



demi international

*Inspiring futures, nurturing possibilities*

RTO# 32542

# Student Handbook

## DEMI INTERNATIONAL

Excellence, Student Focus, Collaboration and Public  
Engagement, Respect and Responsibility

Version 15: September 2021



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## **INTRODUCTION:**

Welcome and thank you for choosing Demi International as your preferred provider for training. We look forward to assisting you in achieving your goals.

## **COURSES OFFERED AND VOCATIONAL OUTCOMES**

Demi International is a Registered Training Organisation (RTO: #32542) offering nationally recognised training programs in Beauty, Nails, Make-up, Massage, Hairdressing and Barbering, Yoga, and Infection Control. We also tailor short courses specially to meet employer's and participant's needs. We have a strong team of trainers capable of assisting you to gain vocational competency in all aspects of the Personal Services, Health and Wellbeing Industries.

All Certificate/Diploma level courses are nationally accredited and the skills you will gain will equip you to work within these industries anywhere in Australia and Internationally (with an ITEC qualification in Beauty or Remedial Massage).

## **OUR GUARANTEE**

Demi International will provide you with every opportunity to complete your chosen qualification. Support from your trainer is available to ensure you understand the learning and assessment requirements once you have commenced study.

The Academy will identify and access appropriate support services, and ensure the necessary services are available for you as required. This will allow you the opportunity to complete your chosen qualification / course. In turn **you will be required to attend every lesson, submit all required assessments, participate in all practical training and assessment, and contribute to the class as required.**

## **FEEDBACK**

We thank you for taking the time to read through the Demi International Student Handbook. If you have any questions, please do not hesitate to talk with your trainer or the campus coordinator.

If you appreciate the extra effort a trainer has given you, or you have concerns, we encourage you to let us know. This allows us to constantly evaluate and improve our services.

Informal feedback can be sent to:

The Director  
9/31 – 33 Plaza Parade, Maroochydore Qld 4558  
E: [admin@demiinternational.com.au](mailto:admin@demiinternational.com.au)

## **Hours of Operation & Office Hours:**

8:30am – 5:00pm Monday - Friday  
Email: [admin@demiinternational.com.au](mailto:admin@demiinternational.com.au)  
[toowoomba@demiinternational.com.au](mailto:toowoomba@demiinternational.com.au)  
[cairns@demiinternational.com.au](mailto:cairns@demiinternational.com.au)  
[chermside@demiinternational.com.au](mailto:chermside@demiinternational.com.au)

## CAMPUS CONTACT DETAILS

Maroochydore: P: (07) 5309 6635  
A: 9/31-33 Plaza Parade, Maroochydore 4558

Toowoomba: P: (07) 4642 5132  
A: 18 Duggan St, Toowoomba, 4350

Cairns: P: (07) 4051 3822  
A: 132 Grafton St, Cairns, 4870

Chermside: P: (07) 3188 7269  
A: 794 Gympie Road, Chermside, 4032

## ***Student Code of Conduct***

### **OBLIGATIONS**

By enrolling for a course of study at Demi International Beauty Academy you are agreeing to:

- Pay your fees as agreed at the time of enrolment and within the agreed time frames
- Completion of each part of the course within the time frames given by your trainer/assessor
- Compulsory attendance at training sessions, clinic days, practical assessments and special events that may be on alternate dates as advised by your Trainer
- Ensure personal access to your online learning material
- Submission of your own work throughout your studies, the use of plagiarism, others' work or group submissions is prohibited by the Academy, unless otherwise specifically instructed, in writing, from your Trainer/Assessor.
- Meet the student expectations outlined in this handbook.

### **STAFF VALUES**

Our staff at Demi International commit to these core values:

#### ***Excellence***

We strive for excellence in all our educational pursuits. We are committed to innovation in our teaching, engaging with our communities and providing graduates that are well above industry requirements. We commit to continuous self-improvement to achieve excellence in all our areas of the business.

#### ***Student Focus***

We are committed to fostering the professional and personal growth of all students by promoting lifelong skills, experiences, learning and leadership development. These interests are the primary focus of Demi International's decisions and activities.

#### ***Collaboration and Public Engagement***

We commit to an open, team-focused working culture that is driven by a student-centered approach. We commit to collaborate with industry, creating productive partnerships in our community. We also commit to collaboration with industry professionals and experts and the universities for pathways to further education. Through these partnerships, we strive to deliver education informed by real-world experience. Through these collaborative efforts we will ensure we are always delivering the most current and relevant content to give the greatest employment outcomes for our students.

#### ***Respect and responsibility***

We are committed to recognising students and staff as active community members with a range of rights and responsibilities. We encourage self-responsibility and encourage growth in a positive sense of self-worth and self-awareness, a growth mind-set and an optimistic attitude towards their lives and future. We encourage respect for others and an acceptance for all involved with DI to exercise their right to hold different views, opinions, and beliefs.

### **STUDENT EXPECTATIONS**

You are studying to become 'job ready', as such you are expected to maintain a professional approach to your presentation, studies, and other people. The Academy expects students to

treat staff members and other students with respect. Rudeness, disrespect and threats of any sort or form be it written, verbal or physical will not be tolerated and may result in immediate enrolment cancellation.

Upholding the Student Code of Conduct and Demi International values is part of the training journey and is good practice for when you are employed in your dream job!

### **Payment of Fees**

Students must pay the stated fees, prior to attending classes.

If a student has outstanding fees, access to your online learning system, CANVAS is withheld until fees are paid and brought up to date. At the conclusion of the training program, if outstanding fees remain unpaid, the Award or Statement of Attainment will be withheld until all payments are made and settled.

### **DISCIPLINARY PROCEDURES**

Disciplinary procedures will be enforced where failure to respect and uphold these expectations occurs. Every student is required to sign the form at the end of this handbook. By signing this you are agreeing to abide by the Student Code of Conduct and rules governing Demi International. A person violating these rules will be investigated, and if found in serious breach of the Code of Conduct be withdrawn from the course immediately and any fees which may be deemed to be owed to the student will be forfeited.

Personal presentation and hygiene when attending classes; Demi International requests that you present yourself professionally and to industry standard; that you should ensure you are well groomed (clean, kept hair) and smartly dressed.

### **WHAT TO DO IF YOU ARE DISCRIMINATED AGAINST OR HARASSED**

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed, seek help immediately.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially, and impartially. Discriminatory action could be taken against anyone who discriminates against a co-worker, student, or client. Action to be taken will apply as stated in the appropriate award document or as per current laws.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse, and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop
- Make a complaint to any staff member from Demi International Beauty Academy, OR
- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:  
**Telephone state-wide:** 1300 130 670, or **Visit:** Level 17, 53 Albert Street Brisbane

## STUDENT SUPPORT

Training, assessment, and learning support services provided will be relevant to and reflective of the training and assessment strategy/s which relate to your learning program pathway. This also includes one-on-one support sessions that can be booked with your trainer (on training days) through the CANVAS Calendar.

Students with Language, Literacy and Numeracy needs, a disability, or people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the programs sourced and recommended by Demi International.

## LANGUAGE LITERACY AND NUMERACY

Demi International Beauty Academy may require you to complete a Language Literacy and Numeracy Test. This test has been developed by experts in this field and is designed to assist our staff in providing the necessary support to assist all participants to successful completion of their course of study. Competency in the Language Literacy and Numeracy is part of the Entry Requirements into certain courses. Support options will be made available to applicants who fail to meet the requirements to acquire the skills for re-application into the course of their choice.

