist.

Madame Ella Baché sadly passed away in November 1999, but up until that time was still actively involved with her products. In 1954 Edith Hallas, a gifted Beauty Therapist who had trained in Europe, single-handedly introduced the Ella Baché products into Australia. Ella Baché and Edith Hallas were a formidable pair - one a Cosmetic Chemist with a great understanding of the skin, the other a Beauty Therapist with an inquiring mind and real "feel" for cosmetic preparations.

Edith Hallas said: "My knowledge of the skin and the excellence of the Ella Baché products overcame the hurdle of being a small fish in a huge pond". Passionate about educating the public about the skin and responsible care, Edith Hallas' skin care philosophies did not promise miracles but they did make a lot of sense. As a result, her methods of treating the skin became highly regarded and she developed a very loyal following as well as a reputation for quality skin care advice and products. In fact the success of Ella Baché products in Australia over the past forty years can be attributed to Edith Hallas' unique approach to the skin. Edith Hallas opened the first training College in 1963. Her philosophy was, prevention and protection for all skins in Australia's harsh environment, as well as the necessity to treat each skin individually by prescribing exactly what the skin needs rather than categorising it into 'oily', 'dry' and 'normal' parameters. Her methods were unique then and still are today.

A word from our Founder, Mrs Edith Hallas 1917 - 2003

Beauty Therapy is a versatile career where many opportunities abound for running your own business, working as a consultant, teaching or conducting specialised seminars, working as a therapist in a salon, spa, health resort or a beauty manager in a major department store, as well as promotions, film and management. The Ella Baché College of Skin and Beauty Therapy has produced some of the best Beauty Therapists Australia has to offer, some of whom have progressed to senior management positions within the industry nationally and internationally.

“In our Colleges we pay particular attention to diagnosing skin types. I firmly believe in the individuality of the skin. Like a fingerprint, no two skins are alike, so the diagnosis and prevention of individual problems are of paramount importance in skin therapy”, said Edith Hallas. “My teaching techniques and Ella Baché products (performance products brought to you by the experts) have grown to be appreciated all over Australia. The growth, I am pleased to say, has been the result of that most satisfying of things: the recommendation of others.”

Care is at the heart of Ella Baché’s professional code of ethics. Nowhere is this more evident than at the Ella Baché College of Skin and Beauty Therapy. A truly professional Beauty Therapist is one who cares - for herself/himself, for the client and for the salon. Edith Hallas said: “I find the profession of Beauty Therapy a most satisfying, humane and compassionate one. It is satisfying because it is essentially a form of preventative medicine. It is humane and compassionate because while caring for the skin one is caring for the entire person.”

These days the focus is on skin treatments with a purpose rather than facials and pampering. In fact, over the past six to seven years Ella Baché has deliberately moved the focus away from “beauty” to concentrate more on skin and body health for both men and women; something to which everyone can aspire.



College responsibility

- The College has a responsibility regarding the standards of courses and their delivery and the educational interests and welfare of its students. To fulfil these responsibilities, policies are developed and disseminated publicly. They are implemented consistently and reviewed regularly to ensure quality and equity.

College access and equity policy

- The College is committed to ensure all staff and students act towards each other equitably, and without bias based on race, gender, national origin, marital status, sexual preference, age, disability, pregnancy, family responsibilities, religious or political conviction or otherwise.
- Discriminatory behaviour is not acceptable, and may be against the law.

Student responsibility

- It is the student's responsibility to ensure all College policies are clearly understood, or to seek clarification from the College's administration to achieve this.
- It is the student's responsibility to read this handbook thoroughly to prevent any confusion regarding policies and procedures.

International students

- All international students are bound by all the policies and procedures of the College.

Fees

Enrolment fee

Once an enrolment application is successful a non refundable enrolment deposit of \$1000 is required to secure your place.

Early payment discounts

An early payment discount of \$1000 is available for Diploma students only if the full annual tuition fees are paid before 1st December or 1st June for the mid year course.

Payment by instalments

- The Ella Baché College offers a payment by instalments facility for our Diploma & Certificate IV courses. Payments can be made by term by automatic debit from your credit card. Auto-debit will take place at least one week prior to term commencement. Please refer to your application for enrolment for auto debit payment dates. Instalment payment dates will also be outlined on your invoice.
- Any credits provided by the College for Recognition for Current Competencies (RCC) or credit transfer will be deducted from the final instalment.
- In the event that your credit card defaults on a payment you will be charged for any bank fees and charges and notified by our accounts department.
- Ella Baché College does not allow students to attend class unless all fees are fully paid for prior to term commencement.
- Please note that students must attend at least 80% of all courses. Non attendance due to non-payment of fees may result in the student not being eligible to gain their qualification.

