

Administrative information

To contact the Institute of Personal Care Science:

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Competency Based Training

Competency Based Training (CBT) differs from the learning offered by high schools and Universities. Instead, CBT follows a form of training designed to accommodate learners in applying their skills and knowledge in the workplace. CBT is the type of training offered by TAFE and other Recognised Training Organisations (RTOs) throughout Australia.

Chapters of learning material are referred to as 'Units of Competency'; and at the start of each chapter of learning material you will see a Competency Standard, listing Elements and Performance Criteria relevant to that Unit of Competency. It is these Elements and Performance Criteria that form the basis of the learning material and your assessments. Competency must be achieved for each of these Performance Criteria in order to receive your award. If you only achieve competency for a few Units from the course you are enrolled in, you may still be eligible to receive a Statement of Attainment for those Units; however may not receive your Diploma.

Results are issued as:

J	Competency achieved
JPC	Competency achieved – performance level credit
JPD	Competency achieved – performance level distinction
NYC	Not yet competent

With each assessment piece, you will receive detailed feedback that will enable you to understand where you could improve, and what you have done well.

If you receive a NYC, you will be asked to resubmit the assessment after you have had a chance to review feedback on your previous attempt and discuss any issues with your assessor (if need be). IPCS allows re-submission of assessments to enable you to focus on improving your work, increase your understanding of the skills and knowledge required of you in the workplace, and gives you another chance to achieve competency in the course. Our resubmission requirements are:

- Written assessments, projects and/or practical assessments: resubmissions due within 2 weeks of the assessor's feedback date with a maximum of 2 resubmission opportunities provided
- Exams: 1 resubmission attempt only allowed within 24 hours of the assessor's feedback, with a maximum of 1 extra exam attempt (if required) within 3 months of the original exam date (no resubmission attempts allowed on the 2nd exam)

Our training materials are very comprehensive, trainer support is available before assessments are due, and the study programs are detailed, providing multiple modes of learning to accommodate different learning styles so where followed correctly, learners do not normally need resubmissions or exceed resubmission attempts. Where a learner does not provide their resubmissions within the required due dates itemised above, and/or does not achieve competency following the resubmission requirements, they will be graded as NYC and would need to re-enrol in the failed units at the current fee before revisiting the learning materials and program and attempting the assessment again.

General information about the structure of courses with IPCS

Your course and learning materials will vary depending on the course you are studying – please refer to the relevant section of this handbook for more information on your particular course program. Once you enrol you will be sent a detailed study checklist - follow this closely and you will be guided on how to plan and maximise your study.

Practical materials

Only the Cosmetic Science courses contain a practical element. Where practical activities are mandatory in the learning (and assessment) program, practical activity kits can be purchased from your nearest local distributor, please refer to last page for details. Learners need to source their own equipment as itemised in the relevant section of the Prospectus. Any items for the optional, additional practical activities will need to be sourced by the learner.

The practical pack has been prepared to suit all practical activities, and has been developed by a Qualified Cosmetic Chemist to be safe when used in accordance with the SDS and training provided. IPCS holds no responsibility for inappropriate use or storage of the chemicals recommended for use with this course. SDS are provided to ensure safe handling and storage, and it is a condition of use of the practical activity pack that the user holds full responsibility for ensuring safe and correct use and storage of the chemicals contained within the practical activity pack. IPCS shall not be responsible for any damages resulting from use of the practical pack or its contents.

Assessment items

Your assessment requirements will depend on the course you are studying – please refer to the relevant section of this Prospectus for more information on your particular course program.

The assessments must be completed and sent electronically by the due date. Practical submissions are accepted as video e-files. Assessments are best completed as you progress through each unit to help focus your learning, in line with the study checklists.

If you do not pass your assessment on your first attempt, you will be asked to resubmit the assessment after you have had a chance to review feedback on your previous attempt and discuss any issues with your assessor (if need be). IPCS allows re-submission of assessments to enable you to focus on improving your work, increase your understanding of the skills and knowledge required of you in the workplace, and gives you another chance to achieve competency in the course. Our resubmission requirements are:

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Change of address/name/contact details

If you change your address, name or contact details, please notify IPCS as soon as possible. This information is essential should we need to contact you in relation to your course, send out information, send out notification of results etc.

