



# HANDBOOK

**RTO Code 1685  
R & P Gray Holding Pty Ltd**

**Version 29 – Aug 2023**

**MIG TRAINING**  
Level 2, 12 Mt Gravatt-Capalaba Rd, Upper Mt Gravatt QLD 4122  
[www.migtraining.com.au](http://www.migtraining.com.au)

**The MIG Training Mission:**

*“To be the most highly regarded  
industry provider of educational services  
to our customers and employer groups.”*

## WELCOME

### Congratulations .....

.....on deciding on a career in the exhilarating world of hairdressing or the ever-growing retail industry. Whether you have gained an apprenticeship, traineeship or have chosen to attend our college as a fulltime / part time student, your hard work will see you being rewarded with an exciting career.

Your chosen career could see you in the future, as a salon owner or retail supervisor/manager.

MIG Training is one of Queensland's longest running private Registered Training Organisations. The college was established by industry and education specialists. It began with two students and now is training more than 400 apprentices/trainees and full time/part time students.

Our philosophy is to focus on the practical "hands on skills" required to create great Hairdressers, Barbers, and Retailers in a friendly and relaxed environment.

MIG Training is located in the heart of the southern business district of Brisbane, Queensland. The college is 15 minutes from the city and 40 minutes from the Gold Coast.

We deliver apprenticeships, traineeships, and full-time courses to students in a flexible way to suit the needs of the student and employer. Our flexible delivery includes face to face training in our state-of-the-Art commercial training environment and extends to individual one on one training in the workplace. Our highly qualified trainers are all industry professionals and experienced educators. The trainers are supported with small student numbers to ensure the student receives the detailed attention required. The courses are designed to be totally flexible, allowing them to be tailored to suit each student.

We cater for a wide variety of domestic students and our commitment is to create industry ready graduates. The most important part of the whole process is that we are committed to provide a warm, friendly, and family orientated environment for the duration of your selected course of study. On receipt of agreed payments from you, we guarantee you our full support for the whole duration of your course of study through to your completion.

We thank you for choosing MIG Training!

We wish you all the best for your chosen career and we hope your learning experience with us is both enjoyable and successful.

***Anthony Gray***  
***General Manager***

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## Location - Our College: Commercial Hairdressing Salon/Barber Shop and Training Facilities

**Address: Level 2, 12 Mt Gravatt-Capalaba Road, Upper Mt Gravatt Qld 4122**

MIG Training is located in the southern suburbs of Brisbane. The college is 15 minutes from Brisbane's Central Business District and 40 minutes from the Gold Coast.

The hands-on learning and training provided by MIG Training is made possible by providing training to our students in our college salon where paying clients provide the students with a commercial environment in which to learn their trade.

It is a state-of-the-art salon and barbershop, consisting of:

- 20 hairdressing bays for clients
- 6 basins for the washing and removal of colour
- Stock room containing washing, drying, mixing, and cleaning facilities as well as an extensive range of colour and chemicals products from three different manufacturers.

Our college facilities also consist of:

- 2 x mirrored training rooms, with approximately 40 work bays.
- 1 x computer lab
- 1 x lecture room, which accommodates approximately 12 students.
- Professional library
- 1 x study room
- Kitchen facilities

The College maintains the following equipment:

- Handheld blow dryers and wall mounted hairdryers
- Curling and straightening irons
- Rollers, perm rods, sectioning clips
- Bleach/tints
- Permanent and semi-permanent hair colours
- Perming solution
- Hair spray, hair gel, hair wax and other styling products
- Shampoo and conditioner
- Treatments for hair and scalp
- Head blocks and Hair strips for all students
- Razors and clippers
- Combs
- Brushes – paddle, round, ceramic, bristle and vented.

## **Responsibilities and Obligations:**

*It is very important that all parties listed below maintain open lines of communication.*

### ***Learner***

- Carry out work and training as per directions by employer, trainer at workplace and / or college, and always in a courteous and professional manner.
- Carry out training (practical and theoretical) and maintain satisfactory course progression to achieve successful completion of modules as per the training plan.
- Keep the Training Record Book in their possession and show to the Trainer at each training session.
- Meet the terms of the written agreement with your provider, including advising of change of address and contact details.
- Keep the workplace diaries and college diaries up to date with theory / practical tasks undertaken.

### ***Employer***

- Deliver training and provide the resources, facilities, work, and qualified supervision required.
- Ensure the apprentice is paid at the correct wage level and that wage progression is in accordance with the appropriate Award.
- Update, when required, the Training Record Book and modules, to reflect successful competencies.

### ***Registered Training Organisation***

- Provide information on rights and responsibilities at the induction visit.
- Carry out an Employer Resource Assessment to ensure the workplace has the facilities, equipment, resources to provide appropriate training.
- Formulate a training plan with student.
- Responsible for quality training and assessment in compliance with the ASQA Standards, and as per the training plan.
- Communicate and work with the employer and apprentice/trainee to provide facilities, services, supervision, and training required under the provisions of the training plan.
- Responsible for the issue of AQF certification documentation – Statements of Attainment and Certificates.



