

2017

# HAIRDRESSING PROGRAMME HANDBOOK



NEW ZEALAND CERTIFICATE IN HAIRDRESSING (SALON SUPPORT) (LEVEL 3)

cut above<sub>academy</sub>

## **Auckland City Campus**

Level 6, 242 Queen Street  
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Auckland  
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## **South Auckland Campus**

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Manukau City  
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Phone: (09) 302 3931

0800 CUT ABOVE (0800 288 2268) - Toll free within New Zealand

## Welcome

Cut Above Academy has been giving students the edge they need to become hairstylists, makeup and special effects artists of the future for more than forty years. Developed and designed to be contemporary, relevant and forward thinking, Cut Above courses are delivered with passion, commitment and technical excellence.

## Introduction to Staff

Name	Qualifications
<p>Tuku Kea <b>Head of Department Level 3 / Tutor</b></p>	<ul style="list-style-type: none"> <li>• Trade Certificate in Hairdressing equivalent</li> <li>• Certificate in Adult Teaching Module 1</li> <li>• Assessor Units 4098, 11281 and 11552</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor)</li> <li>• Certificate in Hairdressing Level 3</li> <li>• Graduate Certificate in Hairdressing</li> <li>• Certificate in Makeup Artistry</li> <li>• Finishing Certificate in Makeup Artistry</li> <li>• Enrolled in the National Certificate in Adult 6 Education 6</li> </ul>
<p>Ben Allen <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• National Certificate in Hairdressing</li> <li>• Certificate in Adult Teaching Module 1</li> <li>• Assessor Units 4098, 11552 &amp; 11281</li> <li>• Unit 7097 facilitate interactive learning sessions for adults</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor)</li> <li>• National Diploma in Adult Education Level 6</li> </ul>
<p>Connie Desai <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• National Certificate in Hairdressing</li> <li>• Assessor Units 4098, 11552, &amp; 11281</li> <li>• National Certificate in Adult Education Level 4</li> <li>• National Certificate in Adult Education Level 5</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor)</li> </ul>
<p>Kellie Ferabend <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• National Certificate in Hairdressing</li> <li>• Certificate in Adult Teaching Module 1 Up front Teaching</li> <li>• Assessor Units 4098, 11552, &amp; 11281</li> <li>• Enrolled in the National Certificate in Adult 6 Education 6 Unit</li> </ul>
<p>Rachael McClennan <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• New Zealand Certificate in Hairdressing Level 4</li> <li>• 8 years industry experience</li> </ul>

<p>Curtis Young <b>Head of Department Level 4 / Tutor</b></p>	<ul style="list-style-type: none"> <li>• National Certificate in Hairdressing Practice</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor)</li> <li>• Certificate in Adult Teaching</li> <li>• Assessor Units 4098, 11552, &amp; 11281,7097</li> <li>• Master of Business – Thesis The use of eLearning, blended learning and digital literacy tools to improve student engagement, increasing student retention and student success</li> <li>• National Certificate in eLearning and facilitation Level 5</li> </ul>
<p>Trevor Potter <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• Trade Certificate in Hairdressing</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor) Level 5</li> <li>• Certificate in Adult Teaching Module 1</li> <li>• Assessor Units 4098, 11552 11281, 7095 &amp; 7097</li> <li>• Enrolled in the National Certificate in Adult 6 Education 6</li> </ul>
<p>Admira Jakupoivh <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• National Certificate in Hairdressing</li> <li>• Certificate in Adult Teaching Module 1</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor) Level 5</li> <li>• Certificate in hairdressing Level 3</li> <li>• Certificate in hairdressing Level 4</li> </ul>
<p>Bronwyn Lowe <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• Trade Certificate in Hairdressing</li> <li>• Assessor Units 4098 &amp; 4099</li> <li>• National Certificate in Adult Education and Training Level 4</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor) Level 5</li> <li>• National Diploma in Adult Education Level 6</li> </ul>
<p>Sylvester Van Eck <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• Certificate in Adult Teaching Module 1</li> <li>• Assessor Units 4098, 11552, 11281, 7095 &amp; 7097</li> <li>• National Certificate in Hairdressing</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor) Level 5</li> <li>• National Certificate in Adult Education and Training Level 4</li> </ul>
<p>Dylan Quinn <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• National Certificate in Hairdressing</li> <li>• National Certificate in Advance Cutting Level 5</li> <li>• Certificate in Adult Teaching Module 1</li> <li>• Assessor Units 4098, 11552, &amp; 11281</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor)</li> <li>• National Certificate in Adult Education and Training Level 4</li> </ul>
<p>Jenna Thomas <b>Tutor</b></p>	<ul style="list-style-type: none"> <li>• New Zealand Certificate in Hairdressing Level 4</li> <li>• 7 years industry experience</li> </ul>

