



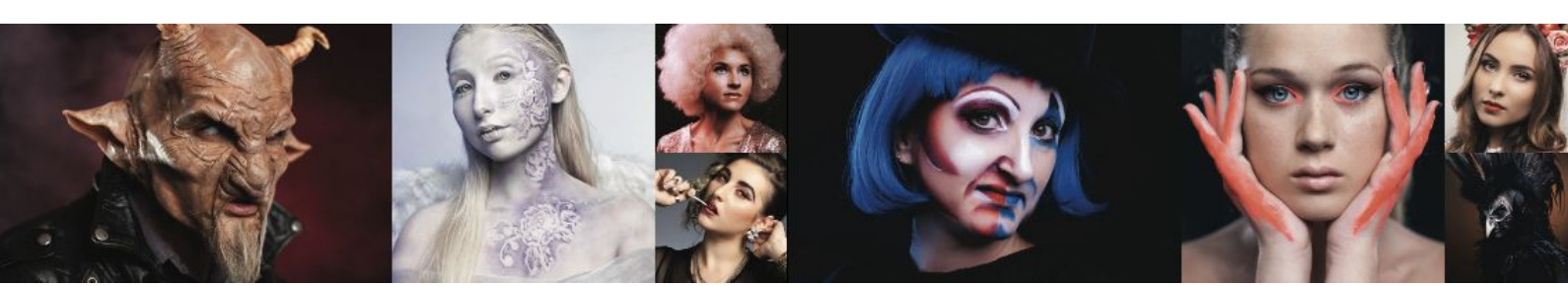
Student Handbook

BRISBANE CAMPUS

Unit 5/78, Logan Road,
Woolloongabba, QLD 4102
Phone: 07 3891 5696
Email: brisbane@aacm.edu.au

MELBOURNE CAMPUS

Glow Studios, 19-27 Ireland Street,
West Melbourne, VIC 3003
Phone: 03 8373 9411
Email: melbourne@aacm.edu.au



A message from the Directors

"The team at Bellevue Beauty and The Australian Academies of Cinemagraphic Makeup are delighted to have you join us as you kick start your exciting new career. We have been offering education in the beauty and special effects makeup industry since 1983, where students can learn in an innovative, friendly and supportive environment. Our team includes highly renowned industry professionals who are keen to pass on the skills, knowledge and experience they have acquired during their impressive careers in the cinemagraphic, specialty makeup and beauty industries. This ensures that our students receive the best learning outcomes possible, which makes them highly sort after employees.

We understand that customer expectations and trends in the makeup and beauty industries are constantly changing, and we work alongside these changes to incorporate new teaching materials and technologies into our courses to ensure we are always industry ready.

Embarking on a career in Beauty Therapy, Makeup or Special Effects with our Academies will open you up to a whole new world of experiences. You will not only get to know a range of high quality products and all the latest treatments and procedures, but you will be exposed to industry relevant events with opportunities to meet a variety of experts currently working in industry. The ever-changing nature of the industry means that you can be sure of a career that will continually excite and stimulate you. Undertaking your training at our Academies gives you an excellent educational foundation and the greatest chance for employment on successful completion of your chosen course.

We wish you success in your journey towards an inspiring new career in the Beauty Therapy, Makeup or SPFX industries."

*Danielle Fisher & Florian Staerk
Directors*



Introduction

This booklet contains essential information about your rights and responsibilities to help you to make an informed decision prior to enrolling and during your studies at Bellevue Beauty and The Australian Academies of Cinemagraphic Makeup, being the trading names of AMAB Training Services Pty Ltd, RTO 31527.

We are committed to providing training and assessment services that are tailored to the special effects makeup and beauty industry. The pathways for completing training have been identified and include face-to-face classes which include a high level of practical session to encourage development of skills, meeting industry standards.

We encourage you to keep this handbook for future reference.

These conditions of Bellevue Beauty and The Australian Academies of Cinemagraphic Makeup apply to every student undergoing a course at our Academies.

A condition of acceptance for training is that, upon enrolment, each student must read and agree to the conditions of enrolment. Students are required to sign our Enrolment & Acceptance Form or equivalent. In doing so, the student undertakes to adhere to the conditions while a student of our Academies.

The conditions have been designed to ensure that every student fairly receives the utmost benefit from Bellevue Beauty and The Australian Academies of Cinemagraphic Makeup. The conditions are to ensure the maintenance of the high professional standards and promote harmonious relations between the staff of the Academies and its students.

