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STUDENT GUIDANCE MANUAL

2017

Table of Contents

1.0	Student Guidance Support Systems	
1.1	Human Rights and Equal Education Policies	4
1.2	Internal Liaison Process	4
1.3	External Counselling and general assistance	4
1.4	The Teaching/Learning Contract	4
2.0	Dealing with Students	7
2.1	Academy Rules and Regulations	7
2.2	Attendance and Progress Requirements	8
2.3	Cessation of Attendance and monitoring attendance to ensure student safety and welfare	9
2.4	Disciplinary Policies and Procedures	10
2.5	Appeals Against Disciplinary Procedures	10
2.6	Appeals Against Assessment Results	10
2.7	Post Programme Services	11
2.8	Lost property policy	11
3.0	Assessment	11
3.1	Policies on assessment	11
3.2	Assessment procedures	12
3.3	Formative Assessment	12
3.4	Summary Assessment	12
3.5	Collection of Assessment Evidence	13
3.6	Internal Reporting of Student Achievement	13
4.0	Admission Requirements and Application Procedures	14
4.1	Admission Requirements	14
4.2	Eligibility	14
4.3	Recognition of Prior Learning	14
4.4	Cross-Crediting	14
4.5	Application Forms	15
4.6	Application Dates	15
4.7	Selection	15
4.8	Cancellation of Courses	15
4.9	Procedure for Dealing with Student Loans and Allowances	15
5.0	Interviews	16
5.1	Interview Procedure	16

5.2	Notification of Interview Outcome	16
5.3	Summary of Application Process	16
6.0	Fees, Costs and Expenses	17
6.1	Fees Protection	17
6.2	Fees Information	17
6.3	Consumer Protection	17
6.4	Course Fees and Costs	17
6.5	Personal Expenses	17
7.0	Withdrawal, Refund and Complaint Policies	18
7.1	Withdrawal and Refunds	18
7.2	Course Alteration and Deferral Policies	18
7.3	Complaints Policies and Procedures	18
7.4	Complaints Procedure Flowchart	21
8.0	Public Student and Staff Risk Protection	22
8.1	General Safety Rules	22
8.2	First Aid Procedures	22
8.3	Identified Hazards	23
8.5	Basic Rules for Chemicals	28
8.6	Ergonomic Practices	29
8.7	Fire & Safety Compliance	30
8.8	Telephone Emergency Services	31
8.9	Company Vehicle Use	31
9.0	Code of Practice of Pastoral Care for International Students	31
9.1	Summary	31
10.0	Emergency Procedure Policy	34
10.1	Fire and Emergency Evacuation Procedures	34
10.2	Duties of Fire Wardens	35
10.3	First Aid	36
11.0	Organisation Chart	37

1.0 Student Guidance and Support Systems

1.1 Human Rights and Equal Education Policies

The Academy is committed to providing an environment free from harassment and discrimination of sexual, racial, academic, or religious nature. It has set procedures to investigate and resolve such complaints, also programmes to prevent the reoccurrence of such complaints.

1.2 Internal Liaison Process

a) ***The Education Manager (EM) & Relevant Head of Department (HOD) is responsible for:***

Assisting, guiding student learning needs in

- Monitoring progress throughout the course for students to achieve their qualification.
- Developing the skills of self directed studies and involving them fully in the teaching/learning contract.

b) ***The Student Service Manager (SSM) is appointed to:***

- Assisting the students in resolving personal issues which may affect their progress through the programme;
- Listening, recording concerns and if necessary referring students to the appropriate internal contact or external support agencies that the Academy has arranged for students for counselling or complaints resolution.

c) ***The Tutor is responsible to:***

Teaching students to achieve qualification the student is enrolled in.

Assisting students resolve learning issues which may be caused through

- English being a second language, ;
- a lack of literacy and numeric skills;

Informing students of external support the Academy has arranged students to have access for literacy, numeracy and English courses.

d) ***The Student Representative is appointed to:***

Assisting students with the communication and rapid action any students concerns and refers students to the appropriate internal Academy contact.

1.3 External Counselling and general assistance

The SSM when necessary will refer students with problems to the most appropriate counselling body. The SSM will make an appointment. The student may approach outside agencies directly.

1.4 The Teaching/Learning Contract

Student guidance and support systems relate to the Teaching/Learning Contract. This has been established on the belief that teaching adults is an inter-active process. The Success is dependent on the dedication and participation of both the students and the teachers.

a) *Commitment of the teachers*

The teachers are committed to provide students with:

- Punctual attendance in class from 9.00am to 3.30p.m., salon from 9.00am to 5.00pm, 8.00pm on designated nights Monday to Friday.
- Available to students from 3.30p.m. to 5.00 p.m. at least one day a week.
- Reasonable access to students outside these or class hours by appointment.
- Well organised and structured lesson plans approved by the Head of Department or Education Manager.
- Clear statements of objectives and expectations.
- Relevant, up to date information and knowledge to demonstrate the latest techniques.
- Stimulating and effective communication and teaching approach.
- Teaching methods appropriate to unit standard outcomes.
- Professional and stylish personal image.
- Sufficient teaching time to meet course aim of 80% teaching to 20% self-directed study.
- Sufficient practical sessions of tutor demonstrations followed by supervised student practice to satisfy the programme criteria for personal tuition.
- Willingness to adopt the role of adviser when appropriate and allow the student to develop his or her creative ability.
- Assistance to develop study/learning skills.
- Assessment methods appropriate to the objectives and subject matter/
- Stated objectives of and adherence to evaluation criteria and procedures.
- Tests and assignments marked and returned within one week.
- Opportunities for student feedback on teaching performance.
- Prompt attention to programme related issues.
- Sensitivity to student's personal problems, awareness of Academy policy on counselling procedures.

b) *Commitment of the students*

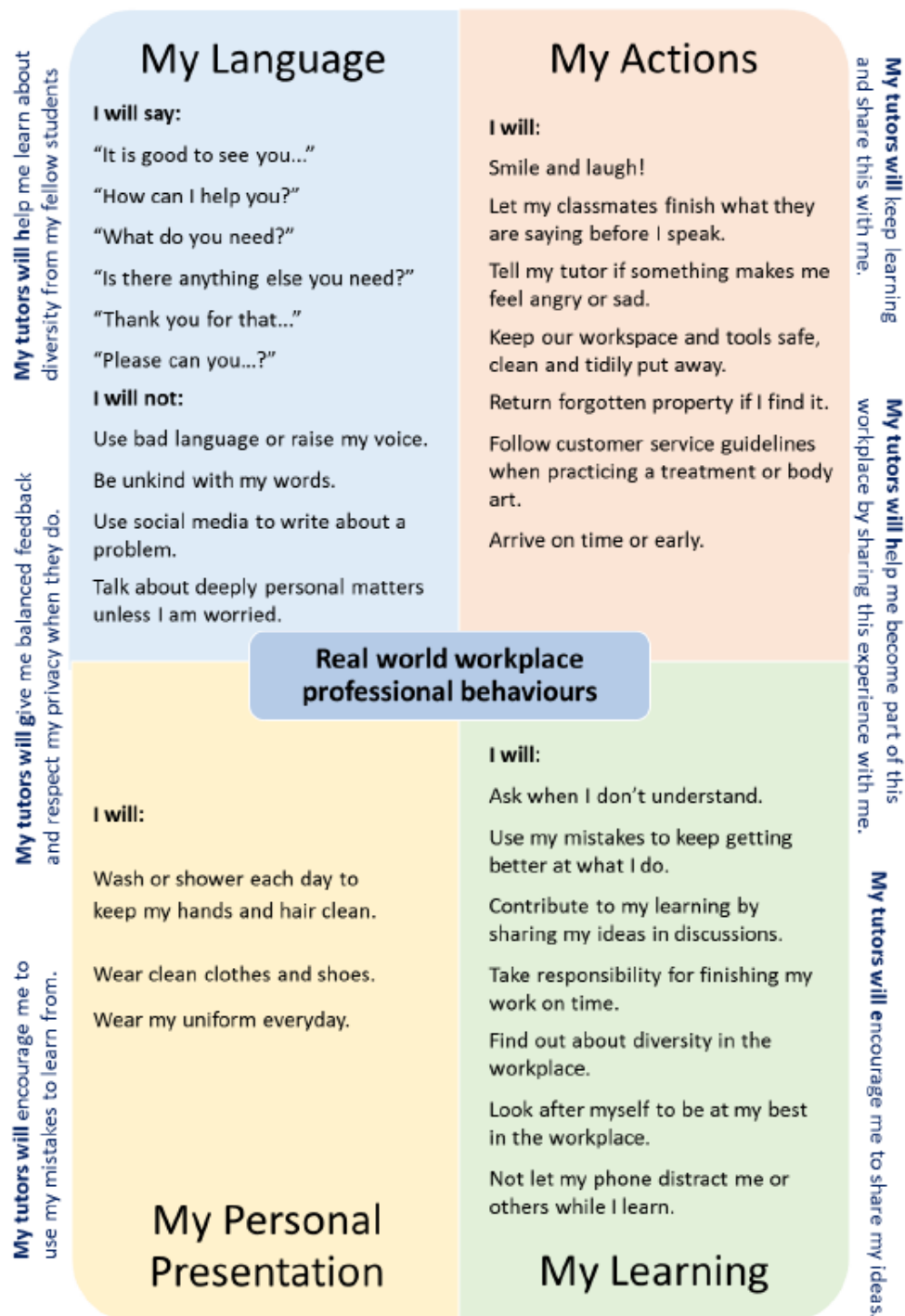
Students shall be fully involved in their development as professionals by:

- Attendance in class from 9.00am to 3.30 p.m. Monday to Friday, Salon hours 9.00am to 5.00pm and until 8.00pm on designated late nights. A minimum of 80% attendance of all scheduled learning activities.
- Notification by 8.30am of any unavoidable absence.
- Active and willing participation in all learning activities.
- Cultivation of a personal image of a professional involved in the service industry.
- Cut Above T Shirt or uniform to be worn when working in salon or work experience as arranged by the academy.
- Cultivation of a professional attitude when working in the model salon or work-based experience as would be expected of in the hairdressing or make-up, beauty workplaces.
- Making the learning of knowledge and skills leading to credits on the National Qualifications Framework a priority.
- Taking responsibility for their personal learning progress.
- Seeking and accepting feedback from tutors and peers.
- Being prepared for all learning activities as directed.
- Meeting scheduled dates for assignments and assessments.

- Full and honest participation and feedback in the processes of tutor appraisal and programme review.
- Not disrupting the learning opportunities for other students.

Classroom Agreement

Practicing skills for the workplace



My tutors will plan lessons & activities to include how I make meaning, to help me master skills.

Self Directed Learning

What Is Self Directed Learning?

Self Directed Learning is structured learning completed outside of your face to face teaching time.

Do I Have To Do This?

YES

Self Directed Learning forms part of your programme therefore it supports your attendance, participation and assessment.

What Will This Include?

Examples of Self Directed Learning Are;

- Watching and commenting on Videos or presentations
- Completing written work
- Reading and being prepared to discuss an article or book etc
- Practical activity based on classroom learning
- Participating in a class blog or feed

How Many Hours Will This Take?

Every programme have different Self Directed Learning expectations. See your programme handbook or ask your tutor for more information.

What Support Will I Have?

- Clear expectations
- On Campus Resources where required eg. Computer Lab, Study Space or Tools needed
- Tutor Support (either in person or via email)

2.0 2.0 Dealings with students

The following policies and procedures exist to ensure that the Academy conducts its dealings with students in a fair and equitable manner complying with the specific requirements of the Education Act and other relevant legislation.

2.1 Academy Rules and Regulations

No student of the Academy shall:

- Act in a manner contrary or prejudicial to the good management, reputation and functioning of the Academy.
- Wilfully or recklessly damage, deface or remove without authority any property within the precincts of the Academy.
- Wilfully impede the learning or teaching activities of the Academy.
- Wilfully create any nuisance in the Academy premises.
- Wilfully obstruct a teacher or fellow student in the performance of his or her functions or of the work he or she is required to perform.
- Enter the Academy or any other Academy premises in which he or she is not at that time entitled to be, in full knowledge of this restriction.
- Commit any criminal offence within the Academy precincts.
- Cause physical harm to another person (staff or student) of the academy.
- Smoke or chew gum in classrooms, lecture rooms or non-smoking areas of the Academy.
- Knowingly fail to comply with any reasonable direction given by the person in charge while engaged in work experience in a Academy or other salon, or do anything that would constitute misconduct if done within Academy precincts.

- Fail to comply with any reasonable Academy direction from tutors, SSM, EM, Directors or management in regard to appropriate dress in relation to professional image and objectives relating to professional behaviour and attitudes that are required by industry employers.
- Fail to keep coats and personal belongings not required for the lesson in lockers or cloakrooms provided.
- Eat food in the classroom.
- Have a mobile phone switched on in the classroom unless on silent for emergencies only.
- Bring or consume drugs or alcoholic liquor within the precincts of the Academy for other than official functions arranged by the Academy.
- Post notices elsewhere than on the notice board provided for this purpose, and then only with permission of management.
- Park on Ryan Place if at Southern Campus on a “first come first serve” policy.
- Park at academy car parks, cars shall be towed away if in the car park.
- Smoke only in designated areas, not alongside the roads.
- Place rubbish in designated bins only.

2.2 Attendance and Progress Requirements

- In order to be credited with the Academy Excellence certificate student must meet 4 out of 5 requirements and Merit certificate students must meet 2 out of 5 requirements and excellent attendance.
- Students who fail to meet competency assessment requirements in any unit standards by course completion, and have excellent attendance and attended the majority of scheduled learning activities may be entitled to further assessments at no charge apart from material costs for a period of six months.
- Students who fail to meet competency assessment requirements in any unit standards by course completion, and have not attended the majority of scheduled learning activities, unless they had a valid reason for the absence, must make alternative arrangements to complete the assessment, if necessary at the students own expense.
- Students who fail to meet the assessment or credit requirements by course completion date will not be issued with a certificate. However the student may return to complete the units as stated above to be issued a certificate.
- Students who do not attend the majority of scheduled learning activities without a valid reason, may have their allowance payments suspended.
- The withdrawal process will take place if a student is absent for a period of 4 weeks, or more, without contact or they have informed us in writing of their wish to withdraw.
- The student fails to give genuine reasons for absence.
- The attendance is continuously erratic.
- Medical certificates must be provided for absence over 2 days.

Recording of Attendance

When	Action Required	Responsible
At class start time	Record all attendance on Course Attendance sheet including any communication received from absent students.	Tutor
As students arrive	Record time late students arrive as accurately as possible making note of any reasons students give for being late.	Tutor
After lunch break	Record all attendance on Course Attendance sheet.	Tutor
Formal Letters are given	A copy of the formal letter is saved to the student's SMS system profile	Student Services Manager Student Administrator
Formal meeting is held	Notes from this meeting are recorded and saved to the student's SMS system profile	Meeting host
L*	Late to class = if a student arrives to class more than half an hour late ie after 9.30 or 1.30 Late to class = if a student leaves class more than an hour early ie before 11.00 am or 2.30pm	Late to class = 1 half day is taken off the weeks total attendance if the student receives 3 "L"s

2.3 Cessation of Attendance and monitoring attendance to ensure student safety and welfare

If a student is not regularly attending classes or not performing in their studies or even if a student ceases to attend a course before completion date, the Academy may be concerned about the pastoral welfare and safety of the student and will follow the following procedures:

The SSM may:

- Counsel the students.
- Enquire about students concerns in order to identify student problems.
- Talk to the tutor

However if the student performance and attendance doesn't improve after the counselling:

- A student shall be issued a verbal, followed by a written warning on suspension of finances.
- Student finances may be suspended with Studylink
- Student may be expelled and withdrawn.

If the student is an international student, NZ Immigration Service will be notified of the student withdrawal. Please refer to section of Code of Practice for Pastoral Care of International Students.

Suspension of finances

Where a student is either not meeting course requirements through low attendance or not being on track with their credit achievements, student's finances may be suspended.

When	Action Required	Responsible
Attendance reaches 85%	Verbal discussion with student to advise attendance is slipping.	Tutor
Attendance reaches 79%	1st Warning handed to student	Student Services Manager
Attendance does not improve within 1 week or begins to drop again	2nd Warning handed to student and finances are suspended	Student Services Manager
Attendance does not improve within 1 week from 2nd warning or begins to drop again	Formal Meeting with Student Services manager to discuss concerns.	Student Services Manager
Attendance does not improve within 1 week from formal meeting.	3 rd and final Warning handed to student	Student Services Manager or Education Manger

2.4 Disciplinary Policies and Procedures

- Where there is misconduct by a student in class, on school premises or on a promotional event including drinking alcohol and drugs the tutor may reprimand the student and exclude him or her from not more than two successive classes. Such exclusion shall be promptly reported to the EM, SSM or management team member for a verbal warning. A second offence shall incur a written warning of dismissal in the event of any subsequent misconduct. A third offence shall incur written notice of dismissal.
- Where there is misconduct by a student in the use of any Academy facility, the same procedure as above will be followed, or the student may be suspended or dismissed instantly depending on severity and nature of the conduct.
- Notwithstanding the provisions above, the Management Team may at its discretion recommend the dismissal or refuse to pass a student whose attendance is irregular to an extent deemed by the tutors to have affected the learning of the student or his or her peers.
- Where there is misconduct by a student, involving physical violence, on or off school premises or on a promotional event, the Management may at its discretion recommend the dismissal of the student involved.
- The dismissal process must have at least one senior management member and the SLA, at the final meeting with the student to co-sign the dismissal letter. Where a parent/guardians signature has been required for funding / enrolment purposes, the parents must be informed of the dismissal by the management team. This may be done verbally or in writing.