Demi International has sourced two LLN companies that can assist as required to our students. We refer and recommend the following companies:



Fruition Tuition - Offers one-on-one and group tuition at their Maroochydore premises.  
To find out more, book one-on-one OR group tutoring.  
**(07) 5475 4369**



Speld QLD - Supporting people experiencing learning difficulties  
**(07) 3394 2566 or [speld@speld.org.au](mailto:speld@speld.org.au)**

Their tutoring services do come with a fee at the student's expense, and students must organise the tutoring during their own time. There is no obligation to use these companies, you may source your own tutoring at an alternate business.

## ACCESS AND EQUITY

Demi International Beauty Academy has a commitment to providing equity in training for all identified groups. Ensuring equity in training and the elimination of discrimination for all students in vocational education and training is a priority.

In addition to student support, Demi International Beauty Academy provides some welfare and guidance assistance. This is more specialised and has a broader range than client support, where appropriate, Demi International Beauty Academy will provide initial support and

guidance. However, personal, and social issues will be referred to trained professionals as required.



HeadSpace is a welcoming, safe space for young people aged between 12 and 25 providing access, support, and information for a broad range of concerns, including mental health, physical/sexual health, drug and alcohol, employment and education and support for families and carers. HeadSpace is a preferred service for student referrals who may be struggling with study and life issues.

Located in Cairns, Maroochydore, Toowoomba, Nundah (Brisbane)

[www.headspace.org.au](http://www.headspace.org.au)

## APPEARANCE

In a working environment, appearances are particularly important to both staff and customer perceptions. A clean, appropriate, and neat presentation is always a good basis for making positive first impressions. Clothes must be clean and well pressed.

- *Shoes* – black, closed shoes which must be kept clean and well maintained. No high heels, sand shoes, sandals, or thongs to be worn.
- *Hair* to be neat and kept off the face, hair that touches the collar must be tied back with a simple black hair accessory and worn in a ponytail or bun.
- *Jewellery* must be kept to a minimum or not worn at all. Studs or sleepers, wedding ring and a watch will be the only acceptable jewelry. Facial piercings must be removed or at least covered for hygiene reasons.
- *Fingernails* - Must be of reasonable length and kept exceptionally clean. Only clear nail varnish is permitted (Remedial Massage, Screen and Media, Beauty). Acrylic nails and long nails are not permitted.
- No heavy fragrances or deodorants.
- *Tattoos/Body Piercing* - must not to be visible.
- *The Demi International uniform shirt* must be worn by students, when attending classes and student clinics/salons
- *No tights, leggings, jeggings, jeans, cargo pants, tight or snugly fitted pants, miniskirts or shorts are to be worn.*
- *ONLY black tailored pants or slacks are to be worn.*
- *Whilst travelling to and from Demi International, or attending public places during break times, and off campus attendances, the full uniform policy applies.*

## PERSONAL HYGIENE

Demi International maintains a high standard for personal hygiene. All students must maintain good personal hygiene and present in a well-groomed, professional manner.

## MOBILE PHONES

Mobile phones must be switched off when in class and left in bags. Mobile phones may only be checked and used at allocated break times.

## SMOKING

Smoking is not permitted on Demi International premises or within 5 metres of the buildings. Smokers are requested to smoke in the designated areas outside of the premises. The Demi International Uniform must NOT be worn whilst smoking off the premises. All scent of smoke must be removed when returning to the premises.

## ALCOHOL/DRUGS

Being under the influence of alcohol or illegal drugs will result in the termination of your enrolment.

## CLASSROOM CLEAN UP

Students are expected to tidy rooms and ensure they are kept as they were before entering out of respect for the next class, and to maintain good working habits.

## STUDENT GRADUATION AND STUDENT END OF TERM AWARDS

At the end of each term of study ALL students are invited to celebrate student awards with their classmates who are graduating. Demi International will cater for you and a small number of guests for the afternoon. ALL students in a term are eligible for the awards.

Award categories for each campus are:

- **Best Overall Student** – This is awarded to a student who consistently lives the Demi International values, achieves great results academically and feedback from clients. Has impeccable attendance and completes exceptional work by each due date.
- **Most 5 Star Google Reviews** – This is awarded to the student who receives the most 5 Star Google reviews for the services they provide to the public through the clinic/salon. A link to leave a review can be found as a QR Code at each campus reception desk. Make sure your client mentions your name.
- **Most Creative Student** – This is awarded to a student whose work is original and creative. Is always provided on time and by each due date. Has exceptional attendance and works to industry timeframes.
- **Highest Student Retailer** – Awarded to the student with the highest amount of product sales for the term.

## ATTENDANCE

### Course Session Times

Full time class are scheduled during office hours 8.30am – 5.00pm and can vary for each class. Part time and all other courses will be advised on days and times required for attendance. Online classes (Certificate III Nails) will be advised of the days and times of live virtual lectures.



## ATTENDANCE AT A GLANCE - CHECKLIST

### 1. ATTENDANCE REQUIREMENTS

Students must attend their timetabled class days. These are compulsory and not negotiable (unless in extreme circumstances).

Salon days and Off-site Project work (where required) are part of the compulsory hours that students must attend.

No qualification will be issued until all compulsory hours are completed.

The admin must be notified by 8.30am on the day of a non-attendance.

A medical certificate must be produced for any non-attendance due to illness.

Any hours / days missed are recorded and must be made up. This is the responsibility of the student, in liaison with their trainer.

If a medical certificate is produced and the absence is no longer than two (2) days in any school term period, Demi Int may waive the make-up periods depending on exceptional circumstances and work missed.

### 2. STUDENT IS ABSENT FROM CLASS

Any known hours or days off required by a student must be approved by the trainer and make up time arranged.

Holidays must be taken in the allocated school holidays. No approval will be given for holidays outside these periods.

### 3. KNOWN OR PRE PLANNED ABSENCE

The appeals process will require an Appeals Request Form to be submitted  
Demi Int reserves the right to deem what is considered reasonable or excessive non-attendance

Non-attendance of Exams: The student notifies the college ASAP and an exam date is rescheduled. If no medical certificate; a re-sit fee of \$50 per exam is incurred.

### 4. CONSEQUENCES OF NON-ATTENDANCE

Demi International reserves the right to change scheduled times and dates, however at least 48hrs notice will be given for any cancellation or changes in dates, times or rescheduling of classes or training sessions. Students are requested to be in their classroom 15 minutes prior to all class start times.

100% attendance is required at theory and practical workshops as well as all Student Clinic/Salon Days. If a student does not attend a, practical workshop, or Student Clinic/Salon Days, they must present Demi International with a medical certificate or evidence of extenuating circumstances.