The Directors of Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup reserve the right to arbitrate on the interpretation of any condition in case of any contention about the meaning or application of a condition.

Accessing policies and procedures

Students can access policies and procedures by contacting Head Office on 07 3891 5696 or by checking the website www.aacm.edu.au.



Administration hours

Head Office Brisbane Campus:

Monday to Friday 8.30am to 5pm

07 3891 5696 | brisbane@aacm.edu.au

Melbourne Campus:

Monday to Friday 8.30am to 5pm

03 8373 9411 | melbourne@aacm.edu.au

Office hours and class times may vary across the campuses, however contact can always be made through head office during administration hours, by emailing us or private messaging us on facebook.

Neither full time nor part time students have access to the college on days or evenings other than those stipulated on their timetable or unless otherwise advised by the Academies. Students wishing to access the Academies outside of these hours must seek approval from Academies teaching staff.

Disclaimer

Every attempt is made to ensure that information from Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup is accurate, and that the student has attained the competencies taught in the course at the point of their assessment.

Beyond this point, the graduate is responsible to maintain their acquired competencies and apply acquired knowledge and skills in a way that is appropriate to the unique characteristics of each application.

This releases Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup and their staff from any liability, action and claims of whatever nature, whether directions given during the course are followed or not.

Change of contact details

You are required to notify us when any changes are made to your name, address, telephone number or other personal details. Please email us immediately informing us about the changes in writing, using the student services email studentservices@aacm.edu.au. As a registered training organisation (RTO), we have to collect, hold and report on certain information of all our students and to keep all records up to date. Please support us by informing us of any changes accordingly and in a timely manner.



Adjusting your spam/junk filters

Please make sure that all our emails sent from @aacm.edu.au or @bellevuebeuty.edu.au are not getting filtered by your spam/junk filter. Please add us to your contact s and “white list” us to make sure you receive all our emails.

If you receive suspicious emails from one of our email addresses, please notify us immediately. Have in mind, we will never ask you for credit card details, bank account details or other confidential information such as usernames or passwords via email. The only time we ask you for this information is through our DocuSign process when you are enrolling or setting up your payment plans.

Signing in

Students must sign in, indicating the time of their arrival at the beginning of each day and sign out, indicating the time they leave the building at the end of the each day. The sign in sheets will be provided by the campus staff.

This is a workplace health and safety requirement mainly for evacuation purposes. It is not an attendance roll. The attendance roll will be marked separately by a trainer, assessor or a supervisor.

Timetable

The timetable may vary from time to time, so students should check their timetable prior to class each day and ensure that they assemble in the appropriate classroom. Where reasonable, the Academies reserve the right to alter or amend any class schedules for an individual student or group of students wherever and whenever required and reasonable.

Student cards

Students are requested to supply one (1) recent passport photo (taken within the last six months). This photo is used for the student ID card and student file. Please provide this to your campus staff as soon as possible.

Student kits

Some qualifications require students to have a professional kit. These kits are sourced and supplied by us. The kit price is included in the course costs and is not refundable. Students are responsible for their own kit and must bring it with them to all classes. Details of the cost and contents of specific student kits can be obtained from the campus staff.

Parking

Metered and non-metered street parking is available during the day. There is no on-campus parking.

At the Brisbane Campus: Please do not park on any of the car parks within the gated complex. These are dedicated car parks for the businesses within the complex and are all reserved.



Dress code, uniforms and grooming

Beauty therapists and makeup and SPFX artists must always look professional and well groomed. Student presentation not only represents the beauty therapist and makeup and SPFX artist as a professional, but also the Academies.

Beauty Therapy Students

Bellevue Beauty (BB) has a professional dress code and uniform that all Beauty Therapy students must maintain as they perform directly with clinic clientele. Students must supply the following items:

- Black long trousers (no jeans or shorts)
- Bellevue Beauty Uniform (supplied) or a plain black shirt (no singlets, no low scooped tops, no bare midriffs, shoulders must be covered)
- Closed in flat black shoes (no high heels)
- Hair must be tied back using black hair ties and clips only, and long fringes need to be pinned back
- Personal hygiene requirements are as follows:
 - Daily showering and dental hygiene is required, especially for practical work
 - Makeup is to be natural day wear only
 - Fingernails are required to be short and acceptable nail polishes are natural, clear or French polish only
 - No jewellery is allowed except for: sleepers or studs in pierced ears (in gold or silver only);

Makeup and SPFX Students

The Academy of Cinemagraphic Makeup (AACM) students must maintain professional appearance and comply with Work Health and Safety requirements.