2.5 Appeals against Disciplinary Procedures

- A student reprimanded or dismissed may appeal to the Advisory Committee by means of one of the contact personnel (see “Complaints Procedures”) who will call a special meeting if the matter is urgent;
- The dismissal may be suspended until the appeal is heard by the committee;
- The student may appeal to the external contacts or NZQA regarding the decision of the Advisory Committee.

2.6 Appeals against Assessments Results

- Students have the right to request the reconsideration of the result of any assessment;
- In the event of appeal against a practical assessment, the student must return the work to the relevant H.O.D with a written request for reconsideration within 3 days of the return of the marked work, specifying why the request is made;
- In the event of appeal against assessment of a practical assignment, the student must ask the tutor who has conducted the assessment for a reassessment from the H.O.D, or another tutor.
- Students wishing to appeal against assessment after such reconsideration must write to the Advisory Committee who shall consider the case;
- Students may appeal to the external contacts or NZQA regarding the decision of the Advisory Committee.

2.7 Post-Programme Services

- The Academy offers on-going assessment for units from the course that student is enrolled in free-of charge for students who have met attendance requirements for a further period of six months after course completion;
- Graduate students are also invited to maintain contact with the Academy which in turn maintains links with prospective employers and who from time to time organise careers open days to which ex-students and employers are invited.
- Students who are outside the 6 month period or who have not met the attendance requirements can complete any remaining assessments as per the outside assessment policy and procedures.

2.8 Lost Property Policy

- Any named equipment or equipment left in lockers after completion of course will be held for 3 months from last day of attendance. Students will be notified in writing
- Any lost property will be held for 3 months after student completion date will be disposed of.

3.0 Assessments

There is a Quality Management System (QMS) of policies and procedures for ensuring that assessment is fair, valid and consistent. Responsibility for this is vested in the Education Manager who develops, monitors and reviews the system to ensure that the criteria and the principles of competency education are met.

3.1 Policies on assessment

- An assessment procedure flow chart is located in every classroom for student reference.
- Credits are awarded for unit standards on the basis of assessments that take place throughout the course of study according to the principles of competency based training.
- Tutors explain how assessments will be conducted and what guidance and support will be available throughout the process through the process of pre and post assessment meetings.
- Assessments are designed for the purpose of gathering evidence of competent performance.
- Ongoing or formative assessment is employed to provide students with immediate feed-back on their progress towards meeting the learning objectives in each unit.
- Resulting evidence from the students' assessments is used to determine whether a student has met the learning objectives for credit achievement.
- Students must meet all the assessment criteria for a programme component in order to be awarded the credits for the unit standard concerned.
- A student not deemed competent in any unit standard assessment shall have the right to repeat the performance for part or all of that unit or module as required to achieve competency.
- In arriving at a final assessment for any module or unit, all relevant evidence presented by the student, including assessment of the students training log is taken into account.
- The HOD monitors tutor assessment practices.
- The HOD evaluates assessment results.
- Assessment policies are evaluated and reviewed by the Education Manager.
- As units are assessed on competency basis there is no provision for aggregate assessment.
- All assessments must be undertaken. Students absent with justification on the day of assessment will be offered an opportunity for a substitute assessment session, provided an explanation and a request to the management team is made at the earliest opportunity.

- Late assignments may be accepted if the student has made arrangements with the tutor prior to the due date. Such extensions may be for a period of up to two weeks.
- Policies and procedures for the reporting of assessment results are contained below.

3.2 Assessment procedures

Methods of assessment are appropriately designed to measure the extent to which students have met the learning objectives of a particular unit as set out in the unit standard descriptions. Generally these may include written assignments, practical exercises, assessment of demonstrable practical skills and progress in the model salons, and in some units a final test or summary assessment.

An integration of several elements of the units of learning in one realistic assessment activity is practised wherever possible.

- Acquisition of theory knowledge is assessed by written tests and assignments, and student's ability to demonstrate these theories in practical application.
- Practical skills, professional attitudes, communication skills and personal image development are measured by the assessment of observed activities in which the student demonstrates the achievement of the required qualities and skills.
- Creative development is assessed in design projects and in student's ability to form a design concept and carry it out in practical designs on live models. The total fashion photographic project, production of the student show, and student participation in external shows are also assessed towards this objective.
- Some learning activities are assessed internally by a combination of an oral, written, or practical work;

3.3 Formative Assessment

Tutor's comments must be of a constructive nature in order to give students clear guidance in areas of their learning progress, which need improvement. Students must be allowed access to the evaluative comments as they are recorded.

The assessments are recorded on the Formative Assessment Forms, which are filed in the class folder. Students have access to these forms on request but must be informed that they cannot view other student records.

3.4 Summative Assessment

Summative assessment is the final assessment for credit of a unit standard or element. Students are to complete the assessment activity unassisted. The two areas of assessment are theory and practical. The following procedures are to be adhered to:

a) Theory Knowledge Element

Upon completion of all knowledge tasks:

- Liaising with the students, tutors to set a date and time for the knowledge element.
- Students must be in agreement of the set time, however individual students can request a later date for the knowledge element.
- Post dates in the classroom no less than 1 week prior to the knowledge element.
- Photocopy knowledge element and have them ready to be distributed at assessment time.
- Students complete the assessment.
- Tutors mark knowledge element sheet.

If clarification of answers or reassessment is required tutors can:

- Verbally check individual points with students. This must be signed and dated by the tutor as a verbal assessment.
- Set a new date to be reassessed for the complete knowledge element when an understanding of all performance criteria has not been demonstrated.
- Inform students of results and hand knowledge element papers back for viewing.
- Collect papers back.
- File papers in order of name.
- Report competent results in accordance with the reporting of student achievement procedures.

b) Practical Elements

Upon demonstration of repeatable performance of the students' ability to be able to achieve the practical elements of the unit standard:

- Tutor is to emphasise the standard required to achieve the elements.
- Ensure the student is familiar with and has a copy of the assessment check sheet 1 week prior to any assessment.
- Tutors are to monitor the activity.
- The original completed assessment form is to be filed in the class folder in the students division, whether a competent or not competent result is achieved.
- Record competent results in accordance with the reporting of student achievement procedures of this document.

Students have right to appeal against results, following the assessment appeals procedure.

3.5 Collection of Assessment Evidence

The following evidence is to be collected for knowledge elements:

- All written knowledge element scripts.
- All assessment video materials.
- Cross-section of assignments.
- Copies of a cross section of Student Work Books, where applicable.
- The following evidence is to be collected for practical elements:
- Minimum supporting evidence statements.
- Formative evidence.

3.6 Internal Reporting of Student Achievement

Upon successful completion of a unit standard:

- Record competent results in the class formative sheets
- Record competent results on the students Summary Assessment Sheet held in the class folder by highlighting and initialling the passed element.
- The unit standard is recorded in the classes weekly attendance register.
- Results will be entered into the Academy database and backed up on tape drive at the end of each day.
- Printed student results will be sent to each class on request;
- Tutors are to compare printed results with Summary Assessment Sheet.
- Inaccuracies are to be highlighted and returned with the weekly attendance register.

3.7 External Reporting of Student Achievement

- On enrolling students, the students need NZQA registration number. If the student already has a number it will be entered into the ROL. However if the student does not have a number, it will be arranged at enrolment.
- The completed unit standard results and \$1.55 per credit fee will be sent to NZQA. This is done electronically via our student management system.
- The results are also submitted to TEC for reporting purposes.

4.0 Admission Requirements and Application Procedures

4.1 Admission Requirements

To be considered for admission the applicant must:

- Meet the eligibility criteria.
- Complete a written application form by the closing date.
- Schedule a personal interview with the Recruitment Manager or Recruitment Advisor.

4.2 Eligibility

- Applicants of all ages will be considered except where there is a minimum age as entry criteria for a course.
- All applicants are assessed on their merits.
- Applicants must be able to demonstrate a proficient use and understanding of the English language.
- For international or immigrant students with English as their minor language, an extensive interview is conducted to ensure the applicant's language skills are sufficient to complete course requirements.
- An applicant may be placed in the class for the day prior to completion of enrolment if there is doubt the students may be unable to cope. Comments by the tutor and student will be taken into consideration prior to decision to complete the enrolment.

