

# Student Handbook



Nartel Enterprises Pty Ltd trading as Australian Massage and Beauty Institute.  
RTO Code 40909 Website : [www.ambi.edu.au](http://www.ambi.edu.au)



## Table of Contents

STUDENT HANDBOOK .....	3
AMBI's Training & Recognition for Massage and Beauty Careers .....	3
Nationally Recognised Training - in Massage and Beauty Therapy .....	3
Delivery to suit your work and lifestyle .....	3
Workbooks and materials .....	3
Attendance and progress .....	3
Assessment Processes .....	4
Assessment submission date extension .....	4
Competency assessment results .....	4
Recognition of Prior Learning (RPL) .....	4
Credit Transfer (CT) .....	5
Our office and training locations .....	5
Student Services .....	5
Course length and dates depend on the course .....	5
Selection and admission .....	5
Fees and charges .....	7
Course confirmation and induction .....	8
Training delivery and assessment procedures .....	8
Student complaints and appeals .....	8
Education support and student support and assistance .....	9
Course withdrawal or cancellation and request for a refund .....	9
Issuing qualifications and keeping your records .....	11
Complying with legislation .....	11
Equal Employment Opportunity .....	11
Harassment .....	11
Disability .....	12
Occupational Health & Safety .....	12
Evacuation .....	12
Copyright .....	12
Security .....	12
Student records .....	12
Student complaints and assessment appeals .....	12
Complaints .....	12
Assessment appeal .....	13
Our Commitment to Quality Customer Services .....	15





## STUDENT HANDBOOK

### AMBI's Training & Recognition for Massage and Beauty Careers

#### Nationally Recognised Training - in Massage and Beauty Therapy

Australian Massage and Beauty Institute (AMBI) delivers professional, specialised training in Massage and Beauty Therapy including Nail Technology.

The courses are accredited which means that it is nationally recognised training that meets industry and vocational training competency standards.

Australia Massage and Beauty Institute is based on the principle of providing quality training for people from all walks to life to have equal opportunity towards achieving their dream.

That dream could be to become:

- ✓ a recognised and approved professional massage therapist
- ✓ a beauty therapist with accredited qualifications and advanced techniques that take you into many types of work
- ✓ a nail technician with accredited qualifications and advanced techniques for working in the nail salon industry
- ✓ an employee in our Nartel Enterprise group gaining skills and knowledge through our RTO
- ✓ a business owner with salon management qualifications that equip you to grow your business
- ✓ a small business owner operator in the beauty or massage industry who can combine work with other commitments to suit your needs and build a client base.

#### Delivery to suit your work and lifestyle

Many of our students are already working in one career and looking for a change or are already working in the beauty industry. We realize that you are busy and must fit training around your work and life. AMBI offers our course in flexible delivery options to suit your lifestyle:

- ✓ Daytime mid-week classroom based learning
- ✓ Weekend workshops for short courses
- ✓ On the job training for existing staff
- ✓ Recognition of Prior Learning (RPL) learning and assessment for experienced workers

When you enquire by phone or email or talk to us at a salon visit, we will discuss the “best fit” for your personal needs and your experience. We are very supporting and flexible for good students.

#### Workbooks and materials

AMBI provides the textbooks and other learning materials for the course. These are included in the course fee.

They will be provided at the course, posted directly or available by email or the online learning platform. We have a full set up of equipment and product at the Institute but if you are a work based or RPL candidate you supply your own equipment and materials such as massage table, massage product, beauty and nail kits. Most students like to build up their own supplies to operate as a therapist after graduating.



#### Attendance and progress





Students are adults and responsible for managing their attendance and attending the timetabled classes or assessment days. Attendance records are signed off by the trainer/assessor. We will support you and stay in touch for encouragement. Your progress is monitored by the trainer and our student advisors.

How to have a great training experience

1. Come well rested.
2. Have breakfast or a meal prior to commencing.
3. Come ready to learn - determine to leave outside concerns and work behind for these few hours.
4. Don't give people your mobile and tell them that you can be contacted during the course. This is very disruptive to the whole group. You will be asked to switch off your mobile during the training.
5. Allow plenty of time - plan to be 15 minutes early.
6. Pre-read any material that we send you.
7. Wear appropriate loose and comfortable clothing.
8. Submit work on time
9. Ask for an extension if you have a problem - don't ignore agreed deadlines

### Assessment Processes

All courses will be assessed against the competency standards or the assessment criteria set out for that course and in line with training package requirements.

