

SHB50115
DIPLOMA IN BEAUTY THERAPY

PROSPECTUS

FOR INTERNATIONAL STUDENTS

2018/19

Perth College of Beauty Therapy
339 Albany Highway
Victoria Park WA 6100
Telephone: +61 (0)8 9361 3111
www.perthcollege.com.au
CRICOS No. 03282E
RTO code 0249

Introduction to Perth, Western Australia

Perth is the capital city of Western Australia. Situated on the Swan River, the city enjoys a temperate climate and is home to over a million people. The city is characterised by friendly people and a relaxed atmosphere. It is a city of wide open spaces with many parks, natural bushland and beaches close by. Favourite holiday spot, Rottnest Island, is a short ferry trip away.

There is a wide range of sporting and cultural activities on offer, as well as a thriving cafe culture, shopping and pub scene.

Many attractions such as Fremantle and Kings Park are easily reached by public transport. Several international airlines fly directly to Perth from many cities in Asia, and with one short stopover from Europe.

Perth College of Beauty Therapy

Perth College of Beauty Therapy (PCBT) is a private college offering full and part time courses in beauty training up to diploma level.

PCBT is a Registered Training Organisation, training to national standards and guidelines. PCBT was established in 1987 in Subiaco and has been in Victoria Park since 1998. Victoria Park is just 3kms from the Perth central business district and is served by frequent buses which run past the college.

Facilities

PCBT is located at 339 Albany Highway Victoria Park in purpose built premises. The rooms are bright, modern, air conditioned and heated throughout. As well as traditional classrooms, the college has dedicated fully equipped make-up training room.

Free WI FI is available for students. All training is conducted with ample tools and equipment.

Supplementary research materials and resources are within easy access.

Course Entry Requirements

Entry to PCBT courses requires students to possess a satisfactory level of English.

Students are required to have completed equivalent to our Year 12 (senior secondary education) and minimum IELTS score of 5.5.

Students may need to take an additional English test and, if necessary, a short course in English to lift their standard prior to commencing their course.

Past educational and vocational qualifications should be included in a student's course application. Where a student believes they may have course credits or certifications, a request for recognition of prior learning application should be included in the student's application.

Qualifications and Course Duration

The SHB50115 Diploma of Beauty Therapy (CRICOS code 089060G) is offered by PCBT to overseas students. The duration of the course is 49 weeks, including holidays.

Course Content, Modes of Study and Assessment

The following units are provided over a period of 28 hours per week, with a combination of classroom and simulated practical training approaches. Assessments include written tests, assignments, role plays, evidence of treatments and observation of practical work. Each unit is listed below.

We use competency-based training and assessment methods and students will be assessed according to established industry standards that will equip them with the essential skills and knowledge to gain a firm footing in their chosen field.

Students who successfully complete their course will be awarded qualifications that are nationally recognised.

International students at PCBT are integrated with domestic students to enhance their learning and social development.

SHB50115 Diploma in Beauty Therapy – Unit Breakdown

Induction unit completed at the start of enrolment and in practical on paying clients

SHBBRES001	Research and apply beauty industry information
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon services to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices
SHBBINF001	Maintain infection control standards

Manicure, Pedicure, Waxing & Tinting Unit

SHBBFAS001	Provide lash and brow services
SHBNLS001	Provide manicure and pedicure services
SHBBHRS002	Provide female intimate waxing services
SHBBHRS001	Provide waxing services

Facials, Make Up & Advanced Facials Unit

SHBBFAS002	Provide facial treatments and skin care recommendations
SHBBFAS003	Provide specialised facial treatments
SHBBMUP002	Design and apply make-up
SHBBMUP004	Design and apply remedial camouflage make-up
SHBBSKS005	Provide micro-dermabrasion treatments

Massage Unit

SHBBBOS002	Provide body massages
SHBBBOS004	Provide aromatherapy massages
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments
SHBBSPA003	Provide stone therapy massage
SHBBBOS005	Use reflexology relaxation techniques in beauty treatments

Spa Therapies Unit

SHBBOS003	Provide body treatments
SHBBSPA001	Work in a spa therapies framework
SHBBSPA002	Provide spa therapies
SHBBSPA004	Provide Indian head massage for relaxation
SHBBBOS001	Apply cosmetic tanning products

Application fee

An application fee of \$200.00 is due with your application form.