Note: For advanced and accelerated courses specific entry criteria will be established and publicised, enrollees will be expected to meet these criteria.

4.3 Recognition of Prior Learning (RPL)

Entry policy allows for recognition of prior learning in line with NZQA policy on this issue.

- RPL is accessible to any student who already has skills and knowledge that can be validated by a demonstration of skills gained in prior learning to the Academy RPL assessors.
- Candidates are given fair and equitable opportunity to demonstrate their skills and knowledge, and full guidance and support throughout the assessment process.
- Assessment procedures are fair, valid and consistent.
- Credit for knowledge and skills will be allowed without regard to length, place or method of learning. Entry policy allows for recognition of prior learning work-based or training experience gained in hairdressing, cosmetic, retail or service sectors fields.

➤ 4.4 Cross-Crediting

Transfer of credits gained for unit standards or relevant areas of learning which components of the programme will be granted. In such cases, student evidence will be sighted in the form of an academic record or record of learning. Students who apply for credit transfer will be asked to provide this

evidence at the interview. Students who gain credit transfer will be given an opportunity to work on alternative components or units within the programme.

4.5 Application Forms

Applications must be made on the forms available from recruitment team at Level 6, 242 Queen Street, Auckland Central.

4.6 Application Dates

Each year the Academy has several streams across all current Programmes. These dates are subject to change, so students should liaise with the Academy recruitment team to confirm start dates. Applications close one week prior to the course commencement date to allow for interviews and enrolment procedures. Late applications will be held over, subject to availability of space.

4.7 Selection

Admission to the Academy is granted on the basis of meeting the requirements for enrolment. Applications, accompanying material and the results of the personal interview are examined without prejudice.

4.8 Cancellation of Courses

The Academy reserves the right to cancel, change or modify modules, programmes or courses. Students will be duly notified a minimum of one week before the course commencement date. In the case of a course cancellation, students will be given the option to choose whether they wish to take a place in the next course.

4.9 Procedure for Dealing with Student Loans and Allowances

At interview prospective students will:

- Have the eligibility criteria for receiving a student loan and allowance explained to them.
- Have the fee structure of the course explained and also what the student loan and student allowance can be legitimately used for.
- Be given the respective application forms and information booklets.
- Be asked to return the completed forms, with supporting documentation to the Academy registry for checking, within three weeks of course commencement.
- Help the student complete loan application and student allowance form electronically.
- Under no circumstances will Academy personnel, in absence or without consent of the student, fill in or make **any** alteration to any loan, allowance or Cut Above Academy application form.

When the loan and allowance forms are returned for registry the recruitment team will:

- Check applications and supporting documentation for accuracy and suitability to Ministry of Education requirements.
- Photocopy all applications and supporting documentation and file them into the students personal enrolment form.
- Complete the Enrolment form.
- Pass completed applications and supporting documentation to the Academy Administrator for final checking and signing of the Certificate of Enrolment.
- Post all relevant documentation to Study Link. A log of this is maintained.

5.0 Interviews

5.1 Interview Procedure

Interviews are arranged to establish the suitability of an application for admission. All applicants are required to have an interview; however, in certain circumstances this requirement may be waived. An interview will be scheduled once the application has been received or you may book your interview appointment by telephone. Applicants are advised to bring along any relevant documentation to the interview. The Academy encourages applicants to bring parents, guardian or a friend to offer support and guidance where needed.

The Interview:

- To ensure the course really meet the applicant expectation and to identify options.
- Find out about the staff and their expectations of you.
- Be sure of all the course costs, financing and eligibility for a Student Allowance.
- Be sure that this is an option that you can afford.
- Be sure this is an affordable option.

At the interview applicants will be assessed on:

- Personal presentation, qualifications, personality, attitude, communication skills, and creative potential.
- The extent of experience and possible eligibility for Recognised Prior Learning (RPL).
- Your commitment to learning and achieving.
- Your attitude and potential to succeed in gaining employment in the industry.

5.2 Notification of Interview Outcome

Applicants will be notified as to the outcome of their application/interview. Applicants who have not been selected are invited to discuss the reasons for the decision with the Management Team.

5.3 Summary of Application Process

- Schedule an interview at the Academy by telephoning the Recruitment team at Academy Administration- (09) 309 0689.
- Make an appointment to visit.
- Tour of the Academy and meet the students and tutors.
- Complete Academy enrolment procedures.
- Complete Student Loan and/or Allowance applications.
- Determine payment of Academy fees and equipment or terms of payment, (NB - All fees are held in trust until after commencement).
- Complete the application/enrolment form and sign the declaration.
- Notification of an offer of a place will be forwarded to you following the interview.
- You will be required to return notification of your acceptance by telephone or written acceptance.
- Receive confirmation of place, dates and time of commencement.

6.0 Fees, Costs and Expenses

6.1 Fee Protection

Student fees will be held in trust in compliance with Section 236A of the Education Act 1989 as amended by the Education Amendment Act (No 4) 1991. Fees are held in Public Trust. Public Trust is a government owned Trustee Company. For more information on Fee Protection call 0800 494 733 or visit www.publictrust.co.nz

6.2 Fee Information

Information on tuition fees, course costs, equipment, extra costs, payment options, financial assistance, withdrawal and refund and non-payment of fees are given to students at course commencement. Details of which are set out below:

- Tuition fee and course cost are clearly defined in the prospectus and at enrolment interview.
- Tuition fee, equipment are shown separately.
- Required equipment list is detailed and given to students at enrolment.

6.3 Consumer Protection

To comply with the student fee protection scheme in the event that during the academic year the Cut Above Academy Ltd is unable to continue to deliver tuition to the student for any reason, Public Trust shall pay to the Student or Study Link the unused portion of the tuition fees of the current tuition year calculated on a pro rata basis. This is based on Public Trust fee schedule agreement produced by PT, signed by student at enrolment.

6.4 Course Fees and Costs

- All tuition fees for theory and practical classes.
- Equipment items as listed in documentation.
- All facilities used in classes (except personal equipment).
- Career consultations, internal counselling appointments with management or faculty.
- Access to all school facilities and equipment during Academy hours, or by arrangement with the tutor in charge after class hours.
- Processing, recording and reporting of assessment results and personal data.
- Social activities, including the end of course function, and official graduation event.

6.5 Personal Expenses

Items of personal expense not included in course fees and costs may include:

- General Specifications.
- Pens, pencils and coloured pencils.
- A3 drawing block, A4 lecture pad.
- Personal combination lock for locker, issued from stockroom.
- Photographic Shoot Assignment, allow \$20-\$40 for contribution to photographer or film.
- Extra chemical products used for practice or assessment. Allow \$20-\$30 per application.
- Field Trips, allow a total of \$20 for transport costs for field trips.
- Tickets to external seminars or shows are optional and extra.
- Competition entry fees - entry to competitions and any expenses incurred are optional and extra.

- The Academy ensures all students are 'hooked-on' to NZQA and that credits are reported on a regular basis. There is no extra charge for credits gained within the programme.
- The official NZQA Record of Learning for achievement of unit standards on the National Qualifications Framework can be obtained from NZQA at your expense. Students can access their results via the NZQA website www.nzqa.govt.nz.

7.0 Withdrawal, Refund and Complaint Policies

7.1 Withdrawal and Refunds

A withdrawal from a course takes place when a student stops attending all portions of that course having completed the withdrawal process correctly. A student enrolled for a course of study may withdraw from the course by written notice at any time within seven training days of the first day for which attendance at the establishment is required.

- A student will be withdrawn from the course by Management if the student is absent without notice for more than four consecutive teaching weeks.
- Withdrawal from a course is without prejudice to the student's right to re-enrol in future.
- As each course is of a continuous nature and a break in studies is likely to affect the learning outcome of the student, there is no provision for leave of absence, or of withdrawal from any of the modules.
- Student fee payments are deposited into a/the Public Trust account. Payments are made from the account to Academy once it is authorised by the student.
- It is the responsibility of the student to report an official withdrawal from a course in writing. No changes will be put into action until Recruitment or Management has received this written information. Any fees outstanding will remain payable until official notification is received.
- If a student withdraws prior to the commencement date, he or she is entitled to a complete refund of any fees paid.
- If a student withdraws within eight training days of course commencement he or she is entitled to a refund of any fees paid less 10% or \$500.00, whichever is the lesser amount.
- No refund is made in the case of withdrawal *more than* eight training days after commencement of studies.

7.2 Course Alteration and Deferral Policies

All requests for course alterations must be made to the Education Manager. Due to the fact that all Academy courses are structured to include all modules, there is no provision for changes to modules or classes within the same course.