### **GUIDELINES FOR NON- ATTENDANCE**

- The campus reception must be notified by 8.30am on the day of a non-attendance for any reason. Text messages or emails are not an acceptable form of notification.
- When a student fails to attend a scheduled salon/clinic, they must organise to attend equivalent clinic hours to the missed hours. These can be completed on another clinic day that is a non-training day or in a workplace with a qualified supervisor. If a medical certificate is produced and the absence is no longer than two (2) days in any one (1) study term, Demi International may waive the make-up periods depending on circumstances and clinic hours, theory or practical training completed. This will be assessed on an individual basis by the trainers and director.
- It is the responsibility of the student to organise and keep a record of salon/clinic hours in the Logbook to finalise and complete their qualification.
- If Demi International deems absenteeism to be excessive to the extent that the learning for a unit/s of study cannot be completed, for any reason, the student will be required to repeat the required units/terms in a new term of study. The student may have to wait until the unit/units are offered again. This may delay the completion of the qualification and further fees may be incurred.
- Any hours or days off required by a student under special circumstances must be approved by the trainer or administration. If approval is given, the student is responsible for marking this in the appointment book if the time falls on a scheduled salon/clinic day. All approved times for absences must be made up and additional costs may be incurred if complete unit/s or term/s need to be completed.
- Any excess in absent days, with or without medical certification will result in a formal written warning. Further written warnings may result in dismissal for non-compliance with Demi International's Policies and Procedures. If attendance drops below 80%, with or without a medical certificate the student will receive a formal written warning. A plan will be put into place to support the student to catch up with their learning. If there is no contact from the student in response to the warning letter and continued non-attendance, further written warnings may result in cancellation of the student's enrolment.

## ***Training and Assessment***

### **EDUCATIONAL STANDARDS**

Demi International adopts policies and management practices which maintain high professional standards, and which safeguards the interests and welfare of students.

Demi International will:

- Maintain a learning environment that is conducive to your success.
- Deliver accredited training, provide adequate facilities, and use appropriate methods and materials. Training professionalism is assured through an ongoing evaluation and review process.

Demi International's teaching staff have the appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered.

### **QUALITY IMPROVEMENT FOCUS**

We value feedback from students, staff, employers, and all other relevant stakeholders for incorporation into future programs and improvements to ensure that the changing needs of clients and industry continue to be met. Demi International has a commitment to providing a quality service and a focus on continuous improvement. You will regularly receive requests for feedback throughout your training. Your feedback is valued and appreciated.

### **FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES**

During your orientation, your trainer or campus coordinator will discuss learning and assessment options with you. Please feel free to state your preferred learning methods. Demi International will do everything possible to provide flexible learning opportunities for you.

### **FREE MICROSOFT OFFICE 365 FOR STUDENTS**

If you're a current Demi International student, you can use Microsoft Office 365 online and Microsoft Office applications for free. Please contact your campus coordinator to request online access. We will set you up via a link in an email from our Microsoft account which will prompt you to change your password.

[admin@demiinternational.com.au](mailto:admin@demiinternational.com.au)

[toowoomba@demiinternational.com.au](mailto:toowoomba@demiinternational.com.au)

[cairns@demiinternational.com.au](mailto:cairns@demiinternational.com.au)

[chermside@demiinternational.com.au](mailto:chermside@demiinternational.com.au)

Log in to Microsoft Office 365 using your student username we provide you via an email link to then access Office. For help visit [Microsoft Online support](#).

To keep the software activated, you must connect to the internet at least once every 30 days. Once you are no longer an enrolled student, your Office 365 subscription will expire. Please ensure any files you want to keep are transferred to a personal OneDrive account or an

alternate storage solution, for example Google Drive before the completion date of your course.

### **SALON AND CLINIC DAYS**

As part of your training program, it is highly likely you will be participating in our real-world Clinic or Salon. Members of the public book in for treatments and you can put everything you have learned in class into practice. This is a professional environment designed to replicate your place of work requiring a level of professionalism that is expected in the industry. Your appearance, customer service and service are expected to be of the highest standard.

During your Salon or Clinic practical sessions, you will learn how to take bookings, deal with customers at reception, respond to concerns from customers and provide a high standard of treatment. One of the skills you will learn is how to Schedule Appointments in our industry current booking system – Fresha™. You will also be encouraged to grow confident in product sales and recommendations, with an award given at the end of each term for the highest student retailer.

### **ASSESSMENT PROTOCOLS**

Assessment is conducted through several options, such as, practical performances, assignments, practical projects, written tests, role playing, looking at work samples and through questioning. If you have any questions about assessment, please talk with your trainer. Assessments will meet the National Standards and Assessment Principles (including Recognition for Prior Learning and Credit Transfer).

### **PLAGIARISM**

Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own. On commencement of any courses, you must complete and submit a declaration asserting that all work submitted for assessment is your own work. Students who falsely complete their declaration and submit work that is not their own will have their enrolment cancelled, with no refund and will be invoiced for any unpaid course fees.

### **CITING SOURCES**

To avoid plagiarism, ensure that you reference all sources of information e.g.: website, textbooks, and journals.

### **SUBMISSION OF ASSESSMENTS**

Assessments are planned and scheduled throughout the term taking into consideration course requirements and the workload of the student and the assessor. The Assessment Schedule is published in CANVAS at least prior to the commencement of each study period. Students are required to submit to the published due dates.

Re-Submission: the following rules apply to student re-submissions

- An assessment can be re-assessed twice

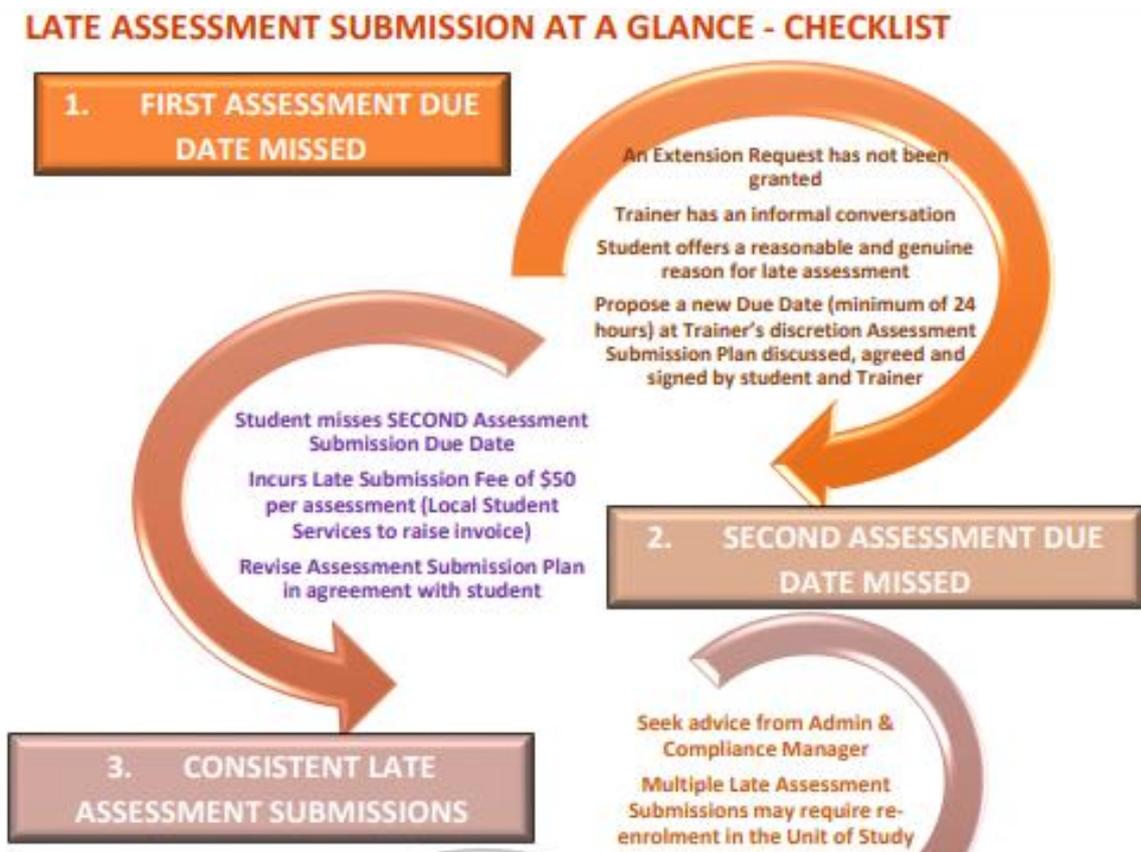


- The Assessor uses their judgement to determine the requirements of the re-submission. This may include but not limited to verbal questioning, a practical assessment, selected questions to be re-submitted, or a full re-submission
- Due dates for re-submission will be clearly communicated to the individual student through CANVAS.
- Re-submissions that are received after the re-submission date will incur a late fee (See *Appendix 4 Schedule of Administration Fees*).