Fee refunds

- If the student decides to withdraw from the course before course commencement, they must provide at least 28 days written notice to receive a full refund of the course costs they have paid, less the non refundable deposit of \$1000.
- If the student provides less than 28 days notice they will be liable for the cost equivalent to the first term fees of their course, in addition to their non refundable deposit of \$1000.
- If the student decides to withdraw from the course during the course, they are liable to the College for all fees paid or payable for the term in which they are currently studying, plus the fees for the following term.
- If the student is terminated because of failure to comply with College policy, bad behaviour, unsatisfactory progress, failure at examinations or unsatisfactory attendance, then all course fees for the full academic year remain payable and are not refundable.
- In case of a “default” by the Ella Baché College, the College will refund all paid tuition fees on a pro-rata basis within two weeks of the date of default. A statement will be provided to the student that explains how the refund amount has been calculated. (A “default”; shall only mean that the course is not being provided in full to student).
- The Ella Baché College will be governed by the laws of the State of New South Wales.
- In the case of extenuating circumstances, such as serious illness or death, you may discuss refund options with our principal.
- The College’s terms and conditions and refund policies do not remove the right of a student to take action under Australia’s consumer protection laws.

Deferment

Deferment prior to commencement of course

- If a student wishes to defer they must provide the College 14 days notice.
- Courses can be deferred for a maximum of 2 years from the date of Application for Enrolment
- Upon date of return the student will be required to sign a new Application for Enrolment agreement and be bound to pay any difference in course fees and the balance owing when they deferred.

Deferment during course

- If a student wishes to defer they must provide the College 14 days notice.
- Courses can be deferred for a maximum of 2 years from the date of Application for Enrolment
- Students must pay for completion of current term.
- All completed units will be acknowledged on an academic transcript and credited when returning to the course
- Any non completed units will be marked as incomplete and the student will need to repeat and pay this unit upon returning to the course
- A deferment fee of \$200 must be paid by the student on acceptance of their deferment.
- Students can only defer once
- Upon date of return the student will be required to sign a new Application for Enrolment agreement and be bound to pay any difference in course fees and the balance owing when they deferred.

Enrolments

- Applications are processed in order of receipt by the College.
- An interview may be required before acceptance into the College.
- Once students are booked in to the course they will be expected to attend for the duration of that course.
- Please refer to the College prospectus for full course.

Pre-requisite

- It is a requirement that all students have successfully completed either a senior first aid certificate or basic first aid in the workplace - level 2, prior to commencement of the course. Each student must provide the College with a photocopy of their current first aid certificate.
- All students must have a school certificate.

Attendance

- A minimum of 80% attendance for each unit is required. For the remainder of up to 20%, however, the student must make it up as agreed with the principal. The educators will allocate specific tasks to be completed, to equal this lost subject time.
- All make up time will be carried out in the student's own time. If attendance drops below 80% the student will not be allowed to sit for the end of unit assessment and must repeat the unit at the next available time at a cost to the student.
- Make up time can be handed in by either assignment or extra commercial service.
- If a student is absent, they are required to advise the College principal or educators before 9am on the morning of their absence. Contact number: (02) 9432 5055
- If a student is running late and fails to notify the College by 9:00 am, then they will be marked absent on the roll call for that lesson and this time must be made up.
- If a student will be absent from the course for reasons other than illness, they must apply for permission of absence. The application is to be made in writing, two weeks in advance, to the College principal. If a student does not abide by this, the time marked absent will be noted and collated for the total hours required for the unit.
- If a student leaves the College (other than for breaks and lunch) they are required to sign out on a form that is witnessed by a College representative and placed in the student's file. This ensures we comply with occupational health and safety requirements and our duty of care.
- Students are required to present a doctors certificate to the principal if absent for two or more consecutive days. If this is not presented, a formal meeting will be conducted.
- All students must sign in at the start of the day and sign out at the end of the day on sign-in sheets in the office.

Assessment

- Assessment for all units is compulsory for both practical and theory- based subjects.
- It is strongly recommended that all assignments are typewritten. Hand-written assignments will be accepted; however the handwriting must be legible. A marker can return illegible assignments and request that they either be re-written or typed within a specified time.
- All student fees are to be paid up to date before students are allowed to sit any examinations.

Examination Procedures

Policy

- Students are required to sit all examinations on the set date, according to the curriculum for each unit.

Times And Dates Are Not Negotiable

- Students who cannot attend a scheduled examination should apply in writing to the principal two weeks prior, stating the reason. A deferred exam date will be issued by the principal.
- All re-sits are to be organized via the principal and will be held outside of normal course hours.