Qualifications or credentials cannot be purchased and payment for any course does not guarantee that the student will achieve the competencies required or receive the qualification or credential.

### Assessment submission date extension

You must submit your request for an extension of time for assessment before the course expiry date. This is up to 12 months from the start of your course in the course confirmation paperwork. You must be up to date with course fees at the time of the extension request.

In the first instance, email with your trainer who can approve extra time

If your request is successful and your extension is beyond the 12 months of the course dates you may be required to pay a course extension fee. A maximum of four months is allowed and AMBI reserves the right to refuse an application for extension.

You must stay in touch by email or phone at the end of the extension. If you do not submit your assessments by the agreed date, it is deemed a withdrawal from the course according to the terms and conditions.

### Competency assessment results

You will be assessed as Competent (C) or Not Yet Competent (NYC)

If the Student receives a 'NYC' they will be briefed in private as to where they need to concentrate in order to achieve competency, and given a second opportunity to undergo re-assessment. This opportunity may require repeating the course or a unit of competency. A Student who still cannot demonstrate competency will be given a second opportunity for re-assessment then counseled and advised of options. This may include further training for which a fee may be payable.

### Recognition of Prior Learning (RPL)

Students who believe they do not need to complete the full course can discuss their background and previous training and experience and go to an assessment only process. Ask about the RPL application form and commence the discussion with the RTO Manager. We strongly support RPL for existing workers in the massage and beauty industry.

- ✓ In the first instance you will have an interview
- ✓ We will provide you with the RPL documents







- ✓ You will fill in the self - assessment forms for each unit
- ✓ You will supply a number of pieces of evidence to support your claims of experience
- ✓ You will complete a knowledge written quiz
- ✓ You will get a third party report from your employer or clients that is checked by our team
- ✓ We will expect you to come to our locations (unless we can arrange a visit to your workplace) and assess your practical skills and techniques and ask you questions

### Credit Transfer (CT)

If you have a qualification or part qualification issued by another RTO we will recognise this and give you credit towards completion of the course. We do need to check that the certificates are valid and authentic. Talk to us about Credit Transfer.



### Our office and training locations

The main office is at Level 3, 40 Raymond Street, Bankstown, in South Western Sydney.

It is a walk to the train station and buses.

We offer our courses in our modern facilities and spacious training areas with up-to-date equipment and resources.



We also have a training centre in Bathurst in regional NSW.

## Student Services

As a registered training organisation, we must provide these services and keep you informed:

### Course length and dates depend on the course

Our course lengths are explained in the Flyers and by email. Students are expected to complete training and all assessment within the weeks set out in the confirmation of enrolment paperwork. Sometimes, people enroll and start a course or RPL process but for personal reasons, they may not be able to complete within the agreed dates. We understand that you are busy and offer an extension of time procedure. See the procedure for extensions outlined earlier in this Handbook.

### Selection and admission

Individuals can apply for a place in our courses. Employers can nominate staff that will attend training. We provide information on “entry requirements” and “selection criteria” which is completed through a self- assessment process and one to one interview with the RTO Manager. We explain the entry requirements for each course in the course flyers or RPL kit and will ask if you have special support needs or issues that may need us to adjust your course at the admissions stage.





Please read these requirements closely and talk to us. We will do everything we can to support you within our policy guidelines and capacity. See support assistance below.





### Fees and charges

Payment of fees does not mean a student is guaranteed successful completion of a course or the RPL process. Agreeing to the fees and policy forms part of the enrolment process and our agreement with you as a valued client.

#### Courses fees

The fees information will be on the enrolment form or course flyer that forms the agreement with the student.

The total amount of fees may include:

1. Application fee
2. Course fee
3. Administration fees and any other extra charges.

#### Administration fees

The Administration fees include:	Amount (including GST)
Re-assessment fees available to customers who are deemed not yet competent on completion of training and assessment after re-submit and re-sit options	\$180 per assessment block (4 hours)
Re-enrolment fees for customers whose time for submission of work has passed and they wish to extend the length of the course	\$99
Fees for credit transfer requests	No charge
Fees for processing cancellations and course variations	\$33
Fees for issuing a replacement qualification testamur	\$33
Material fees for lost or replacement course materials supplied in hard copy	Cost of book from supplier
Fees for processing refunds	\$33

#### Other expenses information

Some courses may require students to invest in their study. Where this is the case, any additional costs to undertake a course will be explained in the course information.