Course Fees

The course fees that relate to this course are:

Tuition: \$16,000.00

*Overseas student health cover is required for the duration of your visa. Information can be found at <https://www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students>

Itemised Learning Recourses included in the course fees:

Course Manuals

Beauty Kit

2 Perth College of Beauty Therapy Uniform Tops

Terms of Payment

\$200.00 application fee with application form

\$1,600.00 initial payment

\$1,200.00 per month for 12 months set up as direct debit from a bank account, or paid in 4 instalments of \$3,600.00 at the start of each unit of study. There are a total of 4 units of study.

*Course fees may change; please talk to our enrolment manager about current requirements.

* Please note that course fees cannot be received from enrolling students until a Letter of Offer has been presented and the signed Written Agreement has been received by the enrolling officer.

Tuition Fees & Refund Policy – International Students

PERTH COLLEGE OF BEAUTY THERAPY Management and staff will provide timely and accurate information on the course related fee requirements to enrolling and enrolled students of PERTH COLLEGE OF BEAUTY THERAPY.

TPS (Tuition protection service)

The tuition protection service (TPS) is an initiative of the Australian Government to assist those international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either: Complete their studies in another course or with another education provider; or receive a refund of their unspent tuition fees.

Please ask for a fact sheet for more information.

To comply with amended ESOS act regarding tuition fees, Perth College of Beauty Therapy will not invoice a student for more than 50% of the total tuition fee before they commence their course. If a course is more than 1 unit of study the tuition fees for the subsequent units of study will be collected 2 weeks before the start of each unit of study.

Tuition Fee Refunds

PERTH COLLEGE OF BEAUTY THERAPY will provide a total refund of Tuition fees paid in advance or for tuition already received where:

The course does not start on the agreed starting day.

The course ceases to be provided at any time after it starts but before it is completed; or

The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

Should PERTH COLLEGE OF BEAUTY THERAPY be unable to deliver its courses to enrolled students, a full refund of tuition fees will be paid to enrolled students within 14 days of the default day which will be determined as the day in which the course was scheduled to commence.

Alternatively, the student may be offered an alternative course(s). The alternative course arrangement will be at PERTH COLLEGE OF BEAUTY THERAPY's expense. The student's written acceptance of the alternative course offer will relieve PERTH COLLEGE OF BEAUTY THERAPY's liability to provide a refund to the student.

PERTH COLLEGE OF BEAUTY THERAPY will refund prepaid tuition fees directly to the student, or if a person (other than the student) is specified in the written agreement to receive any refund under this section – the specified person.

In the case of a visa refusal, PERTH COLLEGE OF BEAUTY THERAPY will process the written application for refund of tuition fees and refund within four weeks of PERTH COLLEGE OF BEAUTY THERAPY receiving the student's written advice of visa refusal.

Courses longer in duration than 10 weeks

Where a written application is received for a Tuition fee refund PERTH COLLEGE OF BEAUTY THERAPY staff will:

- Provide a total refund of tuition fees paid in advance where a visa has been denied, less the application fee.
- Provide a full refund of tuition fees paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.
- Provide a partial refund of tuition fees paid in advance, where enrolling students provide more than 4 weeks and up to 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 70% of a unit of study fees, less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.
- Provide a partial refund of tuition fees paid in advance, where enrolling students provide less than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 40% of a unit of study fees, less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.
- Provide a partial refund to students who withdraw after the commencement of the course up till the first 4 weeks. There will be no refund for the current unit of study. Future units of study will be refunded in total, less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.

Should PERTH COLLEGE OF BEAUTY THERAPY Management withdraw its offer or fails to provide the program offered or terminates its course delivery before or after semester/Education Service commences PERTH COLLEGE OF BEAUTY THERAPY will provide a full refund of course money.

Should PERTH COLLEGE OF BEAUTY THERAPY Management withdraw a student from a Course because the student has seriously breached student visa conditions or PERTH COLLEGE OF BEAUTY THERAPY's rules of enrolment, no refund of the current unit of study fees and a full refund of fees paid for any additional semester/s will apply.

PERTH COLLEGE OF BEAUTY THERAPY staff shall ensure that students who dispute the refund procedures are provided with the access to the PERTH COLLEGE OF BEAUTY THERAPY complaints & appeals procedure.