In the event of a student failing to complete the course for a valid reason such as personal or dependent family injury or illness supported by a medical certificate, deferral to a later course date may be approved depending on availability of place each case will be viewed and assessed by management team.

7.3 Complaints Policies and Procedures

Policies and procedures are set in place to provide students with an internal process for lodging formal complaints in writing in the first instance and external bodies with whom formal complaints may be lodged in writing if internal procedures do not result in a satisfactory resolution of concerns. See flow chart, pg 21.

The Academy has a Student Services Manager to deal with all informal and formal complaints. She is based at Level 6 242 Queen Street and is available at all times in emergencies or during breaks.

A copy of the complaints procedures are placed in all classrooms.

DETAILS OF PROCEDURES

Complaints

All Complaints received verbally will be responded to verbally within 2 teaching days. The Academy must provide opportunities for students to raise general issues with school management via student forums and councils or similar meetings.

Formal Complaints

Formal Complaints must be in writing and signed by the student making the complaint and given to the Academy Director, or Intueri's GM Organisational Capability, if the Complaint relates to a Academy Director;

If they are complaining about a named individual, that individual will be notified of their Complaint Of the process for responding to Formal Complaints. The process will provide students with proximate, timely, fair, open and solutions focused response to their Formal Complaint.

On receipt of a Formal Complaint the Academy Director must:

- Acknowledge the Formal Complaint in writing to the student within 3 working days of receipt.
- Review the Formal Complaint and assign a lead staff member to the complaint
- Advise HR if, in their judgment, a staff performance issue is involved (this is to ensure the correct HR procedure is followed in conjunction with investigating the complaint).
- Advise the student of the outcome within 10 teaching days of the acknowledgement. Where this time frame cannot be met a revised time frame with reasons, will be communicated in writing to the complainant.
- Keep a written record of all discussions, interviews and other meetings which take place during the consideration of a Formal Complaint.
- A Formal Complaint specifically about a Academy Director must be made to the GM Organisational Capability who will assign a lead person to manage the Complaint within the same time frames.

Appeals

- The Academy will have a process for receiving and responding to Appeals.
- The Academy will notify students regarding of their right to access appeal processes inside and where necessary outside the school to the Intueri Complaint Review Committee.
- Appeals will be made to the Academy Director unless the Academy Director is the subject of the complaint or has been involved in the resolution of the complaint, then the Appeal must be made to the Intueri Complaint Review Committee.
- Appeals must be made in writing within 5 working days of the student receiving a Formal Complaint outcome in writing. Appeals will be acknowledged by either the Academy Director or the Director of AQAST in writing within 3 working days.

- The student must be interviewed by the Academy Director or appropriate proxy within 5 working days of the Appeal being acknowledged. The outcome of the Appeal will be advised in writing within 5 working days of the appeal interview being held.

Intueri Complaint Review Committee

In situations where a student has appealed an outcome of a Formal Complaint (or the Academy is conflicted due to the involvement of the Academy Director), and they consider that they have been treated unfairly, they may seek a review of their Formal Complaint. The Intueri Complaint Review Committee will conduct a review of the Formal Complaint independent of the school. This is a final review process. A review request/appeal must be made within 5 working days of the Appeal/Formal Complaint outcome notification. It will be acknowledged within 3 working days by the Director of AQAST. The outcome of the review/appeal will be notified within 20 working days by the Director of AQAST.

The Academy will have a clear complaints procedure which encompasses process regarding complaints, formal complaints, outcome appeals and Intueri Complaint Review Committee review which conforms to the principles in Appendix 1 and the procedure overview in Appendix 3

The Academy will record Formal Complaints and Appeals along with any trends in Complaints and report them to their Academic Committee, including number, type and outcome and will use this information as part of self-assessment and planning for continuous improvement.

Where a student remains dissatisfied with the outcome of their Formal Complaint and Intueri Complaint Committee Review they may take their complaint to:

NZQA (All Students)

PO Box 160

Wellington

Phone: 0800QAHELP (0800 724327)

nzqa.govt.nz/about-us/make-a-complaint

7.4 COMPLAINTS PROCEDURE

If you have a complaint about anything to do with the Academy, your programme, tutor or other students

•FIRST STEP

Being able to approach a person with whom a disagreement or concern exists to resolve a matter directly is an important and positive interpersonal skill which aligns with the personal and professional aspects of the Intueri Graduate Profile. This 'first step' approach is encouraged

If you are unable to resolve the situation take your complaint to :

- Take your complaint to your tutor, HOD or student representative, or Student Services Manager who will record the details of your complaint and assist you to come to a resolution
- If your complaint is about your tutor, take your complaint to the Head of Department.
If the complaint is about the Head of Department, take your complaint to The Education Manager or Student Services Manager

If you are not satisfied your complaint will be brought to the Academy Director, who will consider your complaint and make a decision.

Formal Complaints

- Formal Complaints must be in writing and signed by the student making the complaint and given to the Academy Director, or Intueri's GM Organisational Capability, if the Complaint relates to a Academy Director.

If complaint is about a named individual, that individual will be notified of their Complaint

On receipt of a Formal Complaint the Academy Director will

- Acknowledge the Formal Complaint in writing to the student within 3 working days of receipt.
- Review the Formal Complaint and assign a lead staff member to the complaint Advise the student of the outcome within 10 teaching days of the acknowledgement. Where this time frame cannot be met a revised time frame with reasons, will be communicated in writing to the complainant.
- Keep a written record of all discussions, interviews and other meetings which take place during the consideration of a Formal Complaint

Appeals

- The Academy will notify students regarding of their right to access appeal processes inside and where necessary outside the school to the Intueri Complaint Review Committee.
- Appeals will be made to the Academy Director unless the Academy Director is the subject of the complaint or has been involved in the resolution of the complaint, then the Appeal must be made to the Intueri Complaint Review Committee.
- Appeals must be made in writing within 5 working days of the student receiving a Formal Complaint outcome in writing. Appeals will be acknowledged by either the Academy Director or the Director of AQAST in writing within 3 working days.

Intueri Complaint Review Committee

- In situations where a student has appealed an outcome of a Formal Complaint (or the Academy is conflicted due to the involvement of the Academy Director), and they consider that they have been treated unfairly, they may seek a review of their Formal Complaint. The Intueri Complaint Review Committee will conduct a review of the Formal Complaint independent of the school. This is a final review process. A review request/appeal must be made within 5 working days of the Appeal/Formal Complaint outcome notification. It will be acknowledged within 3 working days by the Director of AQAST. The outcome of the review/appeal will be notified within 20 working days by the Director of AQAST

If you are still not satisfied your complaint should be forwarded to

- Domestic Students: **NZQA (All Students)** PO Box 160, Wellington. Phone: 0800QAHELP (0800 724327) nzqa.govt.nz/about-us/make-a-complaint

8.0 Public, Student and Staff Risk Protection

The Academy has considered aspects of the operations which place students or public at risk and has implemented policies and procedures to ensure their protection. All persons on the Academy premises must behave in a manner that minimises the possibility of injury or harm by observing the procedures set out in this document. Policies and procedures cover students and public protection at all sites:

- All sites meet building compliance requirements, are security monitored and insured.
- All sites are smoke free designated and an off-street outdoors smoking area is provided.
- Students are to use allocated personal lockers and adhere to security procedures.
- Students are to adhere to procedures pertaining to fire and safety compliance.
- Students are informed of first aid, company doctor, fire drills and general safety rules.
- All incidents or accidents are to be recorded in the Accident Register and kept in the Stockroom.
- Student training includes procedures to protect themselves and clients when working with chemical products. Tutors are responsible for supervision of all practical work.
- Public are made aware that their hair is being done by students. Notices to this effect are posted in the reception area of the model salons and receptionist informs all clients. Client complaint forms are available from reception.
- A patch test is done prior to all chemical services according to the manufacturers' instructions.

8.1 General Safety Rules

All persons on Academy premises must observe the following safety rules:

- Movement around the premises is to be at walking pace only.
- Hand rails are to be used for support when ascending or descending all stairs.
- Consumption of alcoholic liquor within the precincts of the Academy, for other than official function arranged by the Academy, is forbidden.
- All footwear is to be in a state of good repair and of a covering design according to OSH requirements.
- All spilt liquids are to be cleaned up immediately.
- Protective gloves and aprons are to be worn by students and tutors whenever they are handling chemicals.
- Protective gowns and capes are to be worn by clients having any chemical service.
- No chemicals are to be stored in containers other than those issued by the manufacturer.
- Students are to use the handrails at all times due to the steep nature of the steps in the Special effects Department.