Absence

- If you are absent for an examination due to illness, you must provide a medical certificate. You will need to sit your exam on the day you return to college.
- If a medical certificate is not supplied, the student will be deemed non competent for that exam and will then be required to complete a re-sit exam at a date set by the principal.

Failing the First Attempt

- Students who fail their first attempt at an examination, for any unit, are required to sit their second examination within 2 weeks. If a student fails to re-sit on this occasion or does not attend and fails to produce a doctor's certificate for that date, they are deemed non competent.

Failing the Second Attempt

- If the student sits and fails the second attempt, the student is required to have one-on-one coaching before they are able to sit for their third and final attempt. The principal will issue the student with a coaching time and date, which will be out of normal course hours, and will also give the student a date for when the final attempt will take place, which will also be out of normal College hours.

Failing the third and final attempt or failure to attend the arranged date for exam or coaching without doctor's certificate

- If the student fails the third and final attempt, they are deemed not competent and must repeat the entire unit and will be required to pay the unit fee in full before attending any of the lessons.

Please note:

Students should note that failure in one unit could result in several units not appearing on their academic transcript as the failed unit may be a pre-requisite to others. Eg. If you failed workplace communication, other units that would not appear are: facial treatments, advanced facial treatments, lash

Pastoral care committee

Support is offered to all students. For a confidential appointment, contact any of the staff below.

Persons to contact:

Ms Jennifer Taylor, Principal
Ms Louisa Milton, Senior Educator



and brow treatments, waxing and bleaching, manicure and pedicure, make up, body treatments, aromatherapy and epilation.

Case Studies

All students are required to complete case studies in practical assessment throughout the course.

Assignments

- All assignments are compulsory and must be submitted by the due date or the student will lose 10% of marks per day. After 3 days the student will be deemed non-competent for that assignment.
- Assignment sign off forms must be handed in with each assignment. Educators will not accept assignments without the form.
- Assignments must reflect student's own work and any material used must be correctly referenced.
- Plagiarism and cheating will not be tolerated by the College.

Student Feedback For Continuous Improvement

- The College encourages students to provide feedback regarding course content and delivery and any other comments or suggestions as part of the ongoing continuous improvement process.
- Student feedback forms will be issued and collected at the end of every unit by your educators.
- A "suggestion form" is available for students to pass on comments, requests and general feedback. All enquiries will be answered by the principal within 48 hours.
- Throughout the year, the College will seek feedback from students in other areas to ascertain that all standards are met.

Recognition of Current Competencies (RCC) or credit transfer for international students

- Students may apply for RCC assessment of a subject based on formal training and/or work or life experience through RPL.
- Application forms and information on the RCC process are available from the College principal. The application should be accompanied by supporting documentation (eg. Résumé, qualification).
- Qualifications must be current (ie. Gained within the last three years).
- If you have completed courses from other registered training organisations that deliver AQTF qualifications or units that are accredited, then these courses or units will be recognised by Ella Baché College. If they are the same as those offered by Ella Baché College, then you will be able to apply for credit on the basis of certificates issued by other registered training organizations.

Qualifications

- Students will receive their qualification upon being passed as competent in both theory and practical.

Commercial Service

- Commercial service is a compulsory unit of study for all levels of qualifications. As a student you are required to participate in all commercial service lessons at the College student salon.

- Whilst students are encouraged to practise on family and friends any of the skills being learned during training, due to legal restrictions they should not be accepting payment or charging the general public before graduation and gaining their qualification, except under supervision as part of their student salon training and field placement.
- Client records should not be removed or copied in any way from the student salon. Clients' records are confidential medical and legal documents and remain the property of the College.
- Students are required to accurately record the clients' history and treatments.

Ella Baché Product School

- Discover the fundamental Ella Baché approach to professional skincare. We have scheduled in timetables an introduction to Ella Baché as well as intensive knowledge of products and ingredients. All this is delivered at intervals throughout the course and in the end of term to consolidate and revise on all products.

External Brand Product Schools

- Provides the knowledge and skills in the appropriate selection and use of cosmetics/beauty therapy products and associated techniques, as instructed by education representatives of major cosmetic product manufacturers in the industry. This will also give you a better, broader understanding of skin care products to enhance your prospects for employment and expands your knowledge of other skin care ranges.
- Note: NB part-time students: external product schools are held on weekdays. Duration approximately 1-2 days each.

Whenever possible these will be scheduled into your timetable.

Excursions

- There will be a number of excursions away from the College campus each year. These will include such things as external product schools, salon and department store visits, laboratory/manufacturing distribution centre visits. Where appropriate the students will be accompanied by 1-2 College educators.