## Hairdressing (Salon Support) (Level 3) Summary

**Qualification:** New Zealand Certificate in Hairdressing (Salon Support) (Level 3)

**Credits:** 133

**Duration:** 40 weeks (including 6 holiday weeks)

**Tuition Fees:** \$8,484 Domestic  
\$19,240 International

**Course Related Costs:** \$1,000 (Includes entry-level hairdressing kit)

This programme is designed for people who may have no prior knowledge or experience in support services for hairdressing salons and clients and who wish to provide limited salon support and client support services in a hairdressing salon. People will learn to undertake limited reception duties, apply knowledge of the key role a salon assistant plays, perform a limited scope consultation, perform elementary styling tasks, mix and apply a limited range of colour treatments, meet personal health and presentation requirements. They will learn how to communicate effectively with clients at an entry-level, comply with health and safety requirements, and meet professional hairdressing expectations and standards.

### Graduate Profile

A Cut Above Academy graduate has relevant and current subject knowledge, real-world skills to put knowledge into practice, and personal and professional qualities to make a difference. On completion of this programme graduates will be able to:

- Apply knowledge of salon culture and hierarchy and specific industry terminology to communicate appropriately with clients, peers and supervisors within the salon and follow instructions and ensure observation of technical skills is respectful of the client experience
- Undertake limited reception duties, including appointment making, home hair care sales and maintenance of retail product displays
- Apply knowledge of the key role a salon assistant plays to provide limited support services that contribute to the client journey through the salon
- Perform a limited scope consultation, including hair and scalp analysis
- Perform elementary styling tasks, including blow drying, moulding, setting and long hair ups
- Safely hold scissors, follow a pre-cut guide, comb and project the hair and maintain even tension on a mannequin
- Mix, apply and remove a limited range of colour treatments as directed
- Understand the process and basic principles when neutralising chemical reformation services
- Meet the personal health and presentation requirements of the salon environment, and se Follow workplace health, safety, hygiene and environmental policies, identify and report potential hazards to minimise the impact of workplace activities on the environment If-style in ways that promote current trends in fashion
- Follow workplace health, safety, hygiene and environmental policies, identify and report potential hazards to minimise the impact of workplace activities on the environment

### Graduate Destination

This qualification may lead to the New Zealand Certificate in Hairdressing (Emerging Stylist) (Level 4). Or pathway into relevant industry certifications or other Level 3 or Level 4 qualifications. Or employment, in a salon support role in a hairdressing salon.

## Calendar

Date	Event
23 January 2017	Intake
30 January 2017	Auckland Anniversary
07 February 2017	Intake
10 April 2017	Intake
14 April 2017	Public holiday – Good Friday
17 April 2017	Public holiday – Easter Monday
25 April 2017	Public holiday – ANZAC Day
05 June 2017	Public holiday – Queen’s Birthday
17 July 2017	Intake
09 October 2017	Intake
23 October 2017	Public holiday – Labour Day

Campus holiday dates can vary.  
Your Tutor will inform you of your programme holiday dates at orientation.

## Course Outlines

### Health and Safety (11 credits)

This course will develop student understanding, and application of the safe and professional practices required in a salon environment, including how to interact professionally with clients and colleagues. Students will learn about common hair and scalp conditions and how to complete a consultation. Students will also learn how to manage first aid in an emergency situation.

Course	Health and Safety					
1	28845	L3	C2	28848	L3	C4
	Demonstrate safe and professional practice in the salon environment			Apply knowledge of common hair and scalp conditions to complete a limited scope consultation		
	21938	L2	C3	6400	L3	C2
	Converse and interact with clients and operators in a salon environment			Manage first aid in an emergency situation		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
28845	✓	✓	✓	✓	✓	✓
28848	✓	✓	✓	✓	✓	✓
21938	✓	✓	✓		✓	✓
6400	✓	✓			✓	

### Customer Service (10 credits)

This course will develop skills to provide service to clients in a salon, students will learn to greet, care for and farewell a client to the expectations of the salon environment. Students will also learn about the workflow, in a salon and assist with services to contribute to the work flow of a salon.