8.2 First Aid Procedures

In the event of illness requiring absence from class, students are to report to their Tutor for direction to the Academy sick bay facilities or referral to College Hill Doctors, 46 College Hill Road, Ponsonby. Phone 09-3608008. The hours are 8 am to 5 p.m., and a physician is on call in the event of emergency.

In the event of an accident the Student Services Manager or the Academy staff will arrange an ambulance or transport them to the doctor. Students do carry out First Aid units as part of their course.

8.3 Identified Hazards

The following hazards have been identified around the Academy's premises and all persons are to adhere to preventative practices:

<i>Location/Hazard</i>	<i>Health/Safety Risk</i>	<i>Prevention</i>
Car ramp from Level 2 of 242 Queen Street onto Lorne Street	Is narrow and slippery when wet conditions prevail. It is a car ramp, not a walkway. Danger from cars using the ramp and of slipping over.	Use the Queen Street entrance or take extra care, especially those people wearing high- heeled shoes.
Car ramp 52 Symonds Street	Is narrow and slippery when wet conditions prevail. It is a car ramp, not a walkway. Danger from cars using the ramp and of slipping over.	Use the Street entrance or take extra care, especially those people wearing high- heeled shoes.
Construction and refit of classrooms	Danger from loose building material.	Access by authorised personnel only.
Electrical appliances	Electrocution if not used as per manufactures intentions, in wet conditions and from faulty wiring.	Use only as per Manufacturers' instructions. Do not use with wet hands or in the presence of water. Do not use if wiring shows signs of wear and tear.
Ergonomic Issues	Back injury.	Adopt good posture and health practices.
Hazardous Substances	Skin conditions and breathing problems.	Use as per manufacturers instructions.
Height adjustable chairs.	Can become unstable if the tension screws loosen. Person will fall if the chair's back separates.	Check chairs before sitting by holding the top of the back section and give the chair a shake.
Lorne Street	A busy, narrow and one-way road that often has road works in progress with no designated crossing points. Danger of being hit by a car or tripping on the uneven surface	Extra care is required when crossing the street and on the uneven surface.
Queen Street	A busy main road where there is a danger of being hit by a car.	Cross only at designated crossing points.
Symonds Street	A busy main road where there is a danger of being hit by a car.	Cross only at designated crossing points.
Smoking	Fire hazards caused by ignition of flammable materials, health effects on non-smokers and the transfer of toxic substances though unhygienic practices.	No smoking in any of the Academy premises.
Unhygienic practices.	Bacterial infection that will cause disease.	Maintain a high level of personal hygiene and ensure personal equipment is sanitised or sterilised as appropriate.

Unlit stairwells	Danger of falling down the stairs.	Turn the lights on, inform custodian or do not use.
Untidy workplace.	Falls from tripping over clutter.	Keep your workplace tidy and ensure passageways are clear of obstacles.
Water on flooring surfaces.	Falls from slippery surfaces.	Clean up all spillages immediately.

Hazardous Substances - Hairdressing

Chemicals are a normal part of hairdressing activities, and people working in the industry come into frequent contact with them. A range of health effects have been reported, including dermatitis, respiratory problems and cancer.

Product	Ingredients	Health Risk
Antiseptics	Quaternary ammonium Compounds	Irritation or allergic reaction.
Aerosol colour mousses	Aromatic amines, hydrocarbon	May cause irritation and allergic reactions, inhalation can cause irritation to the nose and throat, ingestion can cause pain in mouth and throat, splashes in the eyes can be painful, prolonged and repeated skin contact can cause irritation.
Aerosol hairsprays, mousses	Ethanol, hydrocarbons	Inhalation can cause pain and irritation to the nose and throat, high concentrations can cause headaches and tiredness. Prolonged and repeated skin contact can cause irritation, ingestion can cause pain in mouth and throat, splashes of foam in eyes can be painful
Cold permanent waves	Ammonium thioglycolate, ammonia	May cause irritation on skin and mucous membranes. Avoid inhalation, ingestion, eye contact and prolonged skin contact.
Conditioners, treatments	Cetrimonium chloride, Cocoamido propyl betaine, Betaine monohydrate	Prolonged and repeated skin contact can cause mild irritation. Splashes in eyes can cause pain, ingestion can cause pain in the mouth and throat and stomach discomfort
Neutralisers	Hydrogen peroxide	Skin, eye and respiratory irritant. Avoid ingestion, eye contact or prolonged skin contact.
Permanent hair colour	Ammonium hydroxide, 2.5 toluenediamine, aromatic Amines	Skin, eye, mucous membrane and respiratory irritant. May cause irritation and allergic reactions, Avoid inhalation, ingestion, eye contact or prolonged skin contact.
Peroxide solutions, emulsions and creams	Hydrogen peroxide	Skin, eye, mucous membrane and respiratory irritant. Above 5% concentration, solution of hydrogen peroxide can irritate and

		whiten skin, cause strong itching and / or pain. Splashes in eyes can cause severe pain and burns. Ingestion can cause pain in mouth and throat and may cause vomiting and stomach pain.
Powder bleach	Persulphates of sodium ammonia and potassium	Inhalation of dust can cause pain and irritation in the nose and throat. Prolonged skin contact can cause dryness and irritation. Dust or splashes of solution can cause severe pain, ingestion can cause pain in the mouth and throat, and vomiting and stomach pain.
Relaxer	Sodium hydroxide potassium hydroxide, lithium hydroxide, calcium hydroxide, guanidine	Irritant to skin and eyes, can cause blindness.
Rubber gloves	Thiuram mercaptobenzothiazole	Allergic contact dermatitis. Dermatitis.
Shampoo	Sodium laureth sulphate, triethanolamie laurel sulphate cocamido propyl betaine	Prolonged and repeated skin contact can degrease the skin and cause irritation and contact eczema. Splashes in eyes can cause pain, ingestion can cause pain in the mouth and throat and nausea
Styling gels, non-aerosol setting lotions	Ethanol	Prolonged and repeated skin contact can degrease the skin and cause irritation; contact in the eyes will cause pain. Ingestion can cause pain in the mouth and throat

Hazardous Substances –Makeup & Special Effects

Product	Health Risk	Prevention
Two part cold foam system	Irritant to upper respiratory tract and eyes. Skin sensitivity possible in some individuals. May lead to allergic sensitivity resulting in asthma like symptoms.	Wear protective gloves and safety glasses. Respirator must be worn.
Acetone	Inhalation of vapours irritates the respiratory tract. May cause coughing, dizziness, dullness and headache. Skin contact can cause irritation, redness, pain, drying and cracking of skin. Contact with eyes may cause severe irritation, weeping, redness and pain. Prolonged exposure could cause dermatitis.	Wear protective gloves and safety glasses. Respirator must be worn.
Latex	Prolonged or repeated contact may result in irritation or a rash.	Wear protective gloves and respirator.

	Vapours may irritate eyes, nose and throat.	
Ultracal 30	<p>Contact with eyes will cause irritation and possible corrosion damage, burning and corneal edema.</p> <p>Could cause burns to skin if used incorrectly.</p> <p>Can irritate nose, throat, lungs and respiratory tract.</p>	Wear protective gloves and respirator.
KE 45 RTJ Silicone	Uncovered product contact will irritate eyes and skin. Do not touch contacts until hands have been washed.	<p>Wash hands.</p> <p>Wear protective gloves and safety glasses.</p>
Soft translucent Silicone rubber	<p>Eye contact can cause redness and irritation. Toxic if absorbed through skin, can cause redness inflammation and irritation.</p> <p>Toxic if inhaled, can cause respiratory tract irritation, dizziness and headaches.</p>	<p>Wear protective gloves and safety glasses.</p> <p>Respirator must be worn.</p>
Polyol High Resilience HR50	May cause eye irritation and prolonged exposure may cause skin irritation.	<p>Use in well ventilated area.</p> <p>Wear protective gloves and safety glasses.</p> <p>Respirator must be worn.</p>
Ease Release 200 Aerosol	<p>Over exposure may cause respiratory irritation or discomfort such as nausea, headache or weakness.</p> <p>Concentrations above recommended limits may cause temporary central nervous system depression with anaesthetic effects such as dizziness, headache, inco-ordination, loss of consciousness or temporary alteration of the hearts electrical activity.</p> <p>Gross overexposure may be fatal. Can cause serious toxic effect in the lungs.</p> <p>Contact with eyes may cause irritation.</p> <p>Contact with skin may cause freezing or irritation.</p>	<p>Use in well ventilated area.</p> <p>Wear protective gloves and safety glasses.</p> <p>Respirator must be worn.</p>
M450 3/T35 RTV Silicone Moulding Rubber	May cause irritation with eyes and skin.	Wear protective gloves and safety glasses.
Wacker Catalyst 35	Avoid skin and eye contact	<p>Wear protective gloves and safety glasses.</p> <p>Respirator must be worn.</p>
Elastosil M 4503	Avoid eye contact	Wear safety glasses.