## **MIG Training Guarantee:**

If MIG or partner close business or are unable to provide training in a training product, all means will be put in place to continue training where possible or find alternative training arrangements or provide refund of monies paid where applicable. Refer to our Refund Policy.

## **Training Plan**

A training plan will be formulated with each student. Once it has been agreed upon all parties will sign the training plan. A copy of this signed plan will be provided to the student and where applicable the employer.

The training plan will be constantly reviewed with your trainer to ensure the training is progressing to plan and if any revision of that plan needs to be made. For Apprentices and Trainees, a record of training book will also be provided. It is important that this is kept in the workplace, so it is accessible to any person that needs to view it e.g., Department of Education and Training or managers or MIG.

The Training Record Book needs to be completed by you, your manager, and your trainer whenever a unit of competency is successfully completed.

## **Training and Assessment**

### ***Credit Transfer***

If you have previously completed units contained in any of the courses, you will be granted credit transfer for those units of competency and will not need to re-do them. Credit transfers can only be applied for “like for like” modules. To claim credit transfers, you will need to provide verified documentation clearly showing the course and modules completed (certificate or statement of attainment).

### ***Recognition of Prior Learning (RPL)***

If you have done some courses previously that give you similar competencies, or if you have had a job that gave you similar skills, or if you are currently doing a job that demonstrates these skills, you may be granted Recognition of Prior Learning.

To apply for RPL, you will need to provide evidence of this. This could be in the form of previous certificates or qualifications, statements from your previous employer, practical demonstration, job descriptions or a statement from your current employer listing the skills that you are currently demonstrating in the workplace.

You will be provided with the correct documents to follow through the process of application for RPL and every assistance will be given to you to complete this process.

### ***Learning and Assessment***

Assessment is competency based so you will have more than one opportunity to become competent. You need to be competent in both theory and practical. Each unit of competency and all criteria will be assessed.

Competency based training provides a holistic approach to assessment, providing the learner with the opportunity to demonstrate competence that reflect industry standards in the workplace.

Our learning and assessment material is accessed through our online learning program called Canvas. A broad range of assessment instruments/strategies are used to test knowledge, skill, and attitude such as:

- Written presentation
- Short answer/multiple choice questions
- Assignments and projects
- Case studies
- Role plays and oral presentations
- Practical demonstration of skills

MIG management and staff are committed to providing training and assessment services, resources, support, and equipment in the best possible environment for you to successfully complete your course.

### ***Flexible Learning and Assessment Procedures***

Our training and assessment procedures are flexible and consider learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order.
- Training and assessment will only be conducted by qualified staff.
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that training and assessment you receive with us is done in accordance with the Australian Qualifications Framework (AQF) and any qualifications you successfully achieve with us will be recognised anywhere in Australia.

### ***Appeals – Training & Assessments***

Please see our Complaints and Appeals Policy in this Handbook.

### ***National Recognition***

National recognition applies nationally to all Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by MIG and other Registered Training Organisations, enabling individuals to receive national recognition of their achievements.

### ***Your Own Work!***

All activities and tasks must be your original work. Work being completed must be done by you. Any work belonging to or done by another person will render your assessment as invalid.

### ***Plagiarism***

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a participants' exclusion from a module or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your trainer. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally.
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

### ***Copyright***

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed. You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

### Hairdressing/Barbering Apprentices

MIG will deliver the training and provide assessment of students undertaking the hairdressing / barbering courses. Greater flexibility is offered by this organisation to ensure all parties involved in the training process receive the best possible service and results.

**Workplace Delivery:** A qualified MIG Trainer will attend the salon/barbershop for approximately 1 to 2 hours, on a one-to-one basis every 4 to 6 weeks for the duration of the apprenticeship. Additional contact and support are also provided either by email and/or phone.

For employers who choose Workplace Delivery as the method of training, they are required to withdraw their apprentices on a regular basis from their normal salon/shop work for formal structured training. All theory and practical activities are to be recorded in a MIG Student Diary. The 4-6 weekly visits by the MIG training officer will monitor the progress and compliance with the training. Students have access to contact their trainers in between visits, and zoom meetings can also be organised to assist students in between salon/shop visits.

**Formal or Structured Training:** Training that is conducted under supervision by salon and is something other than your normal everyday duties in the workplace. These activities are to be recorded in the MIG Student Workplace Diary.

Examples include:

- working on Canvas – theory and tasks
- practicing skills as required by your employer and or supervisor
- attending team meetings and training sessions
- observing your supervisor demonstrating a skill
- assisting a more experienced person with part of a service
- developing your product knowledge

**College Delivery:** Alternatively, training can be undertaken by attending the MIG College at Upper Mt Gravatt once a fortnight, month or on block release. The training at the MIG College will include theory and practical activities. All activities are recorded in the MIG College Diary.

## **Hairdressing - Domestic College Students**

Both theory and practical training is undertaken at the MIG college, under the supervision and guidance of fully qualified trainers. The college consists of:

- A full working salon and barbershop, with paying clients, which is run as similar as possible to a commercial salon, including hairdressing and barber clients.
- 1 resource area
- 2 training centres
- 1 lecture room

To ensure course progress, MIG will monitor academic performance in each unit of competency. MIG has procedures in place to help students meet course progress requirements. Progress will be assessed ongoing and student reviews will be conducted periodically to ensure progress is on track as per training plan. Students are expected to achieve satisfactory progression in both theory and practical competencies.