PERTH COLLEGE OF BEAUTY THERAPY's refund policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Refund Procedures

Where a student believes that they have grounds for a course fee refund, students should:

Submit a written request for course fee refund to the Accounts Manager:

PO Box 501, Victoria Park 6979 or email accounts@perthcollege.com.au

State valid reasons for their course refund application.

Allow 7 days for the application to be processed by PERTH COLLEGE OF BEAUTY THERAPY Management

Recognise that PERTH COLLEGE OF BEAUTY THERAPY's Management refund policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

When receiving a written tuition fees refund application the Accounts Manager shall:

- Present the application to PERTH COLLEGE OF BEAUTY THERAPY management
- Provide the student in writing the resulting decision of PERTH COLLEGE OF BEAUTY THERAPY Management and detail the way in which the refund has been calculated.
- Advise the student of their right to appeal the decision of PERTH COLLEGE OF BEAUTY THERAPY Management.
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Enrolment Deferment, Suspension or Cancellation

PCBT will record and assess all deferments, suspensions or cancellations of study, ensuring that students are informed of their rights and provided with due care, and where relevant, opportunities of appeal.

Students may apply for deferment on compassionate or other compelling grounds.

Students who contravene the college Rules of Enrolment may have their enrolment suspended or cancelled.

The Rules of Enrolment at Perth College of Beauty Therapy include:

- Student behaviour standards
- Payment of fees
- Adequate course progress
- Minimum 80% attendance

The grounds and procedures for deferments, suspensions or cancellations of study are listed in the Student Handbook and on the PCBT's website.

Recognition of Prior Learning and Credit Transfer

PCBT recognises RPL (non-formal skills acquired through study, self-tuition, work or life experience) and credit transfer (direct recognition of the competency unit completed at another registered training organisation) and will offer these services to students if it fits the structure of the course chosen.

Course Enrolment Transfer

Once enrolled, students may apply to PCBT for a transfer of enrolment to another education provider offering courses to international students.

In order to qualify for course transfer, the student must have completed at least six months of their principal course of study. Course transfer may also be approved where:

- Reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from Perth College of Beauty Therapy's location of training
- PERTH COLLEGE OF BEAUTY THERAPY has ceased to be registered as a Provider on CRICOS or the course has ceased to be registered.
- PERTH COLLEGE OF BEAUTY THERAPY has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Should a request for course enrolment transfer be approved the student will be supplied with a letter of release.

Complaints and Appeals Policy and Procedures

Overview

Perth College of Beauty Therapy is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students. This policy complies with standard 6 of the Standards for registered Training Organisations (RTO'S) 2015 and standard 8 of the National code 2007.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study. Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Definition

A **complaint** can be defined as an expression of dissatisfaction, by any person, with any aspect of the college services and activities, such as:

- the enrolment or induction process;
- the quality of education provided;

- an assessment decision
- handling of personal information and access to personal records;
- the way someone has been treated.

Responsibility

The RTO Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation.

Before an issue becomes a formal grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. Perth College of Beauty Therapy has an 'open door' approach to student engagements and encourage students to raise an informal grievance directly with their trainer, their class monitor or they may contact the RTO Manager in person, by phoning 9361 3111 or by email: admin@perthcollege.com.au Please note that it is not mandatory for Complainants to raise a grievance informally.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Perth College of Beauty Therapy are:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept by the college. These records will be kept strictly confidential and stored in the student's file located in the College office until the end of their enrolment, thereafter in archives at Perth College of Beauty Therapy. The Complainant shall have appropriate access to these records. The college also maintains a secure complaints register, where written records are kept for the purpose of quality improvement.
- A Complainant shall have access to this grievance procedure without charge. Costs for an external appeal will be shared equally by Perth College of Beauty Therapy and the Complainant.

Stage One – formal complaint

Formal grievances should be submitted in writing to the RTO Manager at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979.

The RTO Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 business days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two – internal appeal

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with The Principal of Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979.

The Complainant's appeal will be determined by the CEO of Perth College of Beauty Therapy (the Reviewer)

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 business days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three – external appeal

Domestic students:

If the Complainant is not satisfied with the outcome of their appeal and they are a domestic student then an independent mediator will be sourced by Perth College of Beauty Therapy through LEADR, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by writing to the Principal at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979

Costs of such mediation will be covered by Perth College of Beauty Therapy.