Extensions

IPCS is here to ensure you get the most out of your learning experience. For students working full time, and/or those who have not studied for some time, you may find the course workload heavier than anticipated. For this reason, we are able to provide you with up to 3 times the "normal study duration" listed in our Prospectus, up to a Maximum Time Frame. We also break our study into Modules of training, to help keep you on track and break the bigger study into smaller, time-paced modules.

As part of the quality process involved with Nationally Recognised training, we are required to report on Student Enrolments and Activity, as well as set a Maximum Time Frame for completion, which must be adhered to. We therefore cannot provide extensions beyond the Maximum Time Frame under any circumstances.

If you are having difficulty with any aspects of the training course, please contact IPCS as soon as possible so we can assist you in your learning.

You can of course submit assessments at any time up to the Maximum Time Frame, but no extensions are provided beyond the Maximum Time Frame. If you need to exceed the Maximum Time Frame for any reason, you will need to re-enrol (and repay) for that module of the program to be permitted another chance to study. Once you re-enrol (and repay), you will be again provided the Maximum Time Frame to complete that module of study.

To complete:

- within the shortest time frame possible, allow 36 – 38 hours study per week
- within the 'normal' duration, allow 15-20 hours study per week
- within 2 x the 'normal duration', allow 10-12 hours study per week
- within 3 x the 'normal duration', allow 6 hours study per week

Where a minimum of 6 hours study per week is not committed to, learners cannot expect to complete their study within the maximum time frame. At IPCS, we can't help your personal situation but we will always do our best to give you the learning materials, access and support to help you succeed in the program you have enrolled in; however putting that minimum study time in is the learners responsibility.

Fees and refunds

At IPCS the fees and refunds policy is:

- Full refund of fees is provided if learners withdraw from the course before any learning materials are sent out. All claims for refund must be submitted in writing. Learners eligible for a refund will receive the payment within a further 28 days made in Australian Dollars. The refund will be provided minus an administration fee of \$160AUD.
- If payment is made up-front, all materials will be sent out on receipt of payment. No refund is payable once learning materials have been sent out.
- If payment is made by instalment:
 - A deposit is required before the first module is sent. On receipt of form and payment, learning materials are sent out. Progress payments are then required until full payment is received. No refund is payable once learning materials have been sent out.
 - Instalment payments are required on an ongoing monthly basis until the students enrolment is paid in full, even if the student speeds up, slows down, or completes their study
 - Full details of monthly instalments are provided in the price list at the back of this prospectus.
 - If instalment payments become 10 days overdue, learning access will be cut until payment has been made.
 - If instalments become 30 days overdue, the learner will be withdrawn. If a learner is withdrawn from being 30 days overdue, they will need to pay the remainder in full plus an administration fee of \$160 before they will be provided access to training materials again. An instalment option is no longer available where a learner runs 30 days overdue.
 - No qualification is issued, even if the learner has completed all training and assessment, until the qualification has been paid in full.
- No transfers are provided once a student has enrolled and made their first payment.
- All fees paid through Visa or Mastercard will incur an additional 2.5%.
- Any fees paid by an International transaction must ensure sufficient funds are transferred to cover International Bank charges.

If you run into issues with meeting your instalment payments, please contact us urgently so that your enrolment is not affected.

If you are having trouble coping with the study materials, we are here to help! While planning regular study

times and completing all learning tasks are the responsibility of the learner, if you are stuck, you can email your trainer and organise a tutorial at any time throughout your studies. Please refer to the sections on Extensions for more information. In the unlikely event that IPCS is unable to fulfil its training or assessment requirements, a refund will be issued to cover the portion of the course not provided.

Grievances

If you do not agree with the results of your assessments, or have any other grievances, we ask that you address them with the Director in the first instance, in writing via email within four weeks of the event leading to the complaint/appeal. Please use specific circumstances if addressing any item you are not happy with. The Director will make a time to contact you via phone to discuss any issues you have and will try to resolve the complaint within four weeks of receipt of application. Learners may have a third party on this call or at any meeting where the complaint/appeal is being discussed. All complaints/appeals will be held in confidence and ensure compliance with the policies and procedures set forth in this document including ensuring fair and equal treatment is provided at all times.