Course	Customer Service					
2	9953 L2 C4 Provide client service and care in a hairdressing or barbering salon environment	25438 L3 C4 Apply knowledge of services and workflow in the salon environment	25439 L2 C2 Demonstrate knowledge of sustainability concepts for a salon			
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
9953	✓	✓			✓	
25438	✓	✓	✓		✓	✓
25439	✓	✓	✓	✓	✓	✓

### Salon Support Skills (10 credits)

This course covers essential skills that support the salon assistant role including completing treatments to the hair and scalp, shampooing hair and scalp and correct use, handling and maintenance of hairdressing equipment and hand held tools. To complete the tasks students are required to complete client consultations to ascertain correct service to be carried out.

Course	Salon Support Skills					
3	2866 L3 C4 Shampoo hair and scalp	2869 L2 C2 Apply treatments to hair and scalp	25790 L3 C4 Select, maintain, and demonstrate safe handling of hairdressing equipment and hand-held tools			
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
2866	✓	✓		✓	✓	✓
2869	✓	✓		✓	✓	✓
25790	✓	✓	✓	✓	✓	✓



### Reception Skills (12 credits)

In this course students will learn the essential reception skills required for a salon. They will learn to apply their knowledge of available services and work flow in a salon to operate an appointment system and the importance of keeping accurate records. They will also learn to create and maintain displays in the salon and reception area.

Course	Reception Skills					
4	25435 L3 C5 Create appointments and maintain appointment systems and records in the salon environment	25436 L2 C3 Display products in the salon environment	25794 L3 C4 Select and recommend hair products			
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
25435	✓	✓		✓	✓	✓
25436	✓	✓		✓	✓	✓
25794	✓	✓	✓	✓	✓	✓

### Professional Salon Procedures (8 credits)

This course will develop visual and analytical hairstyling skills through gaining knowledge of fashion trends and the impact current fashion trends have on hairstyling services. Students will also understand how their own style promotes the salon they work in. Customer service requirements are consolidated through knowledge of personal and hygiene requirements and professional code of ethics. Students will have understood how their own personal presentation style impacts on the fashion identity of a salon.

Course	Professional Salon Procedures					
5	21939 L1 C3 Demonstrate knowledge of fashion trends in relation to hairstyling	28843 L3 C2 Demonstrate knowledge of personal health and hygiene, and self-styling, for working in a salon	28844 L3 C3 Demonstrate knowledge of professional behaviour and legal requirements for a salon			
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
21939	✓	✓	✓	✓	✓	
28843	✓	✓	✓	✓	✓	✓
28844	✓	✓	✓	✓	✓	✓

### Trichology (11 credits)

This course focuses on the function of the skin and hair, and the effect that hairdressing chemicals can have on the skin and hair. Students will learn about the neutralising process and safety requirements surrounding this.

Course	Trichology					
6	2873	L2	C8	Demonstrate knowledge of trichology		
	25791	L2	C3	Demonstrate knowledge of the neutralising process and its effect on the hair shaft		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
2873	✓	✓	✓	✓	✓	
25791	✓	✓	✓	✓	✓	✓

### Colour 1 & 2 (18 credits)

Elementary and intermediate colour courses will develop colour skills, beginning with temporary and semi-permanent colour and further develop their knowledge and skills in colour selection and application. Students will learn to apply mid-way colour services and how to highlight and lowlight hair.

Course	Colour 1					
7	28835	L2	C2	Demonstrate knowledge of the fundamentals of colour for use in hairdressing, and the use of non-oxidative colour		
	25789	L2	C5	Apply oxidative colouring products to, and remove them from, hair and scalp		
	Colour 2					
	19791	L3	C6	Select and apply midway hair colour		
	19793	L2	C5	Manage first aid in an emergency situation Highlight and/or lowlight hair using elementary techniques		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
28835	✓	✓			✓	✓
25789	✓	✓	✓		✓	✓
19791	✓	✓	✓	✓	✓	✓
19793	✓	✓	✓	✓	✓	✓

### Foundation Cutting (10 credits)

This course focuses on the underpinning skills and knowledge required to cut hair into foundation forms using scissors and clippers on a mannequin.