Overseas students:

If the Complainant is dissatisfied with the outcome of their appeal and they are an overseas student then they may lodge an external appeal by contacting the Overseas Students Ombudsman.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. Refer to the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Remedial Action:

Perth College of Beauty Therapy will give due consideration to any recommendations arising from the external review within 14 business days.

Perth College of Beauty Therapy will take action to implement any recommendations to mitigate against a repeat of the complaint.

Further action

If the Complainant remains unsatisfied with the outcome of the mediation, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Enrolment status

Where a current student chooses to access this policy and procedure, Perth College of Beauty Therapy will maintain that person's enrolment while the grievance handling process is ongoing.

Publication

This *Complaints and Appeals Policy and Procedure* will be made available to Students enrolled with Perth College of Beauty Therapy through publication on the website www.perthcollege.com.au and in the Student Handbook issued in hard copy to all enrolling students.

Department of Education Employment and Workplace Relations

Accompanying this prospectus is a copy of the Education Services for Overseas Students (ESOS) framework that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000.

This information must be supplied with this prospectus and you will need to indicate that you have read this information before signing your letter of offer.

The PCBT website also contains a link to the ESOS framework.

Employment

Students should refer to the DIBP (Department of Immigration and Border Protection) for advice on allowable hours of employment.

Living in Perth

The following information provides an indication of living expenses in Perth. All costs are in Australian dollars.

Single person costs of living

Rental Accommodation (unit/villa):

1 Bedroom \$175-\$220 pw

2 Bedroom \$200-\$240 pw

(Dependent on whether furnished or unfurnished)

Electricity \$25 pw

Telephone (Landline) \$10-15 pw

Medical \$7 pw (based on Medibank current rates)

Public Transport \$25 pw

Food \$60 pw

Laundry \$12 pw

Other \$50 pw
(Clothing, Toiletries, entertainment)

Budget per week for a single person: \$350 - \$400

Renting – Can range from \$300 - \$500 plus per week depending on the area and location.

Family of Four Costs of Living

Rent	\$300 - \$450 Approx.
Other housing costs	\$119
Schooling	\$108
Cars	\$125
Food	\$250
Sport and recreation	\$40
Approx. budget for a family of 4:	\$1,100

Other accommodation options include shared housing with other students and homestay options with local families. PCBT will supply more information to students upon request.

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for their first one, two or three years in Australia, depending on the assessment level. More information can be found here:

www.immi.gov.au/students/student-visa-living-costs.htm

Education

In Western Australia school is compulsory for all children aged between five and seventeen years. The government provides public schools. Churches and other groups provide private schooling. You will need to check with the WA Department of Education and Training for the criteria and assessment for fees in a public school. Higher fees are payable for private schooling.

Note: Students holding temporary visas may be required to pay full school fees. Check with individual schools for details.

Student Support Services

Prior to course commencement PCBT will conduct an orientation programme to provide information about your course. College staff are always available for any questions or concerns that you may have.

Additional support services are available by contacting the overseas student contact officer Rachael Reid who is available to provide assistance in all areas of your welfare including your accommodation needs and health cover. Students with visa enquiries will be directed to the Department of Industry, Innovation, Science and Tertiary Education (DIISRTE) and the Department of Immigration and Border Protection (DIBP).

Special Services

Welfare and community services are also available around the city.

Medical & Health

There are several doctors' surgeries near the college and in surrounding suburbs. The following public hospitals are close by:

Royal Perth Hospital
Wellington Street,
Perth WA 6000
Ph. 9224 2244

Osborne Park Hospital
Osborne Place
Stirling WA 6021

Sir Charles Gardiner Hospital
Hospital Avenue
Nedlands WA 6009
Ph. 9346 3333

Joondalup Health Campus
Shenton Avenue
Joondalup WA 6027
Ph. 9400 9303

Dental Services

There are a number of dental clinics in various suburbs close to the college.

Legal Services

The Community Legal Centres Association of WA represents 29 Community Legal Centres in Western Australia. They primarily assist people who are unable to afford the services of a private lawyer.
Ph. 9221 9322