Student Account

Upon enrolment an account is established for every student with our accounts department. This allows students to purchase Ella Baché products at discounted prices and assists in managing your College fees.

Student ID Card

- All students will be issued with a College ID card. This is a photo ID that is a security requirement of the College. Additionally your ID card is recognised within the beauty industry and with beauty suppliers for discounts.

Student Product Orders

- If wishing to buy Ella Baché products, students' orders may be placed in the second week of every month. All orders should be handed in with a College payment slip with credit card details or cheque. Please ensure cheques are written to Ella Baché College Pty Ltd. These are to be handed in to the office.
- The cost of Ella Baché products to students is at discounted prices.
- No further orders can be placed until the current order is paid for and collected.
- Orders will not be accepted if college fees are not up to date.
- Students must pay the full amount of the order. They cannot pay for and take home parts of the order at different times.
- Once an order is placed the student cannot change their mind and return unwanted stock. Please select products carefully.
- Students cannot on-sell products.

Lockers

- Lockers are available for use by all students on a daily basis. There is a replacement key payment fee of \$50 for lost keys.

Term Breaks

For full-time Diploma and Certificate IV students

- There will be four terms in the College year
- Each term is approximately 10 weeks in duration
- One weeks recess between each term

For Certificate III students

- There will be one term break in the 16 week term
- Recess break will be 1 week at the same time as Diploma students term break.

Library

- Students may borrow books or videos from the library for up to seven days.
- Students must sign out all library books and videos. If items are not returned by the due date, a daily fine of \$5 will be imposed until the item is returned.
- The cost of replacing an item which is overdue for more than one month without good cause will be charged to the student's account.

Duties roster

- This is a compulsory unit for the attainment for all qualifications including cleaning, stock control and reception duties.

- All students are required to do allocated rostered duties. These rosters are located in the practical room and on the student notice board in the student kitchen area.
- Rosters will be updated and changed monthly.
- No student is exempt from roster duties except with a medical certificate.

Smoking

- Smoking is prohibited in all buildings, including covered balconies, entrance areas, outside open windows or near air-conditioning intakes.
- There must be no smoking in the Ella Baché uniform at any time. Should students wish to smoke, then they must change out of the Ella Baché uniform. This clearly means that if any person chooses to smoke during a break, they must bring a change of clothing and move away from the Ella Baché building. The time required to do this must not exceed the break time allocated. Smoke must not be detected on any student at any time and suitable precautions eg. Oral hygiene must be taken to avoid the detection of cigarette smell. If a student comes to class with the smell of cigarette on themselves they may be asked to leave that lesson.

Behaviour

- All students are expected to conduct themselves in a manner that is appropriate to the code of conduct at all times.
- Wearing of the uniform in or outside College premises implies a compliance with the College code of conduct.
- Code of conduct-
 - No swearing or shouting at fellow students, educators or members of the public
 - No chewing gum or eating during class
 - Aggressive behaviour is not acceptable at any time, be it verbal or physical
 - No running at any time
 - No smoking in uniform at any time
 - No discrimination of any kind will be tolerated
 - Disruptive behaviour that prevents other students from learning will not be tolerated
 - Any student found under the influence of drugs or alcohol will be immediately expelled

Any Breach of These Codes May Result in Instant Dismissal

- Students may be asked to leave the room if an educator feels the student has displayed inappropriate behaviour.
- Educators will not tolerate any form of swearing or bad language.
- Educators will not tolerate any form of physical or verbal abuse towards staff members, other students or members of the public. This may result in dismissal from the College.

Note: if a student is found cheating, it will result in immediate termination of their contract and expulsion from the course without a qualification. The agreement signed with the College specifies that the student is liable for the full tuition fees for the course undertaken.

Work Experience

- Diploma & Certificate IV students are required to participate in work experience programs.
- This involves placement in the beauty industry, either in salon, department store or college student salon
- Work experience dates and times will be set out and managed by the college principal
- 80 hours of work experience is required



Note:

Failure to meet these standards will result in disciplinary procedures being undertaken.

These standards are in place to ensure consistency in the image of Ella Baché throughout Australia. We are in an industry where appearance is directly related to our success. You represent the Ella Baché College of Skin and Beauty Therapy not only in your physical appearance but also in your attitude and manner.

The public will respond to the image you reflect. A good look and positive attitude will result in strong results. No Ella Baché uniform is complete without confidence in one's ability to prescribe skin care with success.

Student uniforms

- For female students, a uniform represents pants and a 3/4 length sleeved jacket.
- For male students, the uniform consists of black trousers, with a black or brown short sleeved shirt (principal to arrange). Black leather shoes must be worn, with either black socks. Jeans are not permitted.
- All student uniforms should be kept clean, pressed and worn as a complete outfit. No tops, skivvies, or singlets to be seen underneath the jacket.
- In winter a student may wear a plain black cardigan for extra warmth in theory classes only.
- The uniform is not to be mixed or matched with other pants.