Course	Foundation Cutting					
8	28837	L3	C10	Apply underpinning knowledge and skills to cut hair to a guideline		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
28837	✓	✓		✓	✓	✓

### Mould and Scale (5 credits)

This course develops skills in pin curling using a variety of techniques and develop skills in hair moulding and manipulating hair using a variety of techniques.

Course	Mould and Scale					
9	25076	L2	C3	25077	L2	C2
	Pincurl hair			Section and comb hair		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
25076	✓	✓	✓	✓	✓	
25077	✓	✓	✓	✓	✓	✓

### Setting (10 credits)

This course develops elementary hair setting skills to complement face shape, profile and body proportions.

Course	Setting					
10	2871	L3	C10	Set short hair for volume		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
2871	✓	✓		✓	✓	✓

### Elementary Dressing (18 credits)

This course will develop student's skills in elementary blow-drying and long hair styling and maintenance. Students will use their consultation skills to confirm the style to be achieved with a client.

Course	Elementary Dressing					
11	2870	L3	C10	25792	L3	C8
	Blow dry hair into elementary styles			Dress long hair into elementary styles		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
2870	✓	✓		✓	✓	✓
25792	✓	✓		✓	✓	✓

### Long Hair Dressing (10 credits)

This course will develop student's skills in dressing long hair into complex styles. Students will use their consultation skills to confirm the style to be achieved with a client.

Course	Long Hair Dressing					
12	25793	L3	C10			
	Dress long hair into complex styles					
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
25793	✓	✓		✓	✓	✓

## Timetable and Schedule for Assessment

Week	Monday	Tuesday	Wednesday	Thursday	Friday
1	Orientation	PSP	TRICO	DRESS	COLOUR
	DRESS	COLOUR	DRESS	COMMS	Team building
2	COLOUR	TRICO	PSP	COLOUR	COMMS
	CUT	DRESS	DRESS	DRESS	COMMS
3	TRICO	DRESS	COLOUR	COLOUR	DRESS
	DRESS	DRESS	PSP	CUT	COMMS
4	PSP	COLOUR	CUT	COLOUR	FIRST AID - Full day
	DRESS	COMMS	DRESS	DRESS	ASSESS
5	PSP	COLOUR	CUT	COLOUR	COMMS
	DRESS	COMMS	DRESS	DRESS	ASSESS
6	PSP	COLOUR	CUT	TRICO	DRESS
	DRESS	COMMS	COLOUR	DRESS	
7	PSP	COMMS	CUT	COLOUR	TRICO
	DRESS	COLOUR	DRESS	DRESS	ASSESS
8	PSP	COMMS	CUT	COLOUR	TRICO
	DRESS	COLOUR	DRESS	DRESS	ASSESS
9	PSP	COMMS	CUT	COLOUR	TRICO
	DRESS	COLOUR	DRESS	DRESS	CUT
10	PSP	TRICO	CUT	COLOUR	ASSESS
	DRESS	COLOUR	DRESS	DRESS	ASSESS
11	PSP	COMMS	CUT	COLOUR	DRESS
	DRESS	COLOUR	DRESS	DRESS	ASSESS
12	PSP	COMMS	CUT	COLOUR	CUT
	DRESS	COLOUR	DRESS	DRESS	ASSESS
13	PSP	CUT	COLOUR	DRESS	COMMS
	DRESS	DRESS	CUT	COLOUR	ASSESS
14	PSP	Wella - Full day	COLOUR	COMMS	CUT
	DRESS		CUT	COLOUR	ASSESS
15	PSP	DRESS	COLOUR	PERM	CUT
	DRESS	DRESS	CUT	COLOUR	ASSESS
16	PSP	DRESS	COLOUR	COMMS	CUT
	DRESS	DRESS	CUT	COLOUR	ASSESS
17	PSP	DRESS	COLOUR	COLOUR	CUT
	DRESS	DRESS	CUT	CUT	ASSESS
18	PSP	COLOUR	Level 4 Salon	COMMS	CUT
	DRESS	DRESS		COLOUR	ASSESS
19	PSP	COLOUR - Full day	Level 4 Salon	CUT	CUT
	DRESS			DRESS	ASSESS
20	PSP	CUT	Level 4 Salon	CUT	246 Salon
	DRESS	TRICO		DRESS	
21	TRICO	CUT	Level 4 Salon	DRESS	RECEP
	DRESS	COLOUR		CUT	ASSESS
22	CUT	COLOUR	Level 4 Salon	DRESS	TRICO
	DRESS	TRICO		CUT	ASSESS
23	CUT	COLOUR	Level 4 Salon	CUT	TRICO
	DRESS	TRICO		DRESS	ASSESS
24	CUT	COLOUR	Level 4 Salon	CUT	CUT
	DRESS	DRESS		COMMS	ASSESS
25	CUT	In House Competitions	Level 4 Salon	CUT	Level 4 Salon
	COLOUR			COMMS	
26	CUT	DRESS	Level 4 Salon	CUT	Level 4 Salon
	COLOUR	COLOUR		COMMS	
27	CUT	TRICO	Level 4 Salon	Wella - Full day	Level 4 Salon
	COLOUR	DRESS			
28	CUT	DRESS	Level 4 Salon	DRESS	Level 4 Salon
	COLOUR	TRICO		DRESS	
29	CUT	DRESS Portfolio work	Level 4 Salon	DRESS	Level 4 Salon
	DRESS			COLOUR	
30	CUT	CUT	Level 4 Salon	CUT	Level 4 Salon
	COLOUR	DRESS		ASSESS - All skills	
31	CUT	DRESS	Level 4 Salon	COMMS	Level 4 Salon
	COLOUR	DRESS		DRESS	
32	CUT	DRESS	Level 4 Salon	TRICO	Level 4 Salon
	COLOUR	COLOUR		TRICO	
33	COMMS	COMMS	Level 4 Salon	TRICO	Level 4 Salon
34	COMMS	FINAL ASSESSMENT	Level 4 Salon	FINAL ASSESSMENT	FINAL ASSESSMENT