## ASSESSMENT MARKING

Under normal circumstances an assessor will provide students with appropriate feedback and marked assessment within 10 working days of a student's assessment submission. If further evidence is required, a student is provided with a re-submission date. The due date for the re-submission is at the assessor's discretion, with a minimum of 24hrs and a maximum of 7 days. The due date will consider the amount of work a student must re-submit. Re-submissions that are submitted after the due date will incur a late-fee and the rules of late submissions will apply. (see *Appendix 4 Schedule of Administration Fees*)

## LATE ASSESSMENTS



- If “Not Yet Satisfactory” is achieved twice for any one assessment or unit you will be required to re-enrol into the unit at the current full fee to complete your qualification.

- If you missed the Second Assessment Submission due date or failed to meet the re-submission due date, a late submission will be invoiced (Trainer's discretion). A new due date will be established, 7 days maximum from the issuing of the invoice is set.
- If you missed the second assessment due date, you may be required to re-enrolment in the unit of Study or reviewed not competent for the unit of competency. Please note that this will affect receiving your qualification.

### EXTENSION POLICY

The duration of your units will be provided by your trainer along with completion dates and due dates for your assessments. It is your responsibility to keep accurate records of due dates and requirements for each assessment.

In exceptional circumstances, a two-week extension period may be granted, this needs to be applied for by completing an extension application form and submitted with evidence to show why you have not been able to complete the unit in the allocated time (e.g., Doctors Certificate or other documented evidence must be provided).

The decision to grant an extension is at the discretion of the campus coordinator and DI Management Team. The application for an extension will be considered if submitted at least **three days prior to the original due date**. If the application is deemed not acceptable, the assessment will be marked as 'not yet satisfactory' and the above assessment policies and procedures will apply. If an extension is granted, all requirements must be met by the granted extension date and no further periods will be granted.

All assessment material must be submitted by the completion date of each term. **No extensions will be granted past the course completion date**. Completion data is reported to the government immediately after the finish date of each course.

- Exceptional circumstances include things such as death in the family, **medical reasons where certificates can be produced for a reasonable amount of time in the completion period**, marital break ups, natural and unforeseen disasters, or incidents. Other circumstances may be taken into consideration if sufficient evidence and documentation can be provided, but this will be at the DI Management Teams discretion depending on the circumstances and the documentation provided.
- If the request is approved, the extended due date will be set at your trainer's discretion.

### RECOGNITION OF PRIOR LEARNING (RPL)

There is an opportunity for your current skills to be recognised. These may have been gained through previous courses or achieved via your past work or life experience.

Sufficient evidence of Recognition of Prior Learning (RPL) must be provided. This could include a demonstration of your skills and competencies, a challenge test, a training certificate, or a verbal assessment.

To apply for RPL contact your Campus Coordinator who will provide guidance on the process. You will be asked to:

- Complete an RPL application form
- Submit the application and documentation to your trainer for assessment
- Gather all documentation and evidence relating to previous work experience and courses/qualifications – all certificates must be authentic or certified copies and presented for sighting

Students may be required to attend an interview with a trainer/assessor with industry expertise to gain further support for the application.

### **MUTUAL RECOGNITION (CREDIT TRANSFER)**

Demi International Beauty Academy recognises any *equivalent* AQF qualification and Statement of Attainments issued by other RTOs. If you have previously completed nationally recognised competencies/certificates with another Registered Training Organisation, you can apply for a Credit Transfer. We will look at the currency and validity of the documentation that you provide in making our final assessment for Credit Transfer.

Credit Transfer means that you don't have to complete the competency again.

To apply for Credit Transfer:

- gather all documentation - certificates must be authentic or certified copies and presented for sighting
- complete an application form
- submit the application and documentation to your campus coordinator at the time of enrolment or prior to commencement of a term to receive credit transfer/s.

You may also be required to attend an interview with the campus coordinator handling your application if they require further information.

### **ISSUING OF RESULTS**

Most of our courses are nationally recognised courses. This permits Demi International to issue an Award after the successful completion of all the required competencies for the relevant qualification. For those students who do not achieve all these competencies, a Statement of Attainment will be issued. (Note this does not equate to a complete qualification). There may be an additional fee for replacing a Testamur or Statement of Attainment (see Appendix 4).

To be eligible for an Award, students must be assessed as competent (C) in each of the Competency Units required for that qualification. To achieve competency, you must receive a

satisfactory result for each assessment task within a unit. A Statement of Attendance will be issued for those undertaking a non-accredited course.

## **CODE OF PRACTICE**

As a Registered Training Organisation, Demi International Beauty Academy is required to operate within the Conditions and Standards of the Australian VET Quality Training Framework.

## **LEGISLATIVE REQUIREMENTS**

Demi International understands that if we do not meet the obligations of regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Demi International is an Equal Opportunity Employer and rejects discrimination and harassment. All employees, contractors, consultants, and students will be treated on their merits without regard to race, age, sex, marital status, ethnicity, or any other factors. Therefore, it will be expected that every staff member will treat each student with respect and the other way.

## **MARKETING AND ADVERTISING**

Demi International Beauty Academy recognises all students as consumers requiring the protection afforded by legislation. Demi International will provide students with the fee information relating to courses and training to ensure students are supplied sufficient and clear information to make valid decisions. Fee information can be found in Appendix 4 and the relevant course brochure and on the DI website.

Each brochure details the relevant total amount of fees including course fees, administration fees, cancellation or early exit fees, materials fees and any other charges plus payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.

## **REFUND POLICY**

### **VSL Student Withdrawal and Early Exit Fee**

In the event of a student withdrawing from part of a VSL Approved Course **before the Census Day** for that part of the Course, the Student will not incur a VET student loan debt for that part of the Course and will receive a refund for any up-front payment of Tuition Fees for that part of the Course. The application enrolment fee will not be refunded.

In the event of a student withdrawing from a part of the VSL Approved Course **on or after the Census Day** for that part of the Course no refund is applicable, and the student will incur a VET student loan debt for that part of the Course. An Early Exit fee will be charged (See Appendix 4).

### **NON-VSL Student Withdrawal and Early Exit Fee**

In the event of a non-VSL Student withdrawing from a course/qualification **within 2 weeks** of the enrolment commencement date, the student will receive a full refund for tuition fees. The application enrolment fee will not be refunded.