Detailing the Total Ella Baché Image

While the following rules specifically refer to female students, male students are equally required to be neat and tidy and present an image of impeccable grooming at all times.

Hair

- Long hair must be worn off the collar and not come in contact with clothing. It must also be away from the face. Hair should not be able to fall forward.
- Hair must be neat and project a professional image, suitable to beauty therapy.
- For short hair styles that cannot be tied back, hair must be neat and kept away from the face. This is the ideal for a professional image. Hair worn loose should not come in contact with clothing.
- Natural colours and no extreme haircuts.
- No scrunchies are to be worn in the hair.

Make-up

- Your make-up should enhance your professional look.
- Eyes, cheeks and lips to be highlighted.
- Reapply during the day to ensure your presentation is impeccable.
- Never apply make-up in view of the public in a working environment.

Nails

- The wearing of nail polish is not permitted.
- Nails should be neat and at a short length.
- Nails must be manicured and clean.
- No acrylic/ gels to be worn.

Accessories

- Less is always more.
- No jewellery (e.g. Necklaces) to be seen dangling over the top of your uniform.
- Earrings, preferably gold or silver studs only during theory classes.
- No chains, bracelets or bangles. A wrist watch is acceptable but must be removed during practical lessons.
- No scarves.
- No hand jewellery in practical classes. Wedding rings can be worn at other times.
- It is best to leave all jewellery at home in a safe place rather than take all jewellery off during practical classes.

Shoes

- Recommended style is a black court shoe with a low heel.
- Shoe colour – black only for females, black for men.
- No open toes, sling backs, strappy sandals or boots.
- Heels and soles to be in good state of repair at all times.
- Shoes to be kept polished at all times.

Hosiery

- Must be worn at all times.
- Colour must be sheer black.
- Note: support stockings aid in your comfort.
- No socks.

General

Due to the close contact of most treatments, please:

- Use breath fresheners or clean teeth regularly – always after eating.
- Shower daily and wash uniform out at night. Put on fresh knee highs daily.
- Daily flossing is a good idea.
- Have several thermal undergarments for winter months.
- Be aware of unpleasant odours, such as after smoking, perspiration or eating strong foods.
- No mobile phones in class. These are to be switched off and placed in the student's own locker.

Garment care and stain removal guide for uniforms

Hints to Make Your Clothes Last Longer

- Always follow the washing instructions on the label inside the garment.
- Airing a garment for a short period by hanging it up after wearing will rid the garment of any moisture from the day and freshen it.
- Wash dirty garments as soon as possible. The longer the soil remains, the harder it will be to remove, and soil speeds up wear.
- Don't spray perfume on your clothing.
- Avoid drying garments in direct sunlight as it causes fading, reducing a garment's life span.

Fundamentals of Stain Removal

- The fresher the stain, the easier it is to remove. Act quickly to prevent spreading.
- When using grease solvents, first apply away from the stain and work towards the centre. This will help prevent a ring forming. Only ever use clean cloths when treating stains.
- When using commercial products, make sure you carefully follow the instructions listed, including duration of treatment (eg. Soaking).
- Test stain removers on an unseen part of the clothing to ensure no damage can be caused.
- Be gentle with your garments. Don't rub or scratch at stains.
- Don't use heat - it might set the stain.
- Don't fold or squeeze the cloth as it may drive the stain in deeper.

Handy Hints

- To help prevent a build-up of static, apply a moisturiser to the body, or spray the garment lightly with hair spray before putting on your clothes.
- For a sticking iron, sprinkle salt over a sheet of paper and run the hot iron back and forth until it moves freely.
- To prevent lint and soap accumulation in your washing machine, pour a packet of epsom salts into the machine and run through a normal cycle.

Work Areas

It is imperative that we have high standards of cleanliness in all work areas. This includes theory rooms, practical training areas and student kitchen/recreation areas as well. In particular, attention should be paid to the following:

- Food is only to be consumed in student breakout area.
- No food to be kept in lockers.
- No uncovered food to be placed in the microwave or fridge.
- At the end of the week any food items or containers left will be thrown into the rubbish.
- All surfaces should be regularly wiped free of fingerprints, dust, and grime.
- Glass surfaces should be free of smearing, and walls cleaned of scuff marks.
- Equipment, whiteboards etc, are to be kept clean and in good operating order.
- Kitchen areas should be kept clean and tidy at all times - if cutlery and crockery are used they should be washed and put away after use. Food should not be left lying around.
- No food is to be consumed in either the theory or practical rooms.
- Routine hygiene duties are to be carried out according to the duty roster.
- All students are to place personal belongings in lockers. No responsibility will be taken for lost items. Personal items are not to be left on tables.
- All students are responsible for switching off heaters and air conditioners when leaving the work areas and student areas at the end of the day.