Presentation standards for AACM students:

- Plain black clothing (AACM T-shirt is supplied or a plain black shirt (no singlets, no low scooped tops, no bare midriffs, shoulders must be covered)
- Shorts, skirts or leggings are acceptable but must be knee length. Leggings must be opaque
- Closed in black shoes (this is an WHS requirement to ensure your safety)

Please note: SPFX schedules learning and assessment days. Please be aware that clothing will be in contact with plaster dust, silicone and other SPFX products and chemicals. You will be advised in advance of these days. AACM takes no responsibility for any damage to student clothing and accessories.

- Personal hygiene requirements are as follows:
 - Daily showering and dental hygiene is required, especially for practical work
 - Clean and tidy hair, hands and face



- Modest jewellery is allowed but please be aware large, dangling or sharp jewellery may be a hazard to you and your models
- Consider WHS on your clothing, jewellery and accessory choices

Students must maintain a professional image at all times when they are on excursions or in any public areas when they are wearing the Academies uniform.

Reasonable adjustments

From time to time, the Academies will encounter students with particular needs and will make all reasonable adjustments where possible to ensure that the participant is able to equitably participate in the training and assessment while maintaining the integrity of the qualification and industry expectations.

Food and drinks

Food and drinks (except water) are not to be consumed in any classroom or office other than the designated student area.

Smoking and alcohol

Smoking is not permitted within the Academies or while students are wearing the Bellevue Beauty or the Australian Academies of Cinemagraphic Makeup uniform. This is a requirement for all registered training organisations as publically accessible tertiary training institutions.

Students wishing to smoke are advised that there is an area outside the building where smokers' bins are provided and students must change out of their uniform or wear something over the top of their uniform so as not to display the Bellevue Beauty or the Australian Academies of Cinemagraphic Makeup logos. Please dispose of cigarette butts thoughtfully in the bins provided.

Mobile phones and telephone messages

Mobile phones are to be switched off and remain in student's bag during all training and assessment activities.

Materials and texts

Course teaching materials are provided to the students in relation to their studies. Some texts and references as well practical kits may be recommended by teaching staff for students to purchase as additional material. These additional materials will be optional. We do not accept responsibility for the loss or breakage of a student's personal equipment and the damage or loss of personal belongings are not covered by our insurances. Students are also required to replace (at cost) any materials or equipment they break or loose during class.



Students are not permitted to take or use any materials or equipment belonging to Bellevue Beauty or the Australian Academies of Cinemagraphic Makeup outside of class time.

Emergency evacuation procedure

In case of emergency, students are required to follow the evacuation instructions of their trainer immediately.

- Students are to prepare for a possible evacuation of the Academies by collecting (small) personal belongings only and evacuate in a calm manner via the nearest safe fire exit. Fire exits are clearly marked in the walkways and doors.
- Students must then go to the designated assembly point and await direction by the fire warden.
- Once students are at the designated assembly point, they are to listen out for their name to be called out from the class roll by an Academies staff member and answer “present”. This is done to ensure all students have safely left the building.
- Students must wait until the fire warden and the fire department have given the all clear before re-entering the building.

Course photography

Some courses may include student assessment and/or portfolio photography. We strongly recommend students provide their own clothing and accessories to create unique photographs as the Academies only keeps a limited number of clothing items for this purpose.

All photography props required by the student (for example, models, backdrops, smoke machines and specific backgrounds) must be provided and paid for by the student. Portfolio photographs will only be provided to students upon payment of all course fees and on completion of all applicable assessments.

Attendance and absenteeism

The qualifications the Academies deliver are developed specifically to meet industry needs. There is a high level of practical application under the direction of our highly skilled trainers. As such, students are expected to attend 100 per cent of their lessons, field trips and industry placement (where applicable), with a **minimum** of 95 per cent attendance. Failure to attend sessions (and more than 5 per cent absenteeism) is not advisable and may result in a student not achieving competency or failing to successfully complete their qualification.

Students are required to provide a doctor’s certificate to administration staff if they are absent from any session due to illness. In addition, if a student is aware of any illness that will require a protracted absence from the Academies, they must notify the Academies and indicate the likely duration of the absence.

In the event a student is unable to attend a class or is expected to be late for a lesson, the student should phone the number for their campus prior to the commencement of the class. Students who have missed classes are required to meet with the Director of



Education to develop a training plan to catch up on missed lessons in scheduled timetables only. If the student fails to do so, they will be at risk of not completing and may be withdrawn from further study. In this case, students would receive a result of Not Yet Competent for the unit/s that have been delivered and may need to repeat parts or entire units attracting additional costs.

