



# **Student Handbook**

**National Skills Training Institute  
RTO 41462**



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# Welcome

Welcome to The Pet Stylist Academy. We look forward to working with you to achieve your training and career goals.

The Pet Stylist Academy is dedicated to providing high quality standards of training and assessment for students who wish to gain a formal qualification either for personal development or to become qualified as a pet groomer or in the animal industry. A Qualification, or Statement of Attainment issued demonstrates you have developed skills that are highly valued and recognised throughout Australia. We aim to provide a happy, friendly atmosphere in which to gain these skills.

It is important to keep this handbook on hand during your training, as it will provide you with additional guidance as you progress throughout your training. This Student Handbook provides important information regarding an overview of our key policies and procedures. These policies and procedures have been developed to guarantee consistent quality throughout your training and assessment with PSA. It's not a marketing tool. Treat it as pre-reading for your course and you will start your learning with confidence and familiarity. We hope you enjoy your learning experience.

The Pet Stylist Academy will ensure that you receive support and assistance to provide you with the opportunity to successfully achieve your educational goals during your training. Every endeavor will be made by staff to accommodate your individual needs to complete the course requirements.

If you have any suggestions on how we can improve our Policies and Procedures, please speak to the Course Manager. We value all feedback and it is constructively incorporated and acted upon to ensure continual improvement.

We sincerely hope your time at The Pet Stylist Academy is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

Brenton Myatt  
Chief Executive Officer  
THE PET STYLIST ACADEMY



# Information for Students

## Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should The Pet Stylist Academy cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that The Pet Stylist Academy is unable to deliver the training, you will be offered the option to enroll with another RTO and The Pet Stylist Academy will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

## Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Students as well as yourself. We are committed to returning your calls and emails, but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.



# Unique Student Identifier

A USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption go to: apply for your USI go to:  
<http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

## Obtaining a USI

1. You will need to get one form of ID from the list below ready:

- a. Medicare Card
- b. Australian Passport
- c. Visa (with Non-Australian Passport) for international students
- d. Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- e. Certificate Of Registration By Descent
- f. Citizenship Certificate
- g. ImmiCard

**IMPORTANT:** The details a student enters when they create their USI must match exactly with those shown on the ID.

2. Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

3. Then click on 'Create USI'.

4. Then fill in some personal and contact details which must match exactly the details shown on your ID.

5. You will then be asked to enter the details from your ID from the list above.



6. You will be required to set their USI account password and questions for security purposes. More information about security check questions can be found on the Student [USI check questions](#) page.
7. Your USI will be displayed on the screen.
8. You should write down your USI somewhere safe or enter it into their phone for safe keeping.
9. Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI).

## Admission and Entry Requirements

The Pet Stylist Academy requires that the participant can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms



# Access and Equity

The Pet Stylist Academy upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

The Pet Stylist Academy reserves the right to suspend from their training courses students who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

# Expectations of Students

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.
- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.



# Student Support

The Pet Stylist Academy is dedicated to providing a high standard of service to Students. You can contact your Trainer by phone, email or post during office hours. We endeavour to respond to Students as quickly as possible, but you are reminded that our Trainers do have other Students and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, The Pet Stylist Academy can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Should you or your trainer/assessor identify that you require any additional support, to be provided by The Pet Stylist Academy we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

## Training Materials and Equipment

During training, The Pet Stylist Academy students will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with The Pet Stylist Academy and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.





# Fees and Charges

Students who withdraw from a course prior to commencement will be eligible for a refund of all fees paid except for the \$250 course administration fee (Please note this fee does not apply to subsidised training).

Tuition Fees are published on the website: [www.petstylistacademy.com.au](http://www.petstylistacademy.com.au).

Fees apply when applying for RPL and are published on the website:

[www.petstylistacademy.com.au](http://www.petstylistacademy.com.au).

Attainment requested by the student while continuing to study \$50.00

Re-Printing of Certificates/Statements of Attainment \$50.00.

## Fees Protection

The Pet Stylist Academy does not hold more than \$1,500 of student fees in advance by individual students. Employers and other parties wishing to pay fees of more than \$1,500 in advance may do so.

## Refund Policy

- All requests for refunds need to be made in writing and be accompanied by supporting documentation where applicable.
- No refund is available to Students who remain enrolled and do not progress.
- \$250 of the fee is an administration, non-refundable fee.
- Sufficient funds to refund all fees paid in advance are to be held in Pet Stylist Academy's bank account.
- In the event that a Participant cancels or withdraws ten (10) days prior to commencement any fee over the \$250 will be refunded.
- Partial or full refunds will be considered after ten (10) days from the commencement of the training under exceptional circumstance such as long-term illness.
- Deferment of training can be negotiated.



- Once training has commenced, no refund is available to Students who leave before finishing the course unless the Participant can provide a medical certificate or show extreme personal hardship.
- Should The Pet Stylist Academy cancel the training, Students are entitled to a full refund (or pro-rata adjusted refund) or to transfer to future training. In this event Students will be given their preferred option.
- All refunds paid will be recorded in the refund register.