It is the students' responsibility to adhere to these rules by keeping their area to these standards.

- No running at any time.
- Spills are to be cleaned up immediately.
- All chemicals are to be stored in correctly labelled containers, and disposed of according to manufacturer instructions. Refer to material safety data sheet.
- Each student is responsible for the safety of themselves and others.
- The premises must be kept clean and hygienic at all times.
- Students must keep themselves and their clothing clean and have no exposed cuts, abrasions and/or wounds.
- Passage-ways and traffic areas are to be kept free from obstacles.
- Delivered goods are to be stored safely and appropriately.

Occupational Health and Safety Policy Statement

The policy of the College is to achieve the highest attainable level of occupational health and safety (OH&S) for its employees, students and other persons throughout all areas of its activities.

The College will achieve this by strict attention to all aspects of occupational health and safety in:

- A clear statement and delegation of OH&S responsibilities.
- The provision of an adequate, responsible financial budget for the function.
- Sound workplace planning, design and operation.
- A positive and consistent example at all levels of administration and supervision.
- Training based on standard proven work methods and written operational and maintenance procedure.
- Education, counselling and where necessary, rehabilitation of those involved in its activities.
- The enforcement of statutory and College safety regulations and procedures.

It is the responsibility of all College personnel to ensure the implementation of safety systems appropriate to their operational responsibility and in accord with current technology.

It is the responsibility of supervisory staff at every level to ensure that safe working procedures are clearly understood and consistently observed.

Administration staff and educators shall also ensure that all equipment in use is in safe working order and that workplace conditions are maintained at a high standard.

All members of the College have a duty of care for their personal welfare and the welfare of their fellows. To meet this commitment each person must follow safe working procedures at all times, and take all reasonable care to prevent personal injury or injury to others and damage to equipment.

To facilitate compliance with this policy the College:

- Provides ongoing support to the occupational health and safety officer.
- Establishes and maintains occupational health and safety procedures.
- Establishes and maintains an occupational health and safety committee headed by the principal and including the occupational health and safety officer and representation from staff.

Designated health and safety officer

- Louisa Milton

Fire/Emergency/Evacuation Procedure

In the event of a fire the following procedure is to be followed:

1. The person first sighting the fire should alert others in the immediate area.
2. The fire brigade should be notified by dialling 000.
3. Clearly state to the operator the address of the Ella Baché College, Sydney: level 2, 77 Berry St, North Sydney, near the corner of Walker St. If possible, advise the nature of the fire, i.e. electrical, etc.
4. The designated fire warden (or senior manager) must be notified immediately after the fire brigade is called.
5. Any attempt to extinguish the fire should only be made if it can be done without danger.
6. In the event of an evacuation, all staff and students must calmly proceed out of the building to Berry Street. This will be known as the evacuation assembly area. Walk - don't run.
7. Prior to evacuating the building, switch off electrical equipment, power and air conditioners.
8. No staff or student of the College is to leave the evacuation assembly area until told to do so by a designated fire warden.
9. Under no circumstances must any staff/student member attempt to return to the building for any reason once an evacuation has been ordered.
10. Designated fire wardens must ensure that all staff and students including any visitors are accounted for according to a checklist.
11. Upon arrival of the fire brigade the designated fire warden should advise the officer in charge the result of the headcount and the exact location of the fire in the building.
12. The fire brigade has total authority once called to a fire emergency and all staff and students must follow any instructions issued by the fire officers.

Designated Fire Wardens:

NSW College Jennifer Taylor
Louisa Milton

Sydney College:

Ms Jennifer Taylor
Principal

Leanne Cutting & Lisa Cockburn
Educators/ Student Administration

Louisa Milton, Educator



Grievance Procedures

Communication is very important to any work environment, as it helps a business or College run effectively and efficiently.

If you have any problems, questions or suggestions, discuss them with our principal, who is normally in the best position to assist you.

If the problem is of a personal nature that you feel may need professional help, please consult the College principal, who can help to arrange a meeting with an appropriate professional. In any organisation grievances and discontent can occur. If they go unchecked they can cause unnecessary friction or lower morale.

Our College policy is:

- Each complaint, grievance, appeal and outcome is recorded in writing.
- Each appeal is heard by an independent person or panel; and always with two persons present.
- Each appellant:
 - A. Has an opportunity to formally present his or her case; and
 - B. Is given a written statement of the appeal outcomes, including reasons for the decision.
- All complaints, grievances, appeals and outcomes are treated as confidential (unless they involve breaches of the law) and records will be dealt with in accordance with the general privacy statement set out in this manual.