Punctuality

Students must be ready to commence classes on time and should arrive at least 15 minutes prior to the scheduled class start time. Be aware that classes will start on time and trainers will not wait for absent students to arrive. Student have access to the Academies from 8:30am.

Academies on and off campus activities (field trips and work experience)

As part of its services, Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup may place students with a local beauty salon, day spa, film or TV production or other facility for work experience and may require students to attend field trips. Advance notice will be given to students when these trips are necessary and it will be up to individual students to ensure they have transport to and from the venue.

Any student unable to arrange transport should advise the teaching staff prior to the scheduled day of the field trip.

While attending at sites outside the Academies, students are responsible for:

- Conducting and presenting themselves in a professional and ethical manner at all times
- Obeying the reasonable instructions of the person or persons supervising their work experience
- Their own personal safety and transport

Client days form part of Bellevue Beauty's curriculum and are integral to the development of practical skills to meet industry standards and expectations. The training Academies opens to the beauty salon to the public and offers a broad range of treatments and services. All assessments will be conducted on paying clients as per the training package guidelines.

Rights and responsibilities

The adult learning environment within Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' rights

We recognise that students have the right to:

- Expect us to provide training of a high quality that recognises and appreciates their individual learning styles and needs;



- Have access to all our services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Have every opportunity to achieve the published learning outcomes from their training program;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free from all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect us to be ethical and open in their dealings, their communications and their advertising;
- Expect us to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc. ;
- Privacy and confidentiality, and secure storage of student records in accordance with our policies, to the extent permitted by law;

Students' responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise us of any personal information changes, including changes to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by the dress code stipulated by us;
- Bringing the designated kit to class for practical use by the individual



- Submitting original work free of plagiarism that has not been reproduced from other students' work.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke only in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the AMAB staff;
- Respecting our property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and/or support when needed.

Disciplinary policy

Students found cheating will receive a formal written warning from the Director of Education advising that a second breach will result in the student being asked to leave the course with no refund. Please see the fees and charges in Appendix 1 attached to this document.

Students who breach the student rules and codes of conduct at the Academies may attract disciplinary action. This may be in the form of a verbal or formal warning or, in serious cases, result in suspension or expulsion from class. No refund will be issued to students removed due to disciplinary action.

All illegal activities carried out in or around the Academies will be reported to the appropriate authorities.

Training guarantee

Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup are committed to ensuring students receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If at any point throughout your course you require any assistance or support, please discuss these needs with our staff and we will do our best to help. If you have any special needs, including language and literacy, learning, mobility, visual or hearing impairment, please notify staff as soon as possible, preferably at enrolment, to allow us to assess your requirements and make arrangements to address your needs where possible. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and will only be used to support you.

Please refer to the support services policy and procedure on our website or contact administration.



Complaints and appeals

Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup have a Complaint and Appeals policy in place. Any complaint or appeal of an assessment judgement can be made to the Director of Education or their representative in writing. All complaints and appeals will be reviewed and addressed equitably and efficiently, in accordance with the principles of natural justice.

Students will be notified of the outcome of the complaint or appeal within 10 working days of receipt.

For more details and examples, please refer to our Complaints and Appeals policy

Access to students' records and participation

Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup are committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange a time with your Trainers or Training Manager and they will be more than willing to help you.

Credit for prior studies

During the enrolment process, students will advise administration staff of previous qualifications or units of competency that they hold, for the purpose of credit transfers. Students will submit their original or certified copy of their statement of attainment or record of results. If the unit/s complies with the training package requirements, we will authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid). The unit/s will be credited to the students and no learning or assessment will be required. Students will be issued a training plan to advise them of the classes they must attend.

In cases where units have been customised for a specific industry, students may be advised to participate in the learning process to gain this information or practical application. A resources fee for products and equipment used in practical applications will be negotiated with the student.

We are not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Recognition of prior learning

Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup provide a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and/or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual or participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.



Students who identify as RPL candidates will advise the administration staff during enrolment. They will be issued with information about the RPL process and an appointment will be arranged with campus staff to commence the RPL process.

Medical certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the Director of Education. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

Assessment results

Students are notified of assessment results by their trainer at the end of each session. Assessment results will not be given to anybody other than the individual student, the trainer or the Director of Education without the student's prior written permission.