These other expenses are in addition to fees and include:

Textbooks where the student can purchase extra texts if they want their own copy

Laptops or mobile devices where the student can bring these to class and use them to complete the course

Product and supplies extra to build up your own kits for massage, beauty and nail

Your own equipment to practice off the Institute site and to use after the course

Clothing requirements such as safety shoes or uniforms needed for practical work

Travel expenses where the student is required to travel to a placement or location as part of the course

#### Maximum amount of payment from student

AMBI will collect course fees in advance from INDIVIDUALS as follows:

We will accept payment of no more than \$1500 from each individual customer prior to the commencement of the course. This will be the first instalment.

Following course conformation, we require payment of additional fees as course instalments from the customer but only such that at any given time, the total amounts required to be paid do not exceed





\$1500. These fees that can go up to \$1,500 include the application fee, the course part payment fees, materials fees and any other fee that is a mandatory payment for the course.

Where an employer or business is paying for the course, the amounts can go above \$1,500 and be paid in full.

### ***Payment schedule agreement***

#### **Payment agreement**

By signing the enrolment form that is the agreement, students who choose to pay by instalments agree to honour the RTO payment plan and understand that:

- all instalments must be paid on or before the due date;
- There are sufficient funds available in the nominated account to meet the instalment payments;
- The RTO reserves the right to suspend access to the course in the event that a student fails to pay any part of the course fees as and when it falls due for payment;
- In the event that a student fails to advise of a course cancellation and request a refund, the balance of the course fees will be paid in full or continue to be paid under the agreed payment plan schedule; and
- The RTO will not issue a Statement of Attainment/s until course fees are paid in full.

Default on the payment schedule without notification in writing to the Administration will mean:

- The enrolment will be suspended and outstanding accounts will become immediately due and payable; or
- As a cancelled student the outstanding account will become immediately due and payable;
- The outstanding debt will be forwarded to a debt collection agency, and
- The student may also be required to pay additional fees associated with the debt collection process.

### **Course confirmation and induction**

We send an information pack with your course confirmation and talk to students at the start of each course. Or RPL process. We can answer questions during breaks or by phone and email. Don't hesitate to ask us if there is something about the training or assessment that concerns you.

### **Training delivery and assessment procedures**

Every student will be provided with this Handbook and taken through an outline of the delivery and assessment process at induction or the first RPL interview. All assessments are tests that meet the National Assessment Principles of validity, reliability, flexibility and fairness. We use knowledge quizzes, practice sessions and simulations and projects in our assessments with plenty of practice through the course. You are also provided with a full suite of salon and client templates that will help you with the course assessments.

### **Student complaints and appeals**

We make every effort to ensure you succeed in your study. We are open to feedback. Every student has the right to appeal an assessment decision made by our trainer or lodge a complaint. The procedures for doing so are outlined later in this Handbook.







### Education support and student support and assistance

Pre-enrolment information such as the website on the course flyers and standard emails plus information by phone through enquiries will provide clients with information about any entry requirements for a course and the expected levels of:

- English language, literacy and numeracy (LLN) and
- Technology skills where this is appropriate
- Physical abilities where this is appropriate such as ability to perform massage and beauty treatments

We run professional courses in Massage and Beauty so we do expect people will have good reading, writing and computing skills.

The enrolment form asks if you have support needs. You can tick a box and we will follow up on this declaration to enquire about their specific needs.

An interview process that includes an informal LLN assessment to highlight student's additional support needs for attention in the classroom and the conduct of assessment.

We want our students to succeed in their learning so if you are having difficulties our trainers and assessors can provide the following types of learner support assistance.