If you have a grievance or complaint, you are encouraged to follow this three step procedure:

1. The student(s) shall take the matter up with the principal. The principal will record the grievance in writing and endeavour to resolve the grievance. Students are encouraged to complete a "grievance and complaints form".
2. If resolution is not achieved to the student's satisfaction, the student should approach the College general manager. The College general manager will also make appropriate records and endeavour to resolve the grievance.
3. If parties still remain in conflict they may agree to appoint an external mediator to help resolve the grievance.

Whilst the College encourages students to follow the above steps to facilitate an ongoing relationship, the student is entitled to seek outside help if he or she desires. The student may bring a support person/ witness to any of the above meetings provided that person is a current student or educator of the College.

Students under the age of 18 are required to be accompanied by a parent or guardian.

Counselling Procedures

If a student has an issue of a personal nature they may consult the College principal. The College principal will have contact numbers for various counselling groups if needed. The following steps will apply:

1. Contact the principal for a personal meeting.
2. Principal and student will discuss issue concerning the student.
3. Principal and student will decide on best course of action i.e. solution plan or referral to an outside professional.

4. All counselling/private meetings will remain confidential at all times (except as required by law).
5. Students requiring learning assistance (language/ literacy/ numeracy support) should contact the principal for a confidential interview. If required the principal will assist students to access suitable support services.
6. Any notes, records and referrals made during discussions with the principal will be dealt with in accordance with the general privacy statement set out in this handbook.
7. If at any time you feel you need support including learning or assessments, to suit your individual circumstances, please make an appointment with the principal.

Code of Practice

The Ella Baché College agrees to undertake and adhere to the following code of practice:

1. The College will maintain high professional standards in all areas of training and will comply with all requirements of the Australian Quality Training Framework (AQTF).
2. The College will take all reasonable steps to safeguard the interest and welfare of all students whilst students are on College premises.
3. The College adopts an anti-discrimination policy that allows an environment that is conducive to optimum learning for all students.
4. The College has adopted a refund policy that it considers is fair and equitable.
5. The College reserves the right to adjust and/or modify the following at our discretion: classes, timetable, units, lectures, educators.
6. The College will undertake to review and evaluate the teaching curriculum and delivery of the curriculum on a regular basis to ensure that it complies with the code of practice and all government requirements.
7. All grievances and concerns of students will be dealt with in a fair and equitable manner.
8. The College does not and has not represented to College students that the College is responsible for finding or providing employment as a result of enrolment and completion of the course.

Access and Equity

The Ella Baché College is committed to a policy of equal opportunity and freedom from all forms of discrimination as determined by both state and federal legislation. This policy is issued on the basis that it is fair and just and contributes to the vision and values of the College.

In fulfilling this policy, the Ella Baché College aims to:

- Promote the development of a College culture supportive of equity principles.
- Ensure that all of its management and educational policies and practices reflect and respect the social and cultural diversity contained within the College and the community which it serves.
- Ensure that the appointment and advancement of staff and admission and progression of students within the College are determined on the basis of merit only.
- Provide equal employment and educational opportunities within the College and to identify and remove barriers to participation and progression in employment and education.
- Eliminate unlawful discrimination against staff and students on any race, religion, sex, health or social grounds.
- Comply with state and federal legislation on discrimination, equal opportunity and binding international human rights instrument.

The principal and the management of the College are responsible for the implementation of this policy. The Ella Baché College expects all staff, students and members of the College community to act in accordance with this policy.

1. The College

Background

- 1.1 Ella Baché College Pty Limited, trading as the Ella Baché College of Skin and Beauty Therapy ("College") conducts beauty therapy training around australia. The College teaches students beauty therapy techniques, and knowledge of products including those manufactured and distributed by Hallas Trading Co Pty limited ("Hallas"), which Hallas does under licence from Ella Baché inc.

Contacting the College

- 1.2 The College's contact details are as follows:

NSW College

Address:	Level 2, 77 Berry St, North Sydney, NSW 2060
Telephone:	+61 2 9432 5055
Facsimile:	+61 2 9460 4180
Email:	ebcollege@ellabache.com.au
Website:	www.ellabache.com.au
Contact:	Privacy Compliance Officer: The principal

2. Privacy compliance

- 2.1 The College has elected to observe the requirements of the Privacy Act 1988 and the national privacy principles, and deals with personal information in accordance with such principles. This privacy policy has been established in accordance with national privacy principle 5.1.
- 2.2 The national privacy principles can be obtained through the website of the office of the federal privacy commissioner (<http://www.Privacy.Gov.Au>).