Workplace health and safety procedures

Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup are committed to its responsibilities to students, staff and the public, to ensure a safe and healthy working environment. We operate according to appropriate workplace, health and safety standards and procedures. First aid kits are located on campus. These are accessible during training, if required, via your trainer or administration.

All accidents and incidents are to be reported to our staff as soon as possible.

Course fees and refund requests

All fees are to be paid at the specified time as per the course information and can only be paid by credit card or direct deposit and on the specified payment plan through our partner Debitsuccess. Tax invoices will be issued as required and requested by students. As an accredited national training program, there is no GST applied to the course cost.

All students are liable for the financial commitment to us, and have to make arrangements to ensure course fees are paid in time. We are reserving the right to recover all overdue tuition fees and overdue fees or fees for collection services may apply.

Refund requests must be submitted to us in writing, either by mail, email or in person using one of the valid postal addresses, email addresses or by visiting us in person at one of our campus locations. Withdrawal requests submitted through any other communication channels such as text messages, Facebook or other social media channels and withdrawal requests by phone cannot be accepted.

Refunds are not automatically granted and each refund request will be evaluated individually to ensure that each case individual circumstances are considered accordingly. Refund requests must be submitted no later than 6 months after the Withdrawal Effective Date. Refund requests submitted at a later stage will not be considered and no refund will be granted.

Refund requests will be processed and a decision made and communicated within 20 business days after the refund request was received. If a refund request is successful, a payment will be made within 10 business days after the day the decision has been communicated.



For more details and examples, please refer to our [Withdrawal and Refund policy](#). The policy will describe in more details how refunds are managed, and how pre-paid course fees are treated and potential refunds calculated.

Withdrawing from a course

If you wish to withdraw or defer from your course, you are required to submit the request in writing. Course withdrawal, or cancellation means a student is wishing to exit a course and discontinue to study (“Withdrawal”). The request to withdraw must be submitted to us in writing, either by mail, email or in person using one of the valid postal addresses, email addresses or by visiting us in person at one of our campus locations. Withdrawal requests submitted through any other communication channels such as text messages, Facebook or other social media channels and withdrawal requests by phone cannot be accepted.

The “Withdrawal Date” is the date the withdrawal request is received by email or in person or post dated when sending my mail. The “Withdrawal Effective Date” is the last day of the following months following the Withdrawal Date”. In case of a withdrawal request, a notice period applies, being the period between the Withdrawal Date and the last calendar day of the months following the Withdrawal date. A student stays enrolled with AMAB during this period and may elect to continue to study and use our education services or may elect to not to. In either case, a student continues to be liable for all course fees and other course costs during this period.

For more details and examples, please refer to our [Withdrawal and Refund policy](#). The policy will describe in more details how withdrawals are managed, and how potential refunds are calculated.

Please Note: Qualifications, Statement of Attainments and portfolio photographs will not be issued to students until all costs due have been paid to the Academies.

Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup

- Have appropriate safeguards and fair options in place for any monies paid in advance and are a member of the ACPET tuition assurance scheme.
- We have met the VET tuition assurance requirements, as specified in the VET Guidelines and per ASQA standards clause 7.3, through current membership of the Australian Council for Private Education and Training (ACPET) Tuition Assurance Scheme (Australian Student Tuition Assurance Scheme).
- Guarantee that once you have commenced a student’s training and assessment they will be provided with every opportunity to complete the course.
- Will, in the event that a course is cancelled, while in progress, due to circumstances beyond its control, provide students with a refund of fees on hold or offer to transfer the student to another course.
- Will refund a pro rata proportion of any money paid by the student and not yet used for the delivery and assessment of the course, in the event the Academies cancel or discontinue a course.



Changes and cancellations

Where reasonable, Bellevue Beauty and The Australian Academies of Cinemagraphic Makeup reserve the right to cancel courses, change the schedule of courses, alter the fee structure or change the delivery location of courses. Students will be given as much notice as possible prior to any changes via email, phone, mail or in person.

Legislation in relation to your study

As a student at Bellevue Beauty and the Australian Academies of Cinemagraphic Makeup you are required to know about your rights and responsibility in relation to various acts and regulations that may impact on your study.

There are certain pieces of legislation that you need to make yourself aware of during your course. These are (but not limited to):

Commonwealth legislation:

National Vocational Education and Training Regulator Act 2011

Standards for Registered Training Organisations (RTOs) 2015

Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000

Commonwealth Sex Discrimination Act 1984

Commonwealth Racial Discrimination Act 1975

Commonwealth Age Discrimination Act 2004

Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and downloaded at www.austlii.edu.au.