### **Enrolment and Induction**

MIG provide clear and accurate information on the qualifications / courses that are offered by way of the website, flyers, and course guides. Detailed information is also given to all prospective students enquiring about our courses.

Prior to enrolment an email is sent to the student. The email contains the following attachments: MIG Handbook, Course Guide, tuition fees fact sheet (apprentices).

At enrolment, MIG provides the learner full details of the course code and title, currency of the training product, training and assessment process, including duration of course, location of delivery of training, and any work placement if required. The learner will complete an online enrolment form and literacy and numeracy test to provide as much relevant information as possible to ensure we provide training to suit their needs. All information collected is kept confidential.

We also conduct an induction on the first day of training and explain the MIG Handbook and course guides to ensure that all learners understand information relating to them undertaking training at MIG. Prior to and during this induction process, accurate information regarding enrolment procedure, fees, training and assessment process, support, learners' obligations for undertaking the course is explained in detail.

## Supporting Learners

### ***Language, Literacy and Numeracy Support***

At enrolment, the learner will complete an online enrolment form. This will capture any support requirements as stated by the learner. At enrolment the learner will also complete an online Language, Literacy and Numeracy Skills Indicator assessment. This will identify if the student has the appropriate level of literacy and numeracy skills. If required, MIG will work with the student to assist them in acquiring these skills.

We will also monitor the needs of our student's language, literacy, and numeracy skills throughout the learning process. We also provide advice, support, and help for any language, literacy, and numeracy assistance on request.

If at any time we feel a student requires any language, literacy, and numeracy assistance we will either provide this or tailor learning and assessment to match the learners needs, or we will connect the learner with an external support source if required.

For different cohorts and individuals, resources and methods of training and assessment, are tailored to support the learner to assist them to successfully complete their training.

### ***Inclusive Learning***

MIG have an Inclusive Practice in learning. MIG will create a safe and inviting environment for all students to learn. All students undertaking training with MIG will be connected, supported, and valued as learners. All students will have equal access to learning.

### ***Other Support***

- MIG provide additional learning resources on our website to assist learners with practical and theoretical training.
- Group lectures are conducted at the MIG college to enhance learning on specific units, as required.
- Additional one-on-one practical and / or theory support/training is provided to learners, as required.
- RPL assessment
- Options in learning
- Guidance in career options
- Pre-course interviews
- Training needs analysis

### ***Problems with Course Work***

Our trainers are dedicated to helping you achieve your goals. Students need to ask for help with the work they are having difficulty with. One on one help can be obtained for any support required, whether theoretical or practical.

### ***Welfare and Guidance Services***

MIG will endeavour to provide welfare and guidance to all students. At induction, the available supports services are explained to the student.

These services include but are not limited to:

- support services to transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- support services to people with a disability
- Occupational Health and Safety
- review of payment schedules when requested
- learning pathways and possible RPL opportunities
- provision for special learning needs
- provision for special cultural and religious needs
- provision for special dietary needs.
- for international students any student visa condition relating to course progress and/or attendance as appropriate
- meeting course requirements and attendance

MIG provides students with access to any study support and student welfare related support needed. These services include information on course progress and attendance, assistance in accessing and connecting with services is provided to students who require support that cannot be provided internally.

Where further external support is required, MIG will liaise with the applicable Support Service. There is no cost associated with support service provided by MIG or any referral to external support services.

The official point of contact for students for student support services is:

<b>College Students</b>	Olivia Draper	olivia@migtraining.com.au	Ph: 07 3349 6538
<b>Workplace Students</b>	Anthony Gray	anthony@migtraining.com.au	Ph: 07 3349 6538

### ***External Counselling Services***

*Lifeline:* [www.lifeline.org.au](http://www.lifeline.org.au) - Crisis Support

Ph: 131 114 - 24hr service counselling over the phone

*Logan Women's Health and Wellbeing Centre:*

[www.loganwomen.com.au](http://www.loganwomen.com.au) - free service for women only

Ph: 3801 8368

*Youth Family Services:*

[www.yfs.org.au](http://www.yfs.org.au) - free service

376 Kingston Road, Slacks Creek Qld 4127

Phone: 3826 1500

*National Sexual Assault, Domestic Family Violence Counselling Service:*

1800 010 120 (1800 RESPECT)

## Completion Process – Apprentices and Trainees

- Once the MIG trainer, the employer and the apprentice/trainee agree that all competencies have been successfully completed (theory and practical), a Completion Agreement is to be signed by all three parties.
- Upon receipt of the Completion Agreement, MIG will forward the completion agreement to Apprenticeships Info to advise that the training contract has been successfully completed and a copy of the completion agreement will be forwarded to the employer for their records.
- MIG will then issue a Certificate to the student, including a list of competencies achieved including unit name and code.
- DET will also be notified of completion and module results via the AVETMISS reporting program.

## Cancellation Process – Apprentices and Trainees

Once a training contract is cancelled, MIG is to receive a copy of the cancellation form from the employer. Once this is received or in the event of non-receipt of cancellation form, and MIG have been advised of the cancellation verbally by the employer, MIG will issue a nationally recognised Statement of Attainment to the student, listing competencies achieved.