3. Information collected by the College

Personal information

What It Is Used For

From prospective and current students, information such as name, contact details, age, course pre-requisite achievements, attendance, fees incurred and paid and emergency contact details.

- Roll call;
- Account invoicing and maintaining account records;
- Emergency contact in the case of accident or injury.

From the community, information such as names, contact details and email addresses of members of the public who contact the College with request for information or feedback

- To respond to those requests;
- To provide course information

From other third parties such as contractors who provide services to the College.

- To communicate and correspond with such persons.

4. How does the College handle personal information

Use and disclosure of information

- 4.1 The College may use personal information collected from you for the purpose of providing you with direct marketing material and information upon your registering your details with us. However, if you wish to cease receiving any such information you may let us know either by e-mail or by mail and your request will be actioned within 2 weeks.
- 4.2 Personal information may be disclosed to external contractors but only to enable us to provide services to you. Such contractors will be required to adopt and adhere to our privacy policy.
- 4.3 We may compile data about issues relevant to the development of the College and the private education and training sector. We may distribute personal information to our related companies, including Hallas and Hallas Franchising Co Pty Limited, for their internal use only. We may also distribute some compiled data relevant to the private education and training sector to companies and organisations in that sector, provided that the data does not include any information that identifies any particular student or trainee.
- 4.4 Consistent with national privacy principle 2, the College will only use or disclose personal information about an individual for a purpose other than the primary purpose of collection (a secondary purpose) if:
- The secondary purpose is related to the primary purpose of collection;
 - You would reasonably expect us to use or disclose the information for the secondary purpose;
 - You have consented to the use or disclosure;
 - The use or disclosure is permitted or required under the law;
 - We reasonably believe on health or public safety grounds that the

Ella Baché College of Skin and Beauty Therapy

Privacy Permission Form

I, _____ hereby give permission for the Ella Baché College of Skin and Beauty Therapy to contact my parent/guardian either by phone or mail in relation to illness, absenteeism, fees, behaviour, and any issues that are directly related to the completion of the course

The following person/s may be contacted:

Name/s _____

Address _____

State Post code

Contact Number/s _____

Signature of student _____

Signature of legal guardian/ parent _____

If under 18 this must be signed by a legal guardian/ parent

Date / /



information should be used for another purpose.

- It is otherwise permitted under the national privacy principles.

Destruction of Records

- 4.5 The College will destroy records relating to personal information when such information is no longer necessary to be retained within the College's records. Personal information will be destroyed by shredding or other secure process.

Openness

- 4.6 Consistent with national privacy principle 5.2, The College will upon request, inform a person generally about what information it holds concerning that person and for what purpose such information is held. With respect to gaining access to or correction of records, please see paragraph 4.7 ("Access to records").

Access to Records

- 4.7 Individuals may access personal information by writing to a privacy compliance officer of the College. No reasons have to be provided for seeking access. Where the College holds information to which a person is entitled to access, it will endeavour to provide a suitable range of choices as to how access may be given.
- 4.8 If a person believes that information held by the College is incorrect, incomplete or inaccurate they may request amendment of that personal information. The College will consider if the information requires amendment. If the College does not agree that there is any ground for amendment it will, if the person seeking the amendment requires, place with that person's personal information, a statement from that person as to why they consider that the information is not accurate or up to date.



5. Complaints procedure

- 5.1 The College is committed to providing those persons whose personal information it holds, with a fair and responsible system for the handling of complaints concerning the collection, accuracy or disclosure of personal information.
- 5.2 The College has designated officers (the “Privacy Compliance Officers”) whose role includes dealing with complaints, concerns or queries that individuals may have with respect to personal information held by the College. Should you have any issues concerning your personal information, those complaints should be addressed to the privacy compliance officer of the College (at the address referred to in paragraph 1.2 of this policy).
- 5.3 The Privacy Compliance Officers are empowered to deal with all such complaints as expeditiously as possible through the College’s complaints handling process. However, if you feel that we have not adequately dealt with your concerns you may refer the matter to the office of the federal privacy commissioner at:

Federal Privacy Commissioner

Postal:	GPO Box 5218, Sydney NSW 1042
Telephone:	1300 363 992
Facsimile:	(02) 9284 9666
Email:	privacy@privacy.gov.au

6. Privacy compliance officers:

College principal

7. Change in policy

This policy is reproduced in this manual as at the date of printing. As the College plans to ensure our privacy policy remains current, this policy is subject to change. A copy of the current privacy policy can be obtained from the Privacy Compliance Officers.



Skin good enough to eat

Ella Baché
College of Skin and Beauty Therapy