# Competency Based Training and Assessment

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

Assessments undertaken may include:

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

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by The Pet Stylist Academy and must be signed by you. Please always include the question/task you are addressing.



# Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

All applications for Credit Transfer will need to be authenticated with the issuing RTO to ensure its validity. In order to do this the Student will need to complete a “Release of Information form”. This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

# Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.



# Deferment

Students recognise that on occasion, you may require a break in their studies. Reasons may include but are not limited to holidays, new job or moving house. The length of the deferment will depend on your needs. Students can apply for a maximum of 8 weeks deferment over the duration of their study. During a deferment Students will not contact you or provide any training and/or assessment services. Resuming studies is automatic and occurs on the working day following the last date for the deferment.

## Applications for deferment

You must apply for deferment in writing by emailing [admin@petstylistacademy.com.au](mailto:admin@petstylistacademy.com.au)

- A deferment application must be made within 2 weeks before the start date of the period of deferment
- No fees are charged for a deferment
- Written applications must detail all of the following: - The reason for a deferment - The length of the required deferment and last date of deferment - A plan/timetable demonstrating how the remaining units will be completed within the remaining course duration
- Students will be notified in writing of the outcome of the application for a deferment, within 7 working days of application to the RTO
- Deferment does not result in the extension of the course duration. If you feel unable to complete the course within the timeframe you will need to apply for an extension.



# Extension

You should apply for an extension if you need the course timeframe to go beyond the duration set by The Pet Stylist Academy Learning. The length of the extension granted will depend on the number of units yet to be completed and the individual students' circumstances.

## Applications for extension

You must apply for extension in writing by emailing [admin@petstylistacademy.com.au](mailto:admin@petstylistacademy.com.au)

Your application must be made within 2 weeks before the scheduled course end date:

- Written applications must detail all of the following:
  - The reason for an extension
  - The length of the required extension and justification of the timeframe requested
  - A plan/timetable demonstrating how the remaining units will be completed within the time of the extension, if granted
- When considering an application for an extension the following will be taken into consideration: -Student's progress in the course to date (if applying at the end of the course more than 60% of the unit assessments have successfully been completed)
  - The circumstance leading to the request of an extension
  - The student's plan/timetable demonstrates a commitment to completing the training and assessment requirements within the extended period
  - The likelihood of finishing within the timeframe requested. If necessary for the student to complete, The Pet Stylist Academy may grant an extension of a period longer than requested by the student, due to the student's circumstances. In this case the student will be required to pay any additional fee applicable.

## Awarding an extension

- Once granted, the extension time period will commence from the scheduled end date of the course
- You will be notified in writing of the outcome of the application for an extension, within 7 working days of receipt of payment and the formal application for an extension and all required information being received by the RTO
- Only one extension is available per course. Once an extension has been applied for and a decision made, no further extensions are available on that course.



- If you apply for an extension and your application is not successful will receive a Statement of Attainment for units completed.

# Complaints and Appeals

THE PET STYLIST ACADEMY is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal a decision made by the RTO, you are encouraged to do so by using the following processes:

## Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

**First instance:** You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Training Manager.

**Second instance:** If the issue is not resolved you are encouraged to either speak to or contact in writing the CEO

**Third instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.



Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the CEO immediately, even if the situation has been resolved to the satisfaction of all parties.

If it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

**Fourth instance:** If you are not satisfied with the outcome of this procedure, you do have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

## Appeals

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

### Step 1

If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form - Part A and forward to the RTO Manager. *(This should occur within five (5) working days of receiving the result)*

### Step 2

The decision is to be reviewed by a different a party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. You are to be advised of the appeals outcome within ten (10) working days. *(This should occur within ten 10 working days of Step 2)*

### Step 3

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the CEO. The CEO who will send an acknowledgement letter to you, record receipt of the Appeals Form,



then conduct the review. The CEO, if necessary, will convene a review panel to thoroughly examine the appeal. *(You are to be advised of the outcome within ten (10) working days).*

#### Step 4

If you are not satisfied with the outcome of this procedure do have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at;  
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

## Access to Participant Records

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

## Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure the RTO is complying with regulations and standards. Upon request The Pet Stylist Academy is required to supply the following ASQA Participant contact details including address, telephone numbers and email address.





# Privacy Policy

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

The Pet Stylist Academy will:

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

## Change of Personal Details

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

## Results

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, The Pet Stylist Academy will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the The Pet Stylist Academy office. You will then receive a Tax Invoice for \$50 inc GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.



# What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$50 inclusive of GST.

## Evaluation

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



# Relevant legislation to be complied with

## **Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

## **Occupational Health and Safety Act 2004 (Vic)**

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: [http://www.austlii.edu.au/au/legis/vic/consol\\_act/ohasa2004273/](http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/)

## **Occupational Safety and Health Act 1984 (WA)**

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

[http://www.slp.wa.gov.au/legislation/agency.nsf/docep\\_main\\_mrtitle\\_650\\_homepage.html](http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_650_homepage.html)



## Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: [http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

## Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

## Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to [www.apf.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.apf.gov.au/library/pubs/rn/1998-99/99rn26.htm)

## National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

## Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>



## **Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

## **Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>