If the non-VSL student withdraws from a course/qualification **2 weeks or more** after the enrolment commencement date for the period of study (term), no refund is applicable and an Early Exit fee will be charged.

A written claim for a refund must be received by Demi International within 6 months after the student's default. The refund is paid directly to the person who enters the contract with Demi International.

The full Refund Policy can be found in Appendix 2.

### **SOCIAL MEDIA POLICY**

Social media allows for the easy sharing and re-purposing of information, expanding the tools for education and training available to Demi International Beauty Academy and its students. Social media has become an important tool for your engagement and learning with your trainers and classmates.

Demi International Beauty Academy embraces the use of social media by students to connect with staff and peers.

- It is important that you are aware that the same respect, courtesy, and professionalism expected in real life interactions should be displayed online. Likewise, the consequences that apply to a breach of Demi International Beauty Academy's rules apply to breaches of rules for online conduct.
- Students/guardians are required to complete an updated media permissions agreement. This form also includes some of the other additional social media channels the Academy now uses as we seek to further enhance ongoing communication with our Academy community.

For the full Social Media Policy refer Appendix 1. Students are asked to familiarise themselves with this policy before engaging on any Demi International Academy social media service. Demi International has a Facebook for each campus, a private student clinic group for each campus and a student clinic group for each campus. You will receive a link to the private student group and clinic group in your first term via our student email series. A series designed to support you through your studies.

**Maroochydore**

<https://www.facebook.com/DemiInternationalMaroochydore>

**Toowoomba**

<https://www.facebook.com/DemiInternationalToowoomba>

**Cairns**



<https://www.facebook.com/DemiInternationalCairns>

**Chermside**

<https://www.facebook.com/demiinternationalchermside>

**Instagram**

[@demiintl](#)

We recommend that you don't use private group messenger to communicate with your trainer and students. Your learning management system, CANVAS™ has a great discussion board function where you can interact with your classmates and trainer for education support.

### **COMPLAINTS AND APPEALS**

The objective of the Complaints and Appeals Policy is to ensure any complaint or appeal is dealt with in a fair, effective and in a timely manner. Demi International Beauty Academy encourages and values client's views and opinions.

Demi International has processes in place for course participants to lodge a complaint in relation to any matter other than academic decisions in relation to a course or service. Anyone lodging a complaint is provide the opportunity to present their case.

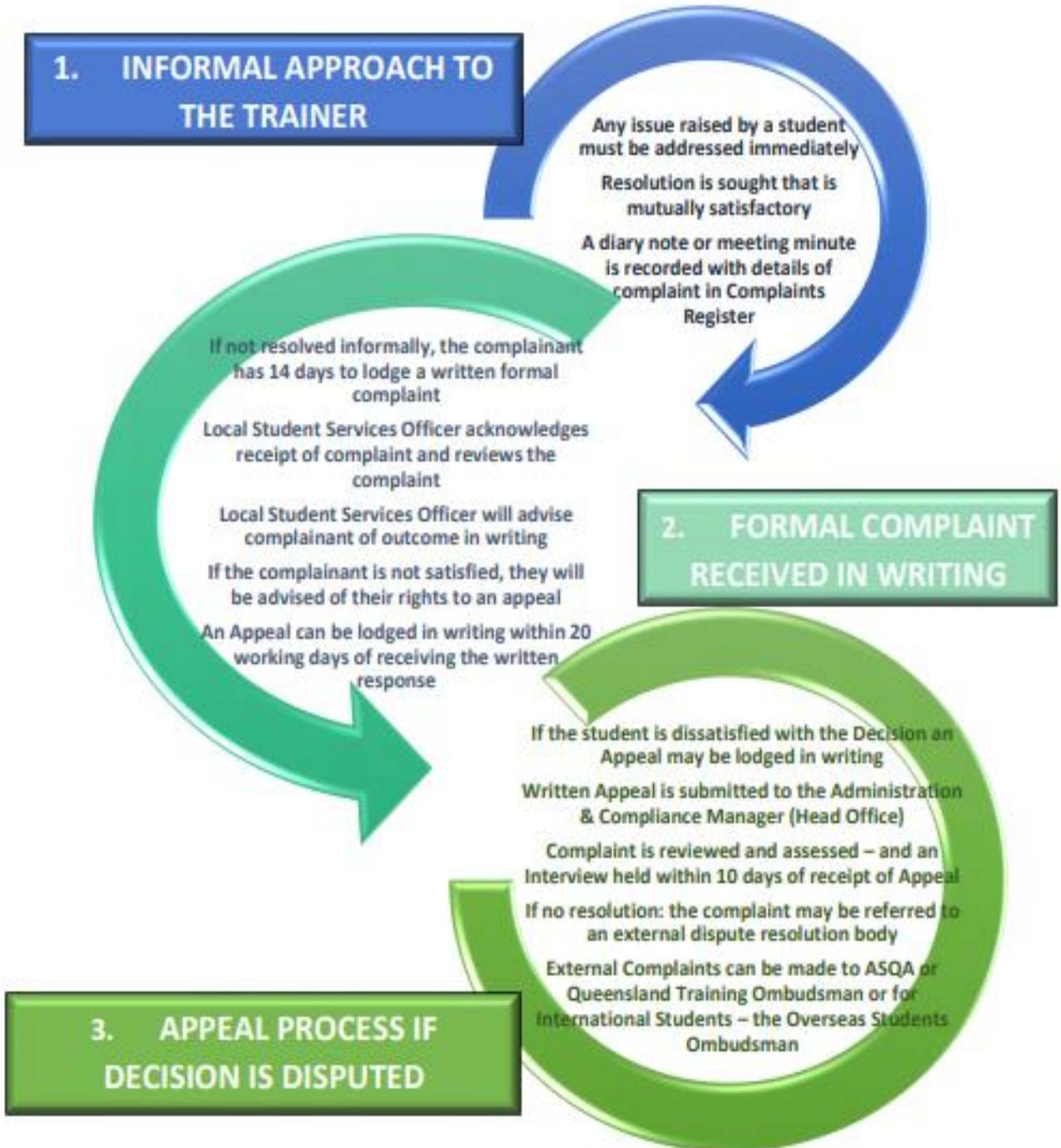
The complaint procedure allows for:

- An informal approach to the person with whom the participant has the complaint.
- A facilitator who has not been involved in the complaint to review the complaint.
- An independent review by an external consultant or appropriate body.

Any substantiated complaint will be acted upon and used as an opportunity to improve the service offered by Demi International.



## COMPLAINTS AT A GLANCE - CHECKLIST



The full Complaints and Appeals Policy can be found in Appendix 3.

## APPEALS PROCESS

Demi International Beauty Academy has processes in place for enrolled students to appeal against an academic decision or other procedural matter, in relation to a course. Anyone lodging an appeal is provided the opportunity to present their case.

The appeal procedure allows for:

- An informal approach to the course facilitator
- A facilitator who has not been involved in the original decision
- An independent review by an external appeal consultant

All appeals are recorded and reviewed and will be used as an opportunity to improve the service offered by Demi International.