- Extra reading material and videos for demonstration of skills
- Extra time to complete learning activities
- Use of calculators
- Use of second language dictionaries in class
- Use of a laptop in class if writing and spelling are barriers to learning
- A peer or "buddy" identified at the class
- Oral interviews that can substitute for some written work
- Extra tutoring time or one to one teaching/coaching in extra time
- Extra tutoring time in use of a learning platform (if the course is online)
- Explanations in your first language if applicable

### Course withdrawal or cancellation and request for a refund

You must submit notice of your intention to withdraw or cancel from a course in writing. You must be up to date with course fees at the time of the request if you are asking for a refund. The request will be assessed following the refund policy set out below. If your request is successful, you will be required to pay an administration fee. You will be issued with Statements of Attainment for units completed and paid to date.

The application fee is non-refundable.  
Requests must be in writing or email. A form is completed.

Prior to commencement	
The application fee	The application fee is not refundable
Cancellation requested 7 days prior to the course commencement date	An offer of an alternate course commencement date will be made. 50% of the 1 <sup>st</sup> instalment less the refund fees.



Cancellation requested less than 7 days prior to the course commencement date	An offer of an alternate course commencement date will be made. 20% of 1 <sup>st</sup> instalment is refundable less the refund fees.
<b>After commencement</b>	
Cancellation or withdrawal notified after you have commenced the course - Up to and including Week 8 in the full qualification	The 1 <sup>st</sup> instalment is not refundable. Other payments in the payment plan will be considered on a case by case basis less the confirmation fee and the refund fees.
Cancellation or withdrawal notified after you have commenced the course	Once the student has completed a specified number of Weeks/Days of the course and submitted the first assessments the full payment of fees will be required. At this stage the student has an assessor assigned to the student and the major component of the course completed.

You must submit notice of the intention and the request for a refund in writing.

Evidence to support the request can be submitted.

You must be up to date with course fees at the time of the request.

The request will be assessed based on information provided and the progress through the course.

If the request is successful, a refund administration fee is charged and deducted from the refund.

A refund calculation letter is provided that explains the decision.

Statements of Attainment for units completed and paid to date will be issued.

### Special circumstances for course refunds:

The CEO has the discretion to approve refunds if the student would be unreasonably disadvantaged if not granted a refund - for example:

A student meets with a serious misadventure, serious illness or hospitalization (two week period minimum) supported by a medical certificate.

Special circumstances that have been discussed and agreed upon between the customer and the RTO manager. The following circumstances would not be accepted for a refund:

- Change in work hours
- Job change or retrenchment
- Moving interstate
- Technology barriers which mean you are having difficulty completing the course
- Language or writing barriers which were not declared at application which mean you are having difficulty completing the course
- Insufficient access to workplace documents or practice which mean you are having difficulty completing the course or RPL process.

Where a student has commenced a course or RPL process believing that they can meet the requirements and then find that they are unable to do the course, a part refund for the component of the course not commenced may be given.

- An interview will assess the circumstances.
- The refund will be dependent upon the length of time they have been attending and what competencies have been achieved.





- Where more than 50% of the course is completed, there will be no refund.
- The final decision is at the Discretion of the CEO.

Where AMBI is in a “default” situation such as cancellation of the course we will offer a refund. We will discuss this with the student and come to an arrangement.

### **Complaints regarding fees and refunds**

Students are entitled to access the complaints process should they be dissatisfied about a decision relating to fees, refunds or other matters.

You are advised that the agreement and the availability of complaints process do not remove the right of the customer to take action under consumer protection law.

### **Issuing qualifications and keeping your records**

The results of assessments are provided progressively through the course.

The results are signed off and forwarded to our office.

Qualification certificate and transcripts of your results or Statements of Attainment are issued following national guidelines for RTO's. We must have your USI (Unique Student Identifier) number before we issue the certificates. Your assessments are retained by AMBI. This is a compliance requirement as an RTO.

The results are filed in our records then entered into our databases as a long term record.

These records are confidential and remain the property of AMBI.

Students have the right to sight their records.

## **Complying with legislation**

All students are entitled to, and will be given equal consideration and treated with equal respect. AMBI staff and consultants sign a code of conduct that maintains fair and ethical professional conduct across our RTO.

### **Equal Employment Opportunity**

Trainers will not discriminate on the basis of race, gender, sexual preference, belief, or age. Further, we will monitor the composition of our training team and the classroom, and introduce action if it appears that this policy is not fully effective.

### **Harassment**

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.