Vinyl Strippable Spray	Avoid inhalation, skin and eye contact. Over exposure may cause respiratory problems, nervous system depression, black outs, headaches, dizziness, nausea or lack of coordination.	Wear protective gloves and safety glasses. Respirator must be worn.
Supercast	Can cause asthma like symptoms, breathlessness, severe coughing, chest discomfort, irritation of mucous membrane and reduced pulmonary function. Product also contains petroleum solvents and vapours could cause headaches, dizziness, and other effects on the central nervous system. May also cause minor skin irritation and staining. Repeat contact with solvent can result in dermatitis, and may also cause irritation and tearing in the eyes.	Wear protective gloves and safety glasses. Respirator must be worn.
Glatzan	May cause tearing, skin irritation, dizziness, headaches, and / or respiratory problems. Avoid contact with the eyes.	Wear protective gloves and safety glasses. Respirator must be worn.
Cabosil	Can cause lung seizure if inhaled. Avoid eye and skin contact. Can also cause coughing and sneezing.	Wear protective gloves and safety glasses. Respirator must be worn.
TF65 Expansion foam (liquid) 2 part	May cause slight eye irritation, skin irritation and/or stain the skin. Excessive exposure to gas vapours may cause eye irritation, respiratory problems. Symptoms may include coughing, difficulty breathing and tightness in chest. Impaired lung function can also occur.	Wear protective gloves and safety glasses. Respirator must be worn.
FF110 expansion foam (soft) 2 part	May cause slight eye irritation and staining of skin. Excessive exposure may cause eye respiratory irritation. Symptoms may include coughing, difficulty breathing and a feeling of tightness in chest. Long-term exposure without protection can cause tissue damage in upper respiratory tract and lung tumours. Birth defects may also result.	Wear protective gloves and safety glasses. Respirator must be worn.
Tooth acrylic	Over exposure would cause light headaches and dizziness. Avoid contact with skin and eyes.	Wear protective gloves and safety glasses. Respirator must be worn.

Glycerol	May cause irritation to skin, eyes and respiratory tract. May effect kidneys.	Wear protective gloves and safety glasses.
Pros-Aide Adhesive	Direct contact with eyes could cause irritation	Use carefully around eye area
Foam Latex	Ammonia fumes could cause irritation	Wear protective gloves and safety glasses. Respirator must be worn.
Isopropanal	Can cause temporary impairment of vision and eye inflammation. May cause drying of the skin which may lead to dermatitis. Inhalation of high concentrations could cause chest and nasal irritation with coughing, sneezing, headaches, and even nausea.	Wear protective gloves and safety glasses. Respirator must be worn.
Spray On	Can cause eye and skin respiratory irritation. May cause nervous system depression. Extreme overexposure may result in unconsciousness and possibly death.	Use only with adequate ventilation. Wash hands after use. Wear ventilator, protective gloves and safety glasses.

8.4 Basic Rules for Chemicals

- Follow manufacturers' instructions exactly.
- Old clothes should be worn due to the nature of the work in the SFX lab, and in case of spills and accidents.
- No open toed shoes are permitted at any time.
- Open flames are not tolerated at any time due to the explosive nature of many chemicals.
- Students are not to touch or inhale any products found in any department without the proper authorisation.
- All injuries are to be reported and treated by the appropriate Team Leader or H.O.D.
- Students may not handle or use any of the listed chemicals without wearing the correct safety gear and having the appropriate authorisation.
- Wear protective garments and gloves where indicated.
- Continuous use of substances in the relatively "harmless" category e.g. shampoos, may cause dryness or soreness of the skin. To avoid this, use protective barrier creams and moisturisers, or protective gloves.
- Maintain a high standard of housekeeping and personal hygiene.
- Check that containers not in use are properly sealed.
- Containers of hazardous substances should be capped immediately after use: opening containers to the air should be restricted as much as possible
- Dispose of unused mixtures and empty containers carefully.
- Rotate stock and don't allow it to deteriorate.
- Never use food or drink containers to store chemical products or vice versa.

- Do not mix products with any other product not specified in the instructions.
- Store products as directed by the manufacturers.
- Keep flammable products away from sources of ignition – no smoking.
- Ensure there is adequate ventilation in product preparation areas.
- Apply products in a well-ventilated area.
- If there are any signs of abrasion or tenderness on a client's skin, do not use any product that may cause irritation.
- Keep chemicals out of reach of children.
- Avoid wearing jewellery or using nickel-coated utensils.
- Electrical Equipment Safe Work Practices
- The use of portable electrical equipment in classrooms poses the hazard of electrical shock. Damage to appliance may increase the risk of electrical shock, particularly under wet conditions. Before using personal or academy electrical equipment the following visual checks are to be made,
 - The appliance has no obvious external damage or inadequate temporary repairs.
 - That sockets are not cracked or broken.
 - That the controls knobs are firm and secure.
 - That the connection of the lead to the appliance is secure.
 - The air intake filters are clean to allow sufficient airflow over the elements, e.g. in blow wavers, hairdryers.

8.5 Ergonomic Practices

Occupational Overuse Syndrome (OOS) is a collective term for a range of conditions including injury, characterised by discomfort or persistent pain in muscles, tendons and other soft tissues. Often these problems relate to tasks, which require constant, repetitive movement of parts of the body, hence, the former name of the condition – **Repetitive Strain Injury (RSI)**. However, the definition has now been extended to include problems caused by static posture.

Common problems:

Lower back problems: caused from standing for long periods of time, adopting awkward positions, twisting, bending, sitting on stools without a backrest or leg support.

Leg discomfort: caused from standing still for long periods of time.

Shoulder problems: occurs from working with the arms held at or above shoulder level.

Neck problems: caused from bending the head forward or turning to the side.

Wrist problems: caused by gripping, repetitive or forceful movements.

To prevent students from developing OOS the following recommendations on posture are to be adhered to.

When working on the mannequins, students are to:

- Stand up straight or sit on the height adjustable chairs provided and,
- Use the benches to clamp the mannequins on to and ensure they are able to reach the mannequin without bending.
- Tall students who still have to bend and those who feel they are more susceptible to OOS, are recommended to purchase a height adjustable clamp from the stockroom.

When working on clients, students are to:

- Ensure they keep their back straight, especially at the shampoo basin.
- Use a height adjustable chair to seat the client on.
- Ensure the client is seated at a height that does not require the student to bend and,

- Either bend their knees or use a styling stool, or height adjustable chair to sit on when working on areas of the client's hair that would require the student to bend their back.
- Adopt correct posture habits as directed by the tutor.
- Use the equipment in the manner for which it was designed.
- Take micro pauses during repetitive tasks.
- Wear appropriate footwear that contributes to standing comfortably.

Manufacture Prosthetics for a Production

For physical, moral and ethical reasons, when delivering the unit standard 10248 (or similar instruction,) the Academy will commit itself to the following:

- Body casting, sculpting, mould making, airbrushing and body make-up. To ensure that improprieties do not occur, a model will be made fully aware of the process and procedures involved in any activity before the activity commences.
- Models participating in an activity will be asked to agree in writing to the process and procedures.
- A female staff member will be present when a female model is participating.
- Fake Teeth, the model will be made fully aware of the process and procedures involved in any activity before the activity commences. Surgical gloves will be worn during the process. Advice will be gained from a qualified orthodontist prior to conducting the process. Models participating in an activity will be asked to agree in writing to the process and procedures.
- A senior person will be present throughout the process.
- Contact Lenses, - Services of a specialist will be gained e.g. optician.
- Chemicals e.g. acetone, alginate, bottles and containers will be clearly labelled, and where applicable include instructions.
- Where applicable, extractor fans at bench level will be used to extract toxic fumes.
- The following compulsory protective equipment will be included in student kits: surgical gloves, eye goggles, mask to protect nose and mouth, and hair net (when using mixers).

8.7 Fire and Safety Compliance

To minimise the possibility of fire the following rules are to be observed;

- No smoking in any of the Academy premises other than the outdoor smoking areas.
- No matches or fire lighting equipment is to be used within the premises of the Academy.
- Familiarisation of the location of all exits is compulsory.
- Familiarisation of the fire and emergency evacuation procedures is compulsory.
- Fire extinguishes are not to be tampered with by unauthorised personnel.
- Location of Safety Equipment
- Fire extinguishes checked by Argus Watch on a six monthly basis.