## Cancellation / Suspension by MIG Due to Misconduct

Students may have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies. Actions that constitute misbehaviour by a student include:

- **Academic misconduct:** Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.
- **General misconduct:** General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals MIG property or the property of others; alters/defaces MIG documents or records; prejudices the good name of MIG, or otherwise acts in an improper manner.

MIG's responsibilities: Procedural fairness

- Students must be treated fairly, with dignity and with due regard to their privacy.
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.



## Lost Certificates / Statements of Attainment / Assessment Modules

Should the student at any time require re-issuing of either a Certificate or Statement of Attainment, due to the original being lost, damaged, or if a duplicate document is required, there will be a re-issue fee of \$10.00, payable to MIG Training. This is to be paid prior to the reissue of the document.

## Annual Reviews

### ***Legislation***

All legislation required is addressed in our MIG Handbook. MIG carries out reviews of all legislative requirements as required, including discrimination, training, occupational Health and Safety.

### ***Evaluation / Feedback from Employers and Learners***

Annually, periodically and upon completion and cancellation of training, MIG collects, inputs, collates, and reviews evaluation forms from employers and learners. These evaluation forms cover such items as resources, training and support.

## Access and Equity - Including Staff Responsibilities

MIG is committed to integrating Access and Equity principles within all our services that we provide to our learners, and we recognise the rights of all learners and provide information, advice, and support necessary for the student to successfully complete their study.

Regardless of cultural background, gender, sexuality, disability, socio-economic status, or age, you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

At MIG, all staff have been inducted in their responsibilities for our access and equity principles. Our staff act in accordance with our access and equity principles and all learners are made aware of their rights and responsibilities. All students have access to all courses that we conduct irrespective of gender, culture, linguistic background, race, or disability.

If, at any time, you feel that any staff member is not abiding by these principles then report your complaints to your trainer or anyone in our organisation.

We will comply at all times with the Anti-Discrimination Act 1991 and be bound by the National Code of Practice for Registration Authorities and Providers of Education and Training for Overseas Students 2007.

## Relationship with Trainers

Many past students have told us that the friendly relaxed atmosphere and the helpful attitude of the trainers is what has influenced them to come to MIG. We are proud of this and promote this approach.

However, there are boundaries that should not be crossed by student or Trainer. Please observe the following rules:

- Students are to respect the Trainers' right to a private life just as the Trainer will respect the student's privacy.
- Please leave your personal problems at home. There may be some instances where you will need to approach a Trainer to be directed to appropriate channels. This will be treated in the strictest confidence.
- Students are not to argue with Trainers. If you have a disagreement, speak to the Trainer at an appropriate time and place. You have every right to discuss your problem with the Course Coordinator if you feel it is necessary. The door is always open to you.

Be aware that there are several ways to perform a task and all of them may be correct. Don't take correction or guidance as a personal attack. The Trainers are only doing their job. Every mistake you make, will bring you closer to "getting it right".

## User Choice

### User Choice

The term "User Choice" only has relevance for students who are Apprentices or Trainees. As an Apprentice or Trainee who has been deemed eligible for User Choice funding, you do not have to pay the Registered Training Organisation for the delivery of your training. This is paid for by the State Government (Department of Education and Training).

All the student has to pay for are the Tuition Fees for your course and as the information under **Tuition Fees** section below explains, there are various exemptions to this requirement. As the name User Choice implies, you and your employer have the freedom to choose any Registered Training Organisation to deliver your training.

## Fees

### ***Apprentices and Trainees***

***As per the MIG Training Apprentice Student Contribution Fees / Tuition Fees Fact Sheet***

***PLEASE NOTE: Changes have been made to the Modern Hair and Beauty Industry Award 2010 in relation to the reimbursement of training fees by employer, that have been charged by an RTO.***

***(See Clause 19.5 e & f - Apprentice Conditions of Employment)***

**Please check with your employer if and how this change affects you.**

As per our User Choice Contract for apprenticeships and traineeships, with the Department of Employment Small Business and Training (DESBT), students are required to pay tuition fees in advance to MIG Training. These tuition fees are set by DESBT and are subject to change.

Currently the fee is \$1.60 per nominal hour of each competency delivered. Any modules assessed under Recognition of Prior Learning (RPL) are also subject to these fees and charged at the same rate of \$1.60 per nominal hour.

#### **PAYMENT OF FEES**

Contribution fees will be required to be paid at commencement of training delivery for individual units. Payment is due immediately:

These fees may be paid:

- By credit/debit card over the phone by calling the MIG Training office on 3349 6538
- Or directly into the MIG Training Bank account – the trainer will need to see the receipt for this transaction as evidence.

**ALL TUITION FEES ENQUIRIES ARE TO BE DIRECTED TO Leah Gordon: [leah@migtraining.com.au](mailto:leah@migtraining.com.au)**

#### **CONTRIBUTION FEES – PARTIAL EXEMPTION**

No more than 40% of the tuition fee will be charged where the student falls into one or more of the following categories.

