



THE CENTRE OF EXCELLENCE

STUDENT SERVICES / WELFARE POLICY AND PROCEDURES

Support is available to students who have language, literacy or numeracy support needs, or any welfare needs. Students requiring counselling or welfare support services will be referred to an appropriate support service.

At all times, any student involved in extracurricular assistance; being health or mental welfare; or reports of bullying, harassment, or forwarding complaints to The Centre of Excellence regarding any internal or external grievance-will be documented via an email report or written report to be added to the students file in form of diary note..

Associates and recommended contacts for student external additional services;

- **Headspace-** Contact; 5222 6690
105 Yarra Street. Geelong

Immediate assistance and no GP referral needed on most occasions as Headspace has its own practitioners..

Services-

- General and Mental Health and Well being.
- Alcohol and other drugs (AOD)
- Sexual Health
- Focus is on youth well being for those aged 12 to 25 years of age.

- **Primary Mental Health Partners-** Contact; 5222 0826
Level 1, 131 Myers St. Geelong.

Services-

- Mental welfare over 16 years of age and above. GP Referral required.

- **Geelong Hospital;** Contact 4215 0000
Emergency entrance-Ryrie Street
Main Entrance Bellerene Street

Services-

- emergency medical assistance

- **Diversitat Northern Community Hub;** Contact 5260 6000
Runga Ave, Norlane 3214

Services-

- A meeting place for multicultural students and community for youth in the Geelong region.



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- **Youth Connect;** Contact; 52231660
218 Pakington Street. Geelong West
- **Beyond Blue,** Contact 1300 22 46 36
info@beyondblue.org.au
- LifeLine Geelong, Barwon Region 5222 2255
- **Emergency** Fire Ambulance and Police 000
- **Centrelink** Youth and student services 132490
- **St Laurence** 90 Station Lake Road Lara 5282 1405
- **St Vincent De Paul Society** St Georges Rd Corio 5275 8246
- **Geelong City Medical Centre** 255 Ryrie St Geelong 5222 1666

ON-campus

Student support;

Jacqui McSweeney; 0488018145

Services: Support given to students in need and providing external contacts if required.

- Careers and course advice.
- Mentoring.
- Motivational speaking.

Language, literacy and numeracy

Courses require some reading, writing and number skills. Additional support is available for students who have extra needs in this area. All students will complete a language, literacy and numeracy test on enrolment.

Based on the outcomes of this test and the information provided by the client, the CoE will identify and determine any individuals or groups with special training needs and will endeavour to provide support to these students.

- Support with the training and assessment material will be offered to students either by verbal assessment rather than written.
- The provision of one on one training
- Allowing practical, hands on experiences as part of the studies
- Graphics usage to support learning materials.
- Allowing the student to record the sessions for further study
- And the provision of handouts.

If further assistance is needed, external parties will be recommended.



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Students reviewed prior to enrolment are encouraged to contact recommended external parties. Students are encouraged to talk to their staff or student support manager if they require further assistance.

Contact; Diversitat – 52469600- English courses and assistance.

Contact; Student support; Jacqui McSweeney 0488018145

Students with disabilities

The Student Enrolment Form is used to collect information about students with disabilities or impairments. This information is used by The Centre of Excellence to meet each student's needs. All trainers are alerted via email and enrolment of any student with disabilities to assess and provide the appropriate support needed.

Student Code of Conduct

The CoE is committed to providing a safe and stress free learning environment that is culturally accepting and good for learning. Students are informed about the code of conduct as part of the student induction and enrolment process and upon enrolment are handed the student handbook and directed to COE website. Students are expected to demonstrate cultural integrity, treat all materials and property of the CoE with proper care and show respect, cooperation and consideration towards staff, other students and visitors. Breaches of the policy will be taken seriously and the directors and management will determine the appropriate course of action.

Student Induction

The Centre of Excellence is committed to providing all potential students with clear and relevant information related to the training and assessment program of interest. This information is provided throughout the induction process and during initial contact with CoE staff and trainers. The induction includes welcoming students to our campus, informing them of their rights and responsibilities and providing information about CoE programs, services and facilities.

Withdrawing, deferring or leave of absence

We recognise as a teaching facility that there are times when a student may need to defer, withdraw or seek leave from a training and assessment program.

Any requests to defer a program must be made in writing, either before the commencement of the program with a completed Withdrawal, Deferral or Leave of Absence Form or once the course has commenced through a written request to our administration department.

Students wishing to withdraw from a course may do so by completed a Withdrawal, Deferral or Leave of Absence Form.

Privacy and confidentiality

In collecting, maintaining and providing access to student records, The CoE will adhere to the relevant privacy principles dictated by the Privacy Act 1988. It is necessary for us to gather



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some personal information in the course of its dealings with students seeking/receiving a service and who are enrolled in our courses. Information about students may be sought by government agencies, tertiary institutions or other organisations and individuals for research, statistical and other purposes. Students have the right to expect that their personal information will be maintained in a confidential manner. The same is mentioned in student handbook.

Student safety and security

The Centre of Excellence is committed to providing a safe and secure environment for students and visitors. This means making sure people feel free from risk to their health and safety by creating an environment that is culturally accepting and good for learning. This includes the risk of threat, harassment, intimidation, robbery, bullying and violence.

All students undertake instructions on the CoE's Emergency Action Plan in the event should an emergency occur.

All students will be mentored upon induction regarding our no-bullying policy.