Enrolled students, who are seeking to appeal against an academic decision or other procedural matter (i.e., a decision to exclude a student from a program), will be given the opportunity to present their case. You should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the student. A diary note will be placed in your student's file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the appeal.
3. If you are still dissatisfied with the decision a request is to be made to Demi International, in writing, for a facilitator who has not been involved in the original decision, to review the decision. The participant will need to submit a copy of the marked assessment plus a copy of their original submission.
4. A copy of the letter of appeal will be filed on your file.
5. If you are dissatisfied with the decision of the independent facilitator, a written notice of appeal may be lodged to Demi International requesting an independent review by an external appeal consultant, at shared cost.

Academic Appeals will be accepted up to fourteen (14) days from the date an assessment result was received.

A written response, advising of the outcome of the appeal, will be provided you, within 2 days of finalising the process.

Students or clients who are still not satisfied with the outcome of an appeals process may pursue mediation through an external consultant, at a shared cost or through other external bodies, such as the Queensland Training Ombudsman or the Office of Fair Trading.

If the complainant (of an academic decision) is still not satisfied, then Demi International will set up an academic appeals panel, made up of a minimum of two people who are external to the organization from the following areas to review the assessment:

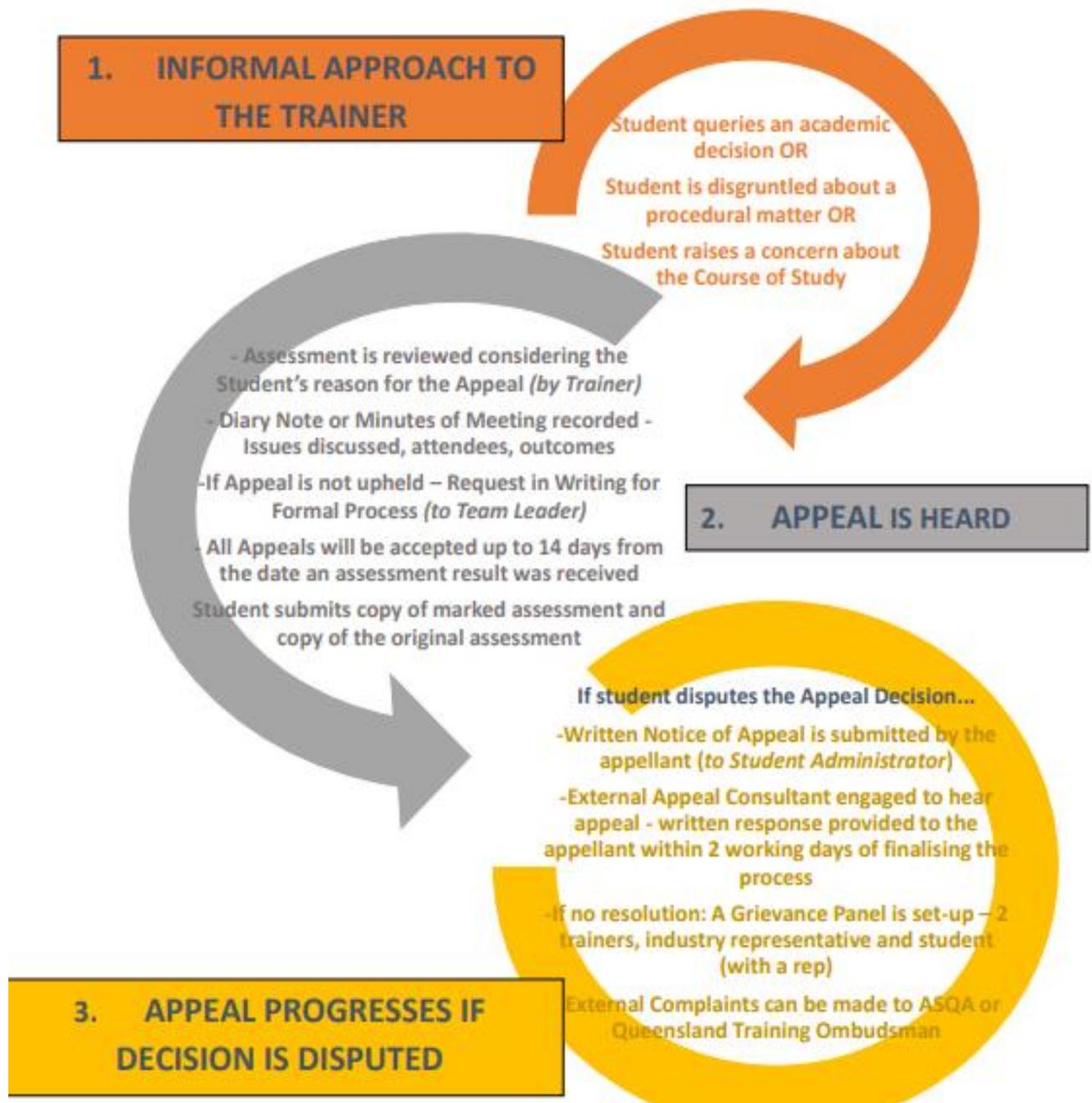
Students will also be invited to attend the Panel and to bring a representative.



Should an enrolled student wish to speak with someone about a complaint they can contact the Queensland Training Ombudsman to discuss if they can help with the complaint, Call: [1800 773 048](tel:1800773048) OR EMAIL: [info@qto.qld.gov.au](mailto:info@qto.qld.gov.au)

The Demi International Policy and Procedures Manual will be made available for viewing upon request.

## STUDENT APPEAL CHECKLIST



## ACCESS TO INDIVIDUAL RECORDS

A student may request permission to access individual student records or replacement Testamur in writing.

Students may access their own personal records by submitting a written request to Demi International Beauty Academy. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student by the Director.

There may be cost to obtain a replacement Testamur, Statement of Attainment or qualification (see Appendix 4).

Version No. & Date (mmyy)	Author	Reason for Change	Date
V.1-11 0315	Leslie Mackie/ R Pinel	Original plus additions/formatting/amendments	03/15
V.12 0919	Seonaid Boyle	Update to meet National Standards, Policy and Procedure amendments and additions	09/19
V.13 1120	Seonaid Boyle	Update logo. Add Chermside campus. Update information to reflect student language. Add paragraph on graduation. Add social media links. Update processes to reflect 2020 – policies and procedures. Added student awards.	11/20
V.14 0521	Seonaid Boyle/ Marly Alanya	Add two bullet points on Late Assessment submission at Glance.	05/21
V.15 0921	Robyn Pinel	Reviewed, streamlined. Added Early Exit Fee in Refund Policy and Schedule of Administration Fees and reviewed for consistency and accuracy.	09/21

## APPENDICES

### APPENDIX 1

#### SOCIAL MEDIA POLICY

Terms and Conditions for using social media.

**Identifiable personal use:** Use of social media where the user can be identified as a Demi International student. The identification may be through means such as the student's social media name, character, profile, or comments.

These Procedures cover future social media systems, and access to social media by any means, including via computer, tablet, mobile phone, handheld, or wearable device.

#### Use of Social Media

##### Social Media provided by Demi International: Conditions of Use

Social media services provided by Demi International are (but are not limited to) Facebook, Instagram, WordPress, YouTube, and Tumblr. Demi International provides this to assist and support its teaching, learning, research, and administrative activities.

Students using these facilities provided by Demi International are required to do so in compliance with these Procedures.

##### Social Media in Education and Research Training

Students are using social media in their learning and researching consequent upon Demi International encouragement of teaching staff to use new technology in innovative ways to enhance student learning and engagement. Any such use must also comply with these procedures and with those named in the foregoing section.