- the student was or will be under 17 at the end of February in the year in which the RTO provides training, and the student has not completed year 12.
- the student holds a Health Care Card or pensioner card issued under commonwealth Law or is a partner or a dependent of a person who holds a health care card or pensioner concession card and is named on the card.
- the student issues the RTO with an official form under commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a health care card or pensioner concession card; or
- the student is an Aboriginal or Torres Strait Islander person.

#### **CONTRIBUTION FEES – TOTAL EXEMPTION**

- Where the participant is a school-based trainee or school-based apprentice.
- Where payment of the tuition fee would cause the student extreme financial hardship, then the student may be totally exempt from paying the tuition fee.
- Appeals process is in place to manage an appeal from the outcome of the student application under financial hardship.

To receive the exemption, evidence needs to be sighted by your trainer. If for some reason, you are not able to pay your fees, you need to discuss the situation with your trainer or college operations manager.

Total exemption applies to students who can show that they fall into the exemptions category and for whom payments of the tuition fee would cause financial hardship.

### **CONTRIBUTION FEES – FEE FREE TRAINING – UNDER 21 YEAR OLDS**

- The Queensland Government will cover the full cost of training for participants who commence an apprenticeship from 1<sup>st</sup> July 2019 (Cert III in Hairdressing / Cert III in Barbering) and are under 21 years of age at time of commencement.
- This fee free training is also available to apprentices who commenced an apprenticeship in previous years, where they are under 21 years of age as of 1<sup>st</sup> July 2019 and are still in training. This applies to any units enrolled in from 1<sup>st</sup> July 2019 onwards. Units enrolled in prior to 1<sup>st</sup> July 2019, may still incur contribution fees, dependent on the apprentices previous funding.

### **CONTRIBUTION FEES – FEE FREE TRAINING – UNDER 25 YEAR OLDS**

- The Queensland Government will cover the cost of your training for participants who commence an apprenticeship from 1st January 2021 (Cert III in Hairdressing / Cert III in Barbering) and are aged between 21 and 25 years at time of commencement.
- The fee free training is also available to apprentices who commenced an apprenticeship in previous years, where they are under 25 years of age as of 31st December 2020 and are still in training. This applies to any units enrolled in from 1st January 2021 onwards. Units enrolled in prior to 1st January 2021 may still incur contribution fees, dependent on the apprentices previous funding.

### **Student Fees – Domestic Students**

Payments are to be made in advance (not exceeding \$1500 in advance) and payments are to be made as per the student payment agreement. This agreement will be agreed upon and will be signed by student and MIG prior to or at induction.

## **Refund Policy**

### **For Apprentices and Trainees**

MIG will refund any monies paid for in advance for modules where training hasn't been provided. The MIG refund policy is included in the Apprentice and Trainee – Tuition Fee Fact Sheet.

### **For Fee Paying Students – Domestic**

The MIG refund policy is included in the Student Payment Agreement.

This policy and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws or any other legal remedy.

## College Attendance

### *College Students (non-apprentices)*

Medical certificates are required for any absent days for 2 or more consecutive days off.

The course duration allows for 3 weeks holidays at Christmas and an additional 12 days for sick/holidays. The duration of the course will need to be extended if the allowable time off is exceeded. This additional time will be required to be made up at the expense of the student at the cost of \$250 per week (pro rata).

## Sustainability Practices

MIG is committed to minimizing the impact of our activities on the environment, encouraging sustainable practices within the company, and ensuring customer satisfaction at every level.

## Deferring / Suspending / Cancelling your Studies – Fee Paying Students

### *Domestic Students*

Need to provide MIG where possible 14 days notice that they are deferring their studies. MIG has procedures for assessing, approving and recording a deferment of the commencement of suspension of study. All matters relating to the student enrolment are recorded electronically in our Sugar CRM student file and if applicable paper copy.

For all students who leave or cancel their studies, they will be issued a Statement of Attainment for the competencies achieved.

If a student's enrolment is terminated, suspended, or cancelled by MIG, the student has 20 working days to access the MIG internal complaints and appeals process. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.

Cancelling students are directed to the Refund Policy on their Student Agreement.

## Student Information / Data

### ***Privacy – Student Information***

Privacy of all student information is paramount. Student records are confidential. Students' personal information (enrolment form information and training activity data) may be used or disclosed by MIG for statistical, regulatory and research purposes. MIG may disclose your personal information for these purposes to third parties including: School (if you are a secondary student undertaking a school-based apprenticeship or traineeship), Employer (if you are enrolled in training paid by your employer), Commonwealth and State Government departments and authorised agencies, NCVER, Organisations conducting student surveys and researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes: issuing statements of attainment or qualification, and populating VET transcripts, facilitating statistics and research relating to education, including surveys, understanding how the VET market operates, administering VET, including programme administration, regulation, monitoring and evaluation.

### ***Management of Records***

MIG prides itself on the timely manner in which we provide and respond to questions and requests from employers, students, and government departments. We maintain very accurate and up to date information (computer-based and paper based) relating to all students, current and past. MIG abides by the National Privacy Principles of the National Privacy Act.

### ***Access to Records***

Students can access their records at any time by providing a request in writing to the Principal / College Operations Manager / Administration Manager. All student information will be copied and provided to the student. Students will be provided with the information on the day of request if the information is held on site. If the information is held in storage a 48-hour turnaround of information is required to retrieve and copy the information. For information to be provided to a third party, the party must be detailed in the written request from the student.