Note - timetable may be subject to change

## Programme Regulations

Topic	Note these are programme specific but are also supported by the Cut Above Academy QMS and may change from time to time.
1. Entry Requirements	International applicants must have an English language level of at least IELTS 5.5 or equivalent. There are no academic entry requirements for this programme.
2. Selection criteria if applicable	All applicants are assessed on their merits, not only on their academic achievement. All applicants are required to attend an interview with a Recruitment Adviser. When the programme is full applicants who meet the entry requirements are waitlisted for the next intake.
3. Credit for previous study and/or recognition of prior learning	<p>a. <b>Cross-crediting</b> Transfer of credits gained for unit standards or relevant areas of learning which components of the programme are 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.</p> <p>b. <b>Credit transfer</b> Transfer of credits gained for unit standards or relevant areas of learning which components of the programme are 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.</p> <p>c. <b>Recognition of prior learning - RPL</b> Entry policy allows for recognition of prior learning in line with NZQA policy on this issue and the QMS.</p> <p>d. <b>Any limitations on credit awarded from cross-credit or RPL, and the reason for applying the limit</b> No limitations although applications for cross credits, credit transfer or RPL must be made at the time of application for enrolment. Applications will not be considered after programme commencement.</p>
4. Programme length and structure through the programme, including such details as	<p>a. <b>Programme length</b> 34 weeks duration + 6 holiday weeks = 40 weeks duration</p> <p>b. <b>Any pre- and co-requisites</b> None</p> <p>c. <b>Practical and/or work-based requirements, and their integration into the programme</b> N/A</p> <p>d. <b>Any alternative entry and/or exit points</b> N/A</p> <p>e. <b>Compulsory and optional/elective components</b> No elective components</p>
5. Progression through the programme, including	<p>a. <b>Normal progression through the programme</b> The programme is naturally progressive (see explanations at the start of each course outline), so it is preferable that the student completes the programme in order.</p> <p>b. <b>Completion</b> All students have the opportunity to complete within the programme weeks.</p> <p>c. <b>Late entry policy</b> 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. Students will not start after the programme start date.</p> <p>d. <b>Late completion allowable – post course support provided</b> All requests for late completion must be made to the Education Manager who will consider them on a case by case basis.</p> <p>e. <b>Any ability to repeat parts in a subsequent delivery/in-take</b> 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 reviewed and assessed by management team.</p>
6. Assessment	<ul style="list-style-type: none"> <li>• An assessment procedure flow chart is located in every classroom for student reference.</li> <li>• Credits are awarded for unit standards/provider modules on the basis of assessments that take place throughout the course of study according to the principles of competency based training.</li> <li>• Tutors explain how assessments will be conducted and what guidance and support will be available throughout the process of pre and post assessment meetings.</li> <li>• Assessments are designed for the purpose of gathering evidence of competent performance.</li> <li>• Ongoing or formative assessment is employed to provide students with immediate feed-back on their progress towards meeting the learning objectives in each course.</li> <li>• Resulting evidence from the students' assessments is used to determine whether a student has met the learning outcomes for credit achievement.</li> <li>• Students must meet all the assessment criteria for a programme component in order to be awarded the credits for the unit standard/provider module concerned.</li> </ul>