<i>Location</i>	<i>Where</i>
18 Lorne Street	on the wall in the hallway opposite the doorway to D1
Level 6, 242 Queen Street	Staff lunchroom behind the credenza and in the stockroom next to door 12.
Level 7, 242 Queen Street	room O5 next to the oven and the student lunchroom entrance

Level 2, 246 Queen Street	By the salon cupboards near the sink in the Salon
Level 4, 246 Queen Street	Student lunchroom fire exit and the tutor resource room.
Level 1, 246 Queen Street	In the Lobby area outside classroom t10
Southern Campus	On the stairwell wall by the front door
18 Lorne St	On the wall on the first floor by the pay phone
Level 2, 265 Wakefield d St	On the wall by the level 2 lockers

8.7 Telephone Emergency Services are available at:

18 Lorne Street, first floor

Level 2, 246 Salon and Beauty clinic and beauty office

Level 6, 242 Queen Street - reception desk and offices

Graduate Salon, 246 Queen Street - reception desk.

Level 4, 246 Queen Street - reception desk

Symonds St salon - reception desk

South campus - reception, Salon, Student lunchroom

Level 2, 265 Wakefield St Wellington, Ground floor reception, or tutor room on 5th floor

A mobile phone is available to be taken by tutors on class trips.

The first aid rest room is located on Level 4, 246 Queen Street and Southern Campus.

8.8 Company Vehicle Use

Two company vehicles are located on level 2, 242 Queen Street and are available to be driven by licensed staff members to transport injured persons to a medical practitioner. The SLA has a company car designated for all such use also.

One company vehicle is located on the South Campus and is available to be driven by licensed staff members to transport injured persons to a medical practitioner

All passengers are to wear seat belts.

9.0 Code of Practice for the Pastoral Care for International Student

9.1 Summary (Copies of the full documentation are available on request from the SSM)

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

Code - Cut Above Academy has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code

are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>

Immigration - Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand – Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>

Accident Insurance - The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://acc.co.nz>

Medical and Travel Insurance - International students must have appropriate and current medical and travel insurance while studying in New Zealand.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

What is an “International Student”?

An “international student” is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from <http://www.minedu.govt.nz/goto/international>

How do I know if an educational provider has signed the Code?

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from <http://www.minedu.govt.nz/goto/international>. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Director of Studies, the Student Liaison Advisor, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA) by email: ieaa@justice.govt.nz or telephone (04) 4626660.

Students:

- The Code sets standards for educational providers to ensure that:
- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate, and up-to-date
- Students are provided with information prior to entering into any commitments
- Contract dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognised.
- International students under the age of 18 are in safe accommodation.
- All providers have fair and equitable internal procedures for the resolution of international student grievances. Full details of what is covered can be found in the Code.
- The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice. '

How can I contact the IEAA? You can write to the IEAA at:

International Education Appeal Authority
Tribunals Unit,
Level 1 86 Custom House Quay,
Private Bag 32001,
Panama Street
Wellington,
New Zealand.

Phone: +64 4 462 6660, Fax: +64 4 4; 62 6686, Email: ieaa@justice.govt.nz, Website: www.minedu.govt.nz

10.0 Emergency Procedure Policy

The following procedures are to be followed in the case of an emergency:

Fire and Explosion

- Sound alarm.
- Initiate site emergency evacuation procedure (described below).
- Call fire service (111).

Serious Injury

- Call for assistance.
- Call ambulance (111).
- If machinery involved, stop machinery.
- Give appropriate first aid and comfort the person.
- Do not put others or self in unnecessary danger.
- Report situation to Operations Co-ordinator.
- Bomb Threat
- Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.
- Call police (111).
- Act according to advice of police.
- If advised by police, instigate emergency evacuation plan.

Earthquake

- Keep calm – allow time to think.
- Take cover – move quickly and quietly to the nearest area considered to be safe (eg: shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.
- Watch for falling debris and other overhead objects.
- Do not attempt to run outside.
- Do not attempt to use the phones.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The senior staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

- Switch off the power supply.
- Follow “serious injury” procedure referred to above.
- Call the electricians (Allendale Electrical - 336 1730).

Robbery

- Co-operate with the robber.
- Remain calm.
- Take no personal risks.
- Observe (persons features, height, build, clothing etc.).
- Call the police (111).
- Notify management.

Gas Leak

- Notify management, who will then notify gas engineers (Auckland Gas Company 0800 438 427).

- If necessary follow the fire and explosion procedure set out above.

Emergency Evacuation Procedures

- In the event of an emergency, which requires evacuation, the following procedures are to be followed;
- Activate the nearest alarm.
- Ensure the fire service is called - dial 111.
- Leave premises immediately by the nearest escape route.

10.1 Fire and Emergency Evacuation Procedures

In the event of a fire or emergency, which requires evacuation, the following procedures are to be followed;

- Activate the nearest alarm;
- Ensure the fire service is called - dial 111;
- Leave premises immediately by the nearest escape route, please do not use lifts, except for:
- Disabled people who are to be assisted to a safe area, usually the stairwell, by an assigned support person who will stay with them.

Follow instructions given by wardens and tutors. Students are to report to their tutor at the assembly area. **Assembly areas** are:

18 Lorne Street – Khartoum Place, Lorne St.

242 Queen Street – Lorne St footpath outside Sierra.

246 Queen Street - Khartoum Place, Lorne St.

South Campus –Center Carpark area

Wellington Campus - Museum Apartments, Wakefield Street

Tutors will mark evacuees' names in the class attendance register and notify the Academy's Fire Warden for that building.

NOTE: DO NOT TAKE YOUR BAGS, BACK PACKS OR GO TO YOUR LOCKER.

10.2 Duties of the Fire Warden

Fire wardens are allocated for each building area occupied by the Academy:

<i>Location</i>	<i>Who</i>
18 Lorne Street	HOD, tutor
Level 6, 242 Queen Street	Receptionist
Level 7, 242 Queen Street	HOD, tutor
Level 2, 246 Queen Street	Receptionist
Level 4, 246 Queen Street	Receptionist
Level 1, 246 Queen Street	HOD, tutor
Southern Campus	Receptionist
Wellington Campus	Barbering tutor

Put on the appropriate warden identification garment for the following buildings

<i>Location</i>	<i>Identification</i>
18 Lorne Street	HOD, tutor
Level 6, 242 Queen Street	Yellow armband located on the wall at the ladies toilet exit
Level 7, 242 Queen Street	Yellow armband located in the right hand cupboard of the reception desk
Level 2, 246 Queen Street	Yellow armband located at reception
Level 4, 246 Queen Street	Yellow armband located in the lower right hand draw of the reception desk.
Level 1, 246 Queen Street	HOD, tutor
Southern Campus	Yellow armband located in the lower right hand draw of the reception desk.
Wellington Campus	Yellow armband located at reception

Wardens to ensure:

- Ensure that all persons are evacuated from their area, including lunchrooms and toilets.
- Signal the buildings' evacuation status on the appropriate Evacuation Board.
 - 242 Queen Street – located on the wall at the Queen Street entrance
 - 246 Queen Street – located on the wall next to the right hand lift on Queen Street
 - 18 Lorne St – N/A
 - South Campus – N/A
 - Wellington Campus – located on the ground floor on Wakefield Street
- Report to the building's chief warden, who is identified by a red jerkin or armband, for the 242 and 246 Queen Street buildings.
- Notify the Academy's Operations Co-ordinator of class evacuation status.

Fire drills will be carried out in accordance with the policies of each of the buildings occupied by the Academy and are to be treated seriously.

10.3 First Aid

All incidents or accidents are to be recorded in the Accident Register and kept in the Stockroom by Operations Coordinator.

First aid kits are kept in each building occupied by the Cut Above Academy. Location of each kit is as follows:

Michael House, 18 Lorne Street

242 Queen Street – Level 6 reception desk

L2/246 Queen Street - reception

L4/246 Queen Street - reception desk

South Campus – Main reception desk

Wellington Campus – Barbering classroom, Level 2, 265 Wakefield St

All items issued from the kit are to be recorded in the First Aid Register kept at reception desk for minor ailments.

Items available in the first aid kits are:

Savlon antiseptic cream, savlon antiseptic disinfectant, chemilon antiseptic cream, crepe bandages, Sterile gauze pads, Tweezers, leukoplast, Triangular bandages, adhesive knit, Safety Pins, liquidfilm Eye drops, antiseptic disinfectant, elastoplast dressing strip, band aid adhesive bandages, non-adherent wound pads and Cotton wool.

In the event of illness requiring absence from class, students are to report to the tutor for use of the Academy sick bay facilities located at Level 4, 246 Queen Street, or College Hill Doctors, 46 College Hill Road, Ponsonby. Phone 09-3608008. The hours are 8.00am to 5.00pm.

Cut Above Academy Organisation structure