The Centre of Excellence reiterates at all times that we will not tolerate any form of bullying either of student or trainer or staff member.

Compliments and complaints

The CoE recognises that students must be confident that any concern or complaint they have about the training and assessment programs and services will be taken seriously. Informal complaints relating to minor concerns, feedback or grievances can be handled by the informal complaint procedure. Complaints can be made in person, by phone, e-mail or in writing. Any formal complaints must be done in writing by filling out a Complaint Form. Formal complaints can include unresolved complaints, harassment, misconduct or breaches of privacy. All concerns and complaints will be dealt with in accordance with privacy and confidentiality rights and responsibilities.

We welcome feedback in the form of student feedback forms, student testimony submissions and our student assessment form.

Students grade The Centre of Excellence in its Physical Presence, Trainers Performance, Course structure and performance and general comments.

Issuing of in-house awards

Once a month a student is chosen from both the Hairdressing and beauty Therapy divisions as Students of the Month. They are issued a signed Certificate which is housed in a frame for the next month in our reception foyer. They are photographed and announced on our social media pages.

Our annual on campus competition is a combined event which is judged by members of our product suppliers. A theme is announced and groups are formed which are then critiqued by our judges. The winners receive trophies, professional photographs and social media recognition for their winning division.



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Equal Opportunity Policy

The CoE recognises that Equal Opportunity is a matter of obligation, social justice and legal responsibility. It also recognises that prohibiting discriminatory policies and procedures is sound management practice. Every person will be given a fair and equitable chance to pursue their study as effectively as others. In all cases performance and competence are to be used as the basis for performance assessment, training and development opportunities and promotions. It is the responsibility of all students to ensure that they treat all members of the CoE staff and students with respect without regard to non-relevant criteria or distinctions.

Any student may visit our student support member or their trainer to discuss any issues with unjust treatment and a follow up written report must be added to the students file for record of any incidents.

Occupational Health and Safety

The Occupational Health & Safety Act 2004 provides a framework for the prevention of occupational injury and illness. The CoE does not expect students to work in any environment which is unsafe or detrimental to their health but sees safety as a partnership between the students, staff and the employer. Students have a responsibility for their own health and welfare and should comply with the CoE's safety procedures and directions as displayed in our student handbook.



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Child Safety Code of Conduct - All management, admin staff, volunteers, contractors, visitors at The Centre of Excellence (COE). Child -being any student at 17 years or under.

Scope- This policy falls under the Student Services Welfare Policy.

At The COE we hold the care, safety and wellbeing of children and young people as a central and fundamental responsibility of our school's community.

Core Values Collaboration: The responsibility to actively work, plan and learn together in a flexible learning environment and to share our resources and learning with others. Outcomes: To provide all COE communities with the highest quality training programs in the hairdressing and beauty therapy industries in the best possible manner.

Respect: The COE management, staff, trainers and students respect the COE's CORE Values without discrimination abiding by the basic principles of Freedom, Respect, Equality, Cultural safety and Dignity.

Equity: Equity is based on the legal and ethical premises of fairness and inclusion. Equity enables access to all learning, programs and facilities.

Code of Conduct - This Code of Conduct has a specific focus on safeguarding children and young people at The Centre of Excellence against sexual, physical, psychological and emotional abuse or neglect. It is intended to complement other professional and/or occupational codes. Exemplary standards of safety for cultural inclusion are expected to ensure students with Aboriginal and Torres Strait Island identification, a disability or from culturally and Linguistically Diverse backgrounds are safe.

All management, administration staff, volunteers, contractors, visitors and students at the COE are expected to actively contribute to a school culture that respects the dignity of its members and follows the college's core values. They are required to observe child safe principles and expectations of appropriate behaviour towards and in the company of children, as noted below.

By observing these standards, you acknowledge your responsibility to immediately report any breach of this code to our student support representative or CEO.
If you believe a child is at immediate risk of abuse phone 000.

Acceptable Behaviours- All management, admin staff, volunteers, contractors, visitors and students are responsible for supporting the safety of children by: adhering to the COE child safe policy at all times / upholding the COE statement of commitment to child safety at all time, taking all reasonable steps to protect students from abuse treating everyone in the school community with respect listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/or the safety of another child. promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children (for example, by never questioning an Aboriginal and Torres Strait Islander child's self-identification) promoting the cultural safety participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example by having a zero tolerance of discrimination) promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities) reporting any allegations of child abuse and/or child safety concerns to the student support representative or CEO's understanding and complying with all reporting obligations as they relate to mandatory reporting and reporting under the Crimes Act 1958.



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Unacceptable behaviours- All management and admin staff, volunteers, contractors, visitors and existing students members must not: ignore or disregard any suspected or disclosed child abuse develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment of specific children) exhibit or initiate behaviours with children that may be construed as unnecessarily physical contact or put children at risk of abuse (for example, by locking doors) engage in open discussion of a mature or adult nature in the presence of children (for example, personal, social activities) use inappropriate language in the presence of children express personal views on cultures, race or sexuality in the presence of children discriminate against any child, including because of age, gender, race, culture, vulnerability, sexuality, ethnicity or disability have contact with a child or their family outside the school without notifying CEO and student support.

For example, unauthorised after hours tutoring. Or photograph or video a child without the signed consent of the parent or guardians upon enrolment. Do not work with children whilst under the influence of alcohol or illegal drugs or consume alcohol or drugs at school or school events in the presence of children.