##### Personal Use of Social Media

Personal use of social media by a student, in a way that does not associate the user with Demi International and is therefore not "identifiable personal use" as defined above, is not covered by these Procedures.

However, Demi International will respond where a student makes identifiable personal use of social media that has the potential to impact on Demi International reputation and other interests, directly or indirectly. Accordingly, students who engage in "identifiable personal use" on **any** social media are required to be aware of, and comply with, these Procedures.

##### Rules for Use of Social Media

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must:

- only disclose and discuss information about Demi International or its activities that is not confidential and is publicly available

- take reasonable steps to ensure that content published is accurate and not misleading
- ensure that the use, including content published, complies with all relevant rules and values of Demi International
- when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of Demi International (unless they are officially authorised by the Academy);  
be respectful and courteous in communications
- adhere to the Terms of Use of the relevant social media provider; and  
comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination, and harassment

### **Specific Prohibitions**

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

- make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate
- make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure
- make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful
- imply that they are authorised to speak as a representative of Demi International, or give the impression that the views they express are those of the Demi International (unless they are officially authorised by the Academy)
- use the identity or likeness of another student, contractor, staff member or other stakeholder of Demi International
- use or disclose any Demi International confidential information obtained as a student of Demi International
- sell, purchase, or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites
- make any comment or post material that might otherwise cause damage to Demi International reputation or bring it into disrepute; and
- use the Demi International logo without permission or use the Demi International name in a manner that is likely to be misleading or bring Demi International into disrepute.

### **Using images and video**

In most cases, prior permission (i.e., a release) must be obtained to post, share, or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Students should not post content that might cause someone to believe that his/her name, image, likeness, or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

Special care must always be taken when dealing with images of "special populations", e.g., minors. Stringent legal requirements apply. Such images should never be used for social media posting or distribution.

### **Breach**

A student who does not comply with the expectations of Demi International as set out in these Procedures may face disciplinary action, which in serious cases can result in exclusion from Demi International.

Any person concerned that the conduct of a student using social media contravenes these Procedures may report their concern to the Manager, Communications and Quality, Demi International, preferably via email to: [admin@demiinternational.com.au](mailto:admin@demiinternational.com.au). Reports will be reviewed to determine whether the matter requires investigation or action under the appropriate Demi International rules (as per the definition above) and/or a response on behalf of Demi International.

Reported concerns may be matters appropriately dealt with under the Academy rules for an alleged breach of student discipline or any other Academy process.

Where required by Demi International, a student is expected to remove, and cooperate with all attempts to remove, any comment, post or other online content where Demi International forms the view that it is in breach of these Procedures or any other Demi International values and/or rules of conduct. A student who fails to act on such a requirement will be in breach of these Procedures, and the breach may be referred to the appropriate Academy process for further action.

Academy website: [www.demiinternational.edu.au](http://www.demiinternational.edu.au)

*The Academy websites are publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy's programs, activities, and initiatives with users through its websites.*

*The Academy Facebook pages are publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy's programs, activities and initiatives with users through its Facebook pages. Each campus has its own Facebook page. Please refer to page 19 – Social Media Policy for links*



Academy Instagram page: [#demiintl](#)

*The Academy Instagram page is publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy's programs, activities, and initiatives with users through its Instagram page.*

Academy WordPress <http://www.demiinternational.edu.au/blog/>

*The Academy WordPress site is publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy's programs, activities and initiatives with users through its WordPress site.*

Academy YouTube Channel: [www.youtube.com/channel/UCPwZ8rR219Lpc5j21HEGrjQ](http://www.youtube.com/channel/UCPwZ8rR219Lpc5j21HEGrjQ)

*The Academy YouTube channel is publicly accessible by all internet users. The Academy may share videos related to the Academy's programs, activities, and initiatives with users through its YouTube channel. The Academy does not permit users to download its videos uploaded to its YouTube channel. However, third party applications may be used to overcome the Academy's settings.*

Academy Tumblr page: <http://demiinternational.tumblr.com/>

*The Academy Tumblr page is publicly accessible by all internet users. The Academy may share information, photographs and videos related to the Academy's programs, activities, and initiatives with users through its Tumblr page.*

## APPENDIX 2

### REFUND POLICY FOR VET COURSES

#### Definitions

**Eligible Student:** refers to students, who are, or would be entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the *Higher Education Support Act 2003*.

**VET Course of Study:** a course for which an Eligible Student may access VET Student Loan assistance to pay for all or part of their Tuition Fees.

**VET Unit of Study:** a published unit of study that a student may undertake to complete a VET Course of Study.

**Tuition Fees:** fees paid for a VET Unit of Study.

**Census Date:** a published date no earlier than 20% of the way through each VET Unit of Study.

#### Withdrawal from a VET unit of study / VET course of study

Students of Demi International who wish to withdraw from a VET Unit of Study or VET Course of Study must do so by completing a *Withdrawal Form* and sending it to the Campus Coordinator, 9/31-33 Plaza Parade, Maroochydore, QLD 4558 or via electronic means.

Maroochydore: [admin@demiinternational.com.au](mailto:admin@demiinternational.com.au)

Toowoomba: [Toowoomba@demiinternational.com.au](mailto:Toowoomba@demiinternational.com.au)

Cairns: [cairns@demiinternational.com.au](mailto:cairns@demiinternational.com.au)

Chermside: [chermside@demiinternational.com.au](mailto:chermside@demiinternational.com.au)

#### Refunds – students who are eligible for VET Student Loan assistance

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET Unit of Study) enrolled in a VET Course of Study offered by Demi International Beauty Academy.

In the event of a student withdrawing from a VET Unit of Study on or before the Census Date for that VET Unit of Study:

- 100% of tuition fees paid for that VET Unit of Study will be refunded to the student;
- The student will not incur a VET Student Loan debt and
- The Application Enrolment Fee will not be refunded

In the event of a student withdrawing from a VET Unit of Study after the Census Date for that VET Unit of Study:

- No refund is applicable; and/or
- The student will incur a VET Student Loan debt and
- The student will be charged an Early Exit Fee

### **Refunds – students who are not eligible for VET Student Loan assistance**

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET Unit of Study) and New Zealand citizens enrolled in a VET Course of Study offered by Demi International Beauty Academy.

In the event of a student withdrawing from a VET Unit of Study within 2 weeks of the enrolment commencement date for that unit, 100% of tuition fees paid for that unit will be refunded to the student. The Application Enrolment Fee will not be refunded (see Appendix 4).

In the event of a student withdrawing from a VET Unit of Study, 2 weeks or more after the enrolment commencement date for that unit, no refund is applicable, and an Early Exit Fee will be charged.

### **Payment of Refunds**

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

### **Publication**

This refund policy is made available to students and persons seeking to enrol with Demi International by publication on the website: [www.demiinternational.edu.au](http://www.demiinternational.edu.au).

This refund policy will also form part of enrolment information.

*\*The refund policy does not remove the right to take further action under Australia's consumer protection laws. Demi International Complaints and Appeals Policy and Procedures do not circumscribe the student's right to pursue other legal remedies. Demi International encourages all prospective students to read through the Demi International Dispute Resolution included in the Policies and Procedures document. This document can be provided at each Demi International campus.*

## APPENDIX 3

### COMPLAINTS AND APPEALS PROCEDURE

*The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.*

**Informal:** If comfortable, the student approaches the person concerned to resolve the complaint or discusses the issue with the relevant trainer. The student may be accompanied and assisted by a support person at any relevant meeting if they so choose. Where an illegal act has occurred, the Director is notified immediately, and the appropriate authorities contacted.