## Unique Student Identifier – Privacy Notice

If you do not already have a Unique Student Identifier (USI) you will need to create a USI on the [www.usi.gov.au](http://www.usi.gov.au) website and provide this number to MIG prior to commencing training.

## Complaints / Appeals Policy

MIG has a complaint handling and appeals policy to manage and respond to complaints and requests for review of training and assessment decisions regardless of if they are trained directly by MIG or through a contracted third-party arrangement. The policy covers the conduct of MIG and contracted third parties and extends to cover the conduct of the trainers, the assessors, all other staff, and other learners. The policy meets the following requirements:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- the event that a student has a complaint or appeal concerning any matter in relation to MIG or a contracted third party, there is a process in place to ensure that the complaint or appeal can be resolved amicably. Students have access to a complaint and appeal procedure if they feel they have been unjustly treated or have a serious complaint or appeal.
- a student may be assisted or accompanied by a support person regardless of the nature of the complaint or appeal.
- the complainant will receive a written acknowledgement that the complaint has been received followed by a statement of the outcome which will include all details of the reason for the outcome.
- MIG will respond to a formal lodgement of a complaint or an appeal within 10 days of receipt and that all reasonable measures will be taken to finalise the process as soon as practicable.

MIG will maintain a student's enrolment while a complaint and appeal process is on-going, however, this does not exclude MIG from reserving the right to suspend a student from attending class or visiting the MIG or the contracted third part providers campus if that is considered necessary during this period.

MIG has an external complaints/ appeals process available to students if they have exhausted the above procedures and still feel unsatisfied. At no cost to the student, if the internal grievance process is unable to resolve the dispute, students will be referred to Resolution Institute, the national association of dispute resolvers: phone (02) 9251 3366 or free call 1800 651 650 or email [infoaus@resolution.institutute](mailto:infoaus@resolution.institutute) website [www.resolution.institute](http://www.resolution.institute).

The student should lodge a written appeal to the Director within 14 days of receiving notice of the outcome of the internal complaints process. All costs for this process will be covered by MIG. Students may also seek legal redress through the usual court processes if they feel unsatisfied. The dispute resolution process does not prevent a student from exercising their rights to other legal remedies.

All records of any appeals/complaints will be kept securely on file. If the decision of the complaint or appeal supports the student, the College will immediately implement the decision and advise the student of the outcome.

## **Internal Complaints / Appeals Procedure**

### ***Complaints***

-If a student has cause to complain in relation to any issues concerning their training or training environment, they may

- Speak to the Operations Manager or to their Workplace coach or Trainer to resolve the problem within 7 days.
- Speak to the Principal about the problem.
- A Complaints form is available for completion, as necessary.
- A timeframe for resolution will be provided within 2 working days of receiving the complaint.
- A student may be assisted or accompanied by a support person regardless of the nature of the complaint.

- MIG will act on upon the subject of any complaint found to be substantiated.

- If for any reason more than 60 days is required to finalise the complaint/appeal, MIG will advise complainant in writing, detailing the reasons why and keep the complainant updated in writing of the progress of the complaint/appeal.

- All formal complaints are recorded monthly and filed and reviewed as part of our half yearly management review.

- If a solution cannot be reached at this level or the student is not satisfied with the outcome, the student may:

Request a formal interview with the principal where the appeal will be documented and steps to reach a solution will be agreed upon.

- If the student is not satisfied with the outcome of this internal process, the student will be advised of external organisations, e.g., police, counselling organisations, consumer affairs that may be able to assist. See external appeals / complaints procedure.
- The complainant will receive a written statement of the outcome which will include all details of the reason for the outcome.
- The student has 20 days to appeal a decision.
- If the complaint handling procedures result in a decision that supports the student, MIG will immediately implement any decision and or corrective and preventative action required and advise the student of the outcome.



## ***Appeals***

- Appeals are required to be submitted within 30 days of completion of a unit of Competency.
- All Appeals are heard by an independent person within Matters in Gray who is removed from the original delivery and assessment process.
- Each applicant is provided with the opportunity to formally present his or her case.
- A student may be assisted or accompanied by a support person regardless of the nature of the Appeal.
- MIG will respond to a written appeal within 10 days of the receipt of the written appeal and that all reasonable measures will be taken to finalise the process as soon as practicable.
- The appeal process provides for a reassessment of the unit of competency.
- A written statement of the outcome of the Appeal must be supplied including reasons for the appeal decision.
- If for any reason more than 60 days is required to finalise the complaint/appeal, MIG will advise complainant in writing, detailing the reasons why and keep the complainant updated in writing of the progress of the complaint/appeal. The student has 20 days to appeal a decision.
- If the appeal is still unresolved, the student will be advised of external organization e.g., consumer affairs, or the relevant Govt Dept that may be able to assist. See external appeal / complaints procedure.
- If the appeals result in a decision that supports the student, MIG will immediately implement any decision and or corrective and preventative action required and advise the student of the outcome.

## **External Complaints /Appeal Procedure**

There is an external complaints / appeals process available to students if they have exhausted the above procedures and still feel unsatisfied.