	<p>a. <b>Provision for re-assessment</b> A student not deemed competent in any unit standard/module assessment will repeat the performance for part or all of that unit or module as required to achieve competency.</p> <p>b. <b>Appeals procedure</b></p> <ul style="list-style-type: none"> <li>• Students have the right to request the reconsideration of the result of any assessment;</li> <li>• In the event of appeal against a practical assessment, the student must notify another tutor within the same department, the Head of Department or the Education Manger immediately. Once the model / client has left the salon, a second opinion cannot be given.</li> <li>• In the event of appeal against a written component 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;</li> <li>• In the event of appeal, a practical assessment, the student must ask the tutor who has conducted the assessment for a reassessment from the H.O.D, or another tutor.</li> <li>• Students wishing to appeal against assessment after such reconsideration must write to the Education Manger who shall consider the case.</li> </ul> <p>c. <b>If and how grades are derived from assessments</b> No grade endorsements given.</p> <p>d. <b>Provision for impaired and/or aegrotat performance</b> As units/provider modules are assessed on competency basis there is no provision for aegrotat assessment.</p>
7. <b>Pass Requirements</b>	<p>a. <b>Minimum standard/s of achievement</b> All courses must be passed as competent.</p> <p>b. <b>Any other requirements for the award of the qualification</b> N/A</p> <p>c. <b>If and how course grades are reflected in the qualification award</b> There are no grade endorsements</p>
8. <b>Procedures to identify and remedy impaired performance early</b>	<p>A credit tracking system is in place where achievement is tracked on a weekly basis, the Head of Department is responsible for monitoring achievement at department level, and the Education Manager is responsible for monitoring achievement at programme level and organisation level. Accountability for student learning is shared through the credit tracking process between the student and tutor and is shared with the Heads of Department and analyses at weekly management meetings. Action plans are put in place in response to issues of student progress, initially by the tutor and subsequently at department level.</p>
9. <b>Attendance and Leave</b>	<p>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 will be concerned about the pastoral welfare and safety of the student and will follow the following procedures. The Student Liaison and/or Education Manager may:</p> <ul style="list-style-type: none"> <li>• Discuss with the student.</li> <li>• Enquire about students concerns in order to identify student problems.</li> <li>• Talk to the tutor</li> </ul> <p>However, if the student performance and attendance doesn't improve after these actions:</p> <ul style="list-style-type: none"> <li>• A student shall be issued a verbal warning, followed by a written warning.</li> <li>• Student allowances may be suspended with StudyLink</li> <li>• Student may be expelled and withdrawn.</li> </ul> <p>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.</p>
10. <b>Health and Safety &amp; Risk Management</b>	<p>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 the Health and Safety document. Policies and procedures cover students and public protection at all sites:</p> <ul style="list-style-type: none"> <li>• All sites meet building compliance requirements, are security monitored and insured.</li> <li>• All sites are smoke free designated and an off-street outdoors smoking area is provided.</li> <li>• Students are to use allocated personal lockers and adhere to security procedures</li> <li>• Students are to adhere to procedures pertaining to fire and safety compliance.</li> <li>• Students are informed of first aid, company doctor, fire drills and general safety rules.</li> <li>• All incidents or accidents are to be recorded in the Accident Register and kept in the Stockroom.</li> <li>• Student training includes procedures to protect themselves and clients when working with chemical products. Tutors are responsible for supervision of all practical work.</li> <li>• 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.</li> <li>• A patch test is done prior to all chemical services according to the manufacturers' instructions.</li> </ul>
11. <b>Any other regulations needed to meet the requirements of the applicable qualification</b>	N/A
12. <b>Code of Practice for Pastoral Care of International Students</b>	IENZ is a signatory of, and follows all requirements of the code.