If the issue remains unresolved, notify Demi International in writing of the complaint within 14 days after the discussion at which point the process follows the Formal Complaint Stages 1-3 below.

#### Stage One Formal - Complaint or Appeal

Formal complaints or Assessment Appeals should be submitted by completing the Complaints and Appeals Form, stating your case, and providing as much detail as possible, to:

**Post:** Student Services, Demi International  
9/31-33 Plaza Parade, Maroochydore, QLD 4558.

**Email:** Student Services, [admin@demiinternational.com.au](mailto:admin@demiinternational.com.au)

The [Complaints and Appeals Policy and Procedure](#) is available on the website or can be sent to the Complainant on request by emailing [admin@demiinternational.com.au](mailto:admin@demiinternational.com.au)

Once a formal complaint is received, the local campus coordinator will acknowledge receipt of the complaint in writing to the complainant within 5 business days of the date of the receipt of the complaint and will seek to identify the issue and resolve the concern to avoid any further disruption to the complainant (where applicable). The details are recorded on the Complaints and Appeals Register.

The local campus coordinator will commence an assessment of the complaint and will advise the Complainant in writing of the outcome (including details of the reasons) within 20 working days of the complaint being received. At this time, the Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

#### Stage Two - Appealing a Decision

If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing within 20 working days of receiving the written response, with the Manager Communications and Quality, Demi International:

**Post:** Manager, Communications and Quality, Demi International  
9/31-33 Plaza Parade, Maroochydore, QLD 4558

**Email:** Manager Communications and Quality, [seonaid@demiinternational.com.au](mailto:seonaid@demiinternational.com.au)



With 'Attn: Stage Two – Appealing a Decision" in the Subject line

The Complainant's appeal will be reviewed, and determination made by the Manager, Communications and Quality who is an independent person not associated with the training function.

The Manager, Communication and Quality will commence assessment of the complaint (internal review). The student is offered an interview within 10 working days of receipt of the complaint, and the choice of having their own witness present. The Manager, Communication and Quality reviews the complaint and arranges for a suitable Demi International representative and witness to attend the formal complaint interview.

The Complainant will be advised in writing of the outcome, including details of the reasons, within 20 working days of the complaint being received. Associated documentation is filed in the students file and in the Complaints Register, when required, and agreed action taken.

At this time, and no longer than 10 working days of concluding the internal review, the Complainant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of Stage two.

### **Stage Three – External Resolution**

If the Complainant is not satisfied with the outcome of Stage Two, they may request that the matter be referred to an external dispute resolution body appointed for this purpose by Demi International.

Demi International will source an independent mediator through Resolution Institution – an association of Dispute Resolution specialists. The contact details are:

Level 1 13-15 Bridge Street, SYDNEY NSW 2000

Phone: 02 9251 3366

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

If you are concerned about the conduct of the Academy, you may contact the Queensland Training Ombudsman. to discuss if they can help with the complaint, Call: 1800 773 048 OR EMAIL: [info@qto.qld.gov.au](mailto:info@qto.qld.gov.au)

Once resolved associated documentation is filed in the students file and in the Complaints Register, and the outcome and agreed action noted in the register. If it is determined that the complaint was directly due to the actions of an employee or inadequate policies or procedures, Demi International will address non-conformances or adjust policies or procedures immediately as part of continuous improvement practices.

NB: Costs of mediation will be shared equally by Demi International and the Complainant. As a guide mediator's costs would be approx. \$385 for the first four hours (or part thereof). Subsequent hours would be approx. \$137.50 per hour. It is common for most disputes to be resolved within the initial four-hour allocation.

## APPENDIX 4: SCHEDULE OF ADMINISTRATION FEES & CHARGES

Name of Fee	Amount of Fee	Description
Application Enrolment Fee	\$250	Accompanies every application for enrolment into all courses.
Course Transfer fee	\$150	Administrative fee for transferring course of study.
Certificate re-issue	\$50	Certificate or Statement of Attainment reissue.
Transcript re-issue	\$50	Request for transcript re-issue.
Student documentation request	\$50	Request for documentation with student authority. Includes requests for documentation to support insurance claims, for example compensation due to accident and is recovering course fees from external party or legal or police requested documentation.
Recognition of Prior Learning Application fee	\$250	Non-refundable assessment fee for Recognition of Prior Learning (RPL).
Recognition of Prior Learning Assessment fee	50% of Tuition Fees (refer to schedule of fees)	50% of each unit cost to be paid prior to the RPL Assessment being conducted.
Re-assessment fee	\$50	Students will be charged an administrative fee for second and subsequent re-assessments. That is, a student is eligible for one free re-assessment after initial submission. This administrative fee does not apply to multiple choice assessments
Late Assessment Submission	\$50	Students will be charged an administrative fee for late assessments where prior arrangement or medical evidence has not been arranged. The extension will be for an additional week only. *Extensions will be at the trainer's discretion with a minimum period of 24hrs for resubmission.
Dishonour direct debit payment fee	Refer to the Terms and Conditions of the Debit Success Contract.	Administrative fee for each dishonoured direct debit transaction.
Printing	\$0.20/Page	Any B&W printing completed at the campus for students will be charged at 20 cents per page.
Postage and handling fee	\$20	Postage and handling fee levied for re-dispatch of Certificate (RTS) or any materials within Australia.
Short Courses and Certificate Courses	\$50 - \$150	Extensions are available for the following costs: · 1 week \$50.00 · Single unit enrolments - \$150 for an additional 4 weeks
Replacement Uniform Shirt	\$80	Should you wish to buy an additional tunic, shirt or polo, this can be done anytime for this price.
Early Exit Fee	\$500	VSL students withdrawing on or after Census Date. Non-VSL students withdrawing 2 weeks or more after enrolment commencement date.

**APPENDIX 5**  
**FORM 022A: STUDENT INFORMATION ACCEPTANCE AGREEMENT**  
**NB: DOMESTIC STUDENTS ONLY**

(To be signed at time of enrolment or orientation)

I hereby declare that I have received a copy the Student Handbook of Demi International and agree to adhere to the policies and procedures as set out therein.

Demi International reserves the right to update its Policies and Procedures without notice.

I also understand that under the Privacy Act, Demi International is required to obtain written permission allowing personal details relating to my enrolment to be passed on to any government body requiring such information. In accordance with these requirements, I hereby give my consent.

Signature .....

Name (printed) .....

Dated this ..... day of .....20

**Demi International** Consent Form to use, record or disclose images & recording for the use of in the Academy's social media accounts.

I grant consent to Demi International authority to use, record and disclose any images, recordings, copyright material, including written, artistic, or creative works or video or sound recordings and any other identifying information for their social media accounts as listed on page 20 of this handbook.

*Note: it is not compulsory for you to provide this consent - students without consent will be blurred out, or not included in media posted on the relevant social media pages.*

Signature of the Individual (if over 18 years of age, or if under 18 years of age <b>and</b> capable of understanding and giving this consent) Please type your name below as signature consent	Date:  / /
Signature of the guardian (required if the Individual is under 18 years)	Date:  / /
Name of signing parent or guardian	Address of signing guardian