The student should lodge a written appeal to the Principal within 14 days of receiving notice of the outcome of the internal complaints/ appeals process. All costs for this process will be covered by MIG. Students may also seek legal redress through the usual court processes if they feel unsatisfied.

All records of any complaints/appeals will be kept on file. If the decision of the complaint or appeal supports the student, the College will immediately implement the decision and advise the student of the outcome.

### **For Apprentices / Trainees / Employers – Training Ombudsman**

The Training Ombudsman provides a free, impartial, and independent office to review and, if possible, resolve complaints from apprentices, trainees, employers and other interested parties about the Queensland apprenticeship and traineeship program.

Complaints to the Training Ombudsman can be made by phone, in writing, in person or by using the online complaint form.

Phone: 1800 773 048

Website: <http://trainingombudsman.qld.gov.au/complaints.html>

Email: [info@trainingombudsman.qld.gov.au](mailto:info@trainingombudsman.qld.gov.au)

Post: Training Ombudsman, PO Box 15090, City East Qld 4002

### **For Domestic Students**

Domestic students who wish to lodge a complaint can contact the Training Ombudsman.

For contact details and information please see

Website: <http://trainingombudsman.qld.gov.au/complaints.html>

Email: [info@trainingombudsman.qld.gov.au](mailto:info@trainingombudsman.qld.gov.au)

Post: Training Ombudsman, PO Box 15090, City East Qld 4002

Other external agencies for other services:

- Qld Anti-Discrimination Commission
- Qld Office of Fair Trading

# HAIRDRESSING/BARBERING STUDENTS

~ ATTENDING MIG TRAINING ~

## College Rules

*Including:*

*Domestic Students – Hairdressing and Barbering  
Full Time / Part Time Students*

*Hairdressing Apprentices / Barbering Apprentices*

*Regular Attendance*

*One-off (referral) Attendance*

*Block Attendance*

*Workshop Attendance*

## College Rules

### ***What To Bring***

- Your student folder with all your books.
- A pencil case with pens, eraser, pencils, rulers
- All necessary equipment for the day. Please note electrical equipment will need to have an up-to-date tag to say it has been tested in the last 6 months by a licensed electrician.
- A good attitude.

### ***What to Wear***

- Closed in shoes – without these you will NOT be able to train due to Work Health and Safety regulations.
- Salon appropriate clothes – no midriffs, no short- or low-cut clothing
- Females – makeup please
- Hair styled
- A smile

### ***Getting To College***

- Public Transport – buses to Garden City bus Interchange and a short walk to MIG
- By car –  
All day side street parking.
- Garden City – first 3 hours are free then charges apply – you may move the car in your lunch break and pay a very small fee.
- Signed street parking – 2 hours only.

### ***Training Overview***

Each student will be assigned into a training area for the day. This information can be obtained from the daily running sheet. Each group will be assigned a Trainer.

The groups and individual students will be involved in different activities according to their level of competence. Learning to do this work is vital to your preparation for gaining employment in a hairdressing salon. We run our college salon as close to a real salon as is possible. We are a service industry, and our clients are of utmost importance.

The work will include:

- Reception duties including phone answering
- Preparing for clients
- Completing housekeeping/cleaning tasks daily
- Working on the theory component of the modules
- Attending lectures
- Working on clients' hair

Working on mannequins  
Assisting and helping other students – Teamwork

### ***Induction***

- Students to arrive by 8.45am.
- The following forms will need to be completed: Enrolment form, Emergency Contact form, Literacy and Numeracy Assessment.
- One of the college trainers will take the student for an orientation tour of the college and complete the induction process with the student, including OH & S.
- The student will be allocated a locker. Lockers are only to be used for storing valuables (handbags, wallets). No food or illicit items.
  - The College Operations Manager/Trainer has the right to ask a student to open his/her locker in the presence of that student.
  - If you lose your key you must pay for a replacement key, which will be organised by the College Operations Manager.
- Domestic college students (part time or full time) will be provided with their hairdressing/barbering kit, headblock and textbook.
- The Training Plan will be discussed with the student and the student will commence work on the first Module of the course.

### ***Attendance / Arrival and Departure***

Punctuality is very important. Students must arrive by 8.45am ready to start by 9am. It is important that attendance rolls are signed daily by all students. If students are late for the commencement of the day or need to leave early, for any reason, the student will be asked to complete a Late Arrival or Early Departure Form. This will be kept on the student file, and you will be able to discuss this, if necessary, with the College Operations Manager during your periodic interview. For apprentices, employers will be notified of late arrivals, and early departure requests will be confirmed with the employer prior to MIG allowing student to leave the college early.

### ***Absenteeism***

If you are unable to attend MIG College due to illness, work commitments, school commitments etc., you are required to phone the college on 3349 6538 or email [info@migtraining.com.au](mailto:info@migtraining.com.au) as early as possible on that day. You are also required to advise your employer and / or school.

### ***Student College Hours***

The College day commences at 8.45am, ready for a 9.00am ..

The lunch break will be from 12.30pm to 1.30pm. (This may vary if the student is working on a client)

Kitchen facilities include fridge, toasted sandwich maker, microwave, tea and coffee.