The management will follow up on complaints of harassment from students. You should first talk to the trainer about your circumstances. You may also wish to talk to administration. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

### Disability

AMBI will make reasonable adjustments in order to cater for the needs of students who have a disability. Training venues and facilities where possible will be accessible. Access for online students will be adaptable for people with some disabilities.

### Occupational Health & Safety

AMBI trainers and assessors are aware of:

- The Workplace Health and Safety (WHS) legislation as it relates to their educational environments.
- Principles and practice of effective WHS management.
- Common hazards in educational environments.
- WHS management systems, policies and procedures needed for compliance such as safety incident reporting.

### Evacuation

In the case of an emergency requiring evacuation of the building during one of our courses the trainer will notify his/her class that they will be evacuating the building and follow designated procedures for that site. We will always check rolls and names at the meeting point to ensure our course Students are located and safe.

### Copyright

AMBI adheres to the Copyright Act. All course materials and software are licensed.

### Security

Personal property at training venues - Students are responsible for their own personal belongings. We will not accept any responsibility for stolen or damaged personal property at a training venue.

### Student records

Student Records are kept in lockable cabinets and on password protected servers in the administration offices. Only those with authority are able to access them. Student records are not to leave the premises, except for when they are being archived.

## Student complaints and assessment appeals

All Student complaints and appeals must be dealt with in a constructive and timely manner.

### Complaints

Complaints are an opportunity to improve our services.

Management will consider complaints as a matter of priority and within the guidelines of legislation and following our procedures. All internal avenues for resolution will be pursued

You might complain about the RTO, the courses, the trainers, the staff or even other students at the Institute.

#### Procedure for a complaint:





1. Discuss the issue with the member of staff or trainer involved	In the first instance, the complaint should be discussed with the relevant member of staff -in administration or training. We encourage students to talk directly with the person involved and see if you can sort out the issues of concern.
2. Discuss the issue with the RTO Manager	Where that is not appropriate, the complaint can be discussed with a member of staff - the RTO Manager - by phone or through email. We will seek an immediate resolution of the matter if possible within our roles in the management of the RTO.
3. Fill in the written complaint form and it will be considered by the CEO	If the complainant is not satisfied with the suggested resolution, the complaint should be recorded in writing on our complaints form and submitted. This form can be downloaded from the website and sent by email. The CEO will consider the written complaint. Where the matter may involve the CEO, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.
4. How we advise of the complaint resolution and give written notification of the decision	A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint.
5. If our internal process has not worked; we move to final decision through mediation	If agreement still cannot be reached, and the complainant wishes to pursue the matter, AMBI offers a mediation service. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision.
6. Complaints improve our client services and continuous improvement	Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and continuous improvement
7. Take the complaint to the Department of Fair Trading	Once mediation has been provided, we will advise the complainant that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
8. The role of ASQA in investigating complaints after internal processes are exhausted.	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector; it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

### Assessment appeal

Management will consider assessment appeals as a matter of priority and within the guidelines of our procedures. They are an opportunity to improve our training, assessment and client services.





### Procedures for an assessment appeal:

1. Discuss your results with the Assessor who marked your work	For all assessment tasks but in particular for final assessment tasks, if the student appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date.
2. Request a re-marking by the same Assessor or another Assessor	If agreement cannot be reached, the Student has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertake the marking of the submitted work for assessment. This must be done within 14 days from the result date.
3. Fill in and send a written assessment appeal form that will be considered by the Administration and Compliance Manager	If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the RTO Manager shall discuss the assessment decision with the Student and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results.
4. The Appeal resolution by meeting or phone then the Director will send written notification of the decision	A meeting or phone conference may be offered to the student who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO's decision related to the appeal.
5. Final decision through mediation and external assessment	If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTOhelp Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision of the mediation by a third party Assessor will be recorded and sent to all parties within 28 days of the final mediation and assessment consideration. This will be the final decision.
6. You have 3 months to submit assessment appeals	Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
7. Appeals improve our quality of training and assessment	Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
8. Take the appeal to the Department of Fair Trading	Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/ she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.



9. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

### Our Commitment to Quality Customer Services

AMBI undertakes to meet the requirements set down as a registered training organisation and the VET Quality Framework. Our responsibilities are set out in standards, our Policy Manual and in this handbook for customers and students.

For copies of this information brochure and more details about our courses and AMBI go to the website - <http://ambi.edu.au/>