The College Day finishes at 4.00pm.

### ***Student Dress Code***

All students attending / entering MIG College, are required to wear the following:

- Closed in footwear to be worn at all times. No thongs or sandals.
- T-shirts are to cover the waist when arms are raised.
- Students attire should be modest and appropriate for a working environment – save your party clothes for leisure time.
- Jewellery and body piercing to be kept to a minimum as we serve a wide range of clientele.
- Personal hygiene is always most important.

### ***College Behaviour***

There are always paying clients within our college salon. Students are expected to act as they would in a work environment, in a friendly but work-related manner. All Trainers, MIG staff and fellow students are to be treated with **RESPECT**.

### ***Offensive Language***

MIG College has a zero tolerance towards offensive language. Students will be training in a professional environment and are expected to use language that is appropriate for this environment.

### ***Progress Report - Apprentices***

Apprentice progress reports will be emailed to employers periodically, with details including apprentice attendance, behaviour at college, and work/learning ethics at college.

### ***Harassment***

MIG College has a zero tolerance towards harassment, bullying, sexual harassment, and discriminating activities. If at any time, a student feels harassed or pressured, or feels uncomfortable about anything that is happening, the student should speak to the Course Coordinator or Trainer.

Should you feel uncomfortable about doing this, the student should speak to their parents or another trusted person and ask them to phone the College Operations Manager on their behalf. This will be documented and steps to reach a solution will be agreed upon.

### ***Student Communication with Clients***

When communicating with clients the following rules are to be adhered to:

- Ask the clients open questions to get them talking about themselves.
- Listen to clients but don't give advice or discuss your problems with the client.
- Students are deterred from talking to other students while working with clients.
  
- Promote discussion in topics that do not make the client feel uncomfortable but also respect the

Clients' choice to be quiet.

- Topics **NOT** to be discussed include personal issues, politics, religion, or reality and gossip TV programs

### ***Student Responsible WIFI User Policy***

The use of technology at MIG Training is to provide students with the teaching and learning tools essential in achieving student learning outcomes, active engagement, motivation, and self-initiated learning.

The use of Canvas technology at MIG Training College is a privilege, not a right. This policy is provided to make all users aware of the responsibilities associated with the ethical and lawful use of technology resources.

Students will be accessing internet through the MIG Training WIFI network. MIG constantly monitors and filters internet usage. Student internet usage is tracked and logged.

Whilst at college, the students' devices are to be used as a learning tool and for educational purposes only, not an entertainment device. It is to be used for learning, not entertainment or social media. Games, music, social media, and other entertainment apps are not to be used during college hours.

All content uploaded for assessment purposes, including but not limited to files, photos, videos must remain appropriate, as deemed by MIG Training, at all times.

Should the student be deemed to be not using the WIFI network responsibly and for learning and assessment purposes only, or violating any of the terms in this policy, the college may block student access to the network, with WIFI privileges ceasing until further notice.

### ***Mobile Phones***

During college hours, all mobile phones are to be switched off or placed on silent. Voice or text messages are to be retrieved during the lunch break or after completion of the college day.

Mobile phones can be used during office hours only to print or email photos for assessment purposes.

Mobile phones brought into the college are the responsibility of the student.

### ***Illegal Substances***

MIG Training College has a zero-tolerance policy towards alcohol and drugs. Should a student show signs of being under the influence of alcohol or drugs, they will be asked to leave the college for the day, as this is a Workplace Health and Safety Issue, and you will be endangering yourself, clients, and other students. The student's employer will be notified as a matter of urgency.

The appropriate authorities will be notified should the following occur:

- Illegal substances are brought to the College.
- Illegal substances are offered to other students at the College.

### ***Food and Drink***

Food and drink (excluding water) are not permitted in any of the training, salon, or theory areas of the college during the hours of 9am to 12pm, and 1pm to 4pm.

### ***Cheating / Fraudulent Activity***

MIG College has a zero tolerance to any form of cheating on modules or fraudulent activity. Any student suspected of cheating will be required to report to the Principal of the college.

### ***Stealing***

Any student caught stealing at the college, will be required to report to the Principal of the college, in the first instance, and further actions may be taken.

### ***Smoking***

Students are not permitted to smoke in the building. If you smoke outside the building, we ask you to consider other tenants, and go around the back of the building or away from the building. This is a Workplace Health and Safety issue.

### ***Car Parking***

The car parks around the building are reserved for staff only. Student parking is only available in streets surrounding the College. Please be aware there are parking time restrictions for certain streets around the college.

### ***Fire Evacuation***

- Call 000.
- Teachers are responsible for checking the storeroom, lecture room, offices, toilets, and the overhead dryers, for students or clients that may not be aware of the emergency. Making sure to collect the roll, so a head count can be done.
- Students are responsible for the clients they are working on.
- DO NOT USE THE LIFTS.
- Leave the salon, heading towards the EXIT sign in a calm and orderly manner, proceeding down the stairs and assembling at the corner of Sanders Street and Mt Gravatt Capalaba Road (to the left as you exit the driveway).
- Check to ensure all persons are accounted for.
- Wait for further instructions from the Fire Brigade.



**STUDENT NOTES:**