Learners will be contacted at the completion of the complaint/appeals process in writing in order to evaluate their satisfaction with the resolution. There is no charge or fee associated with the investigation of a grievance through IPCS. Details of grievances made, investigations and outcomes will be retained by IPCS for at least 5 years from the date of the resolution of the complaint.

If learners are not satisfied with the outcomes of their complaint/appeal, they will be advised to contact the National Training Complaints Hotline by

- Phone: 13 38 73 or
- Completing the Complaint Template found at <https://www.education.gov.au/email-complaints> and emailing it to ntch@education.gov.au

IPCS will give due consideration to any recommendations arising from the external review within 14 days of notification of the outcome.

The results of all complaints/appeals will be used to improve procedures within IPCS and the recommendations arising from all internal and external reviews that will result in quality improvements will be implemented within 6 weeks of notification of the recommendation.

Non-academic grievances include, but are not limited to, complaints about harassment, vilification, discrimination, financial matters, fines and payments, application procedures, and exclusion from events and facilities. Academic grievances include, but are not limited to, complaints about student progress, assessment, curriculum and awards in courses.

Where the complaint relates to marking of an assessment, the Director will review the marking and determine if it has been marked fairly and relevantly. Where the Director was the original assessor, the assessment will be passed to another suitably qualified and trained assessor for marking to determine if a fair and relevant mark has been provided.

Where results are consistent, the learner will be informed and issues discussed at a mutually convenient time to ensure the learner understands the issues raised and why they have attained that mark. Where results are not consistent between markers, a third party with suitable qualifications will be asked to provide input to determine the mark.

All complaints/appeals/grievances will be dealt with within 60 calendar days.

National Recognition

The Institute of Personal Care Science will recognize:

- AQF qualifications and statements of attainment issued by all other RTO's, thereby enabling national recognition of the qualifications and statements of attainment issued to any person
- all other training organizations registered by any other state or territory's registering body and its registration decisions
- the courses accredited by each state or territory's course-accrediting body and its accreditation decisions.

Needing assistance?

At IPCS, we are here to ensure you get the most out of your learning experience. While the course is designed to be distance education, we are here to help you understand any areas that may not be clear. If you are having learning difficulties, please contact us as soon as possible to discuss your needs.

If you have a disability that impacts your ability to learn, please contact us to discuss how we can work with you to accommodate your needs.

Plagiarism

Plagiarism is the use of another's thoughts or writings, without acknowledgement, and claiming them as your own. When submitting your assessment pieces, make sure:

- quotations, parts of sentences, full sentences or paragraphs of information are not copied direct from a source unless enclosed in quotation marks and referenced or footnoted.
- if you have used quotations, parts of sentences, full sentences or paragraphs of information from a source, that you provide a list of references stating that source at the end of your assessment piece.
- if you have used concepts or ideas from another source, that you mention that source in a list of references at the end of your assessment piece.

Where a learner plagiarises a formulation submission from on-line, IPCS or any other sources, they will be given 1 opportunity to resubmit their own work. Where a student plagiarises more than one formulation submission, they will be deemed not competent and withdrawn from the course. Learners found plagiarising formulation submissions will not be allowed to re-enrol and attempt their assessment piece again.

Privacy of personal information

Your personal information, as filled out in the Student Enrolment Form, as well as any other personal information that is provided by you throughout your study, will be held private and confidential at IPCS. We encourage you to contact us if you are having learning difficulties and/or require assistance; knowing that each enquiry will be handled with the strictest of confidence. Your information is protected under the privacy act. No personal information or details of assistance will be disclosed to a third party without your prior consent, unless legally required or as part of the Quality Audits.

Program delivery

Your program consists of 'Units of Competency' to be delivered over a specified time frame. Assessments are due throughout the course in order for IPCS to assess your competency in learning. Please refer to the relevant page/s outlining your particular course of study for specific details.

Recognition of Prior Learning (RPL)

In order for recognition of prior learning to be granted, the following conditions must be met:

- Learners must complete an RPL assessment, which includes the assessments required as part of the relevant unit. This would normally include questions from the assessment and workbook related to that unit. Where this includes practical submissions used to assess learning, these would also be required. The learner must show competency in all areas in order to have this unit of RPL granted AND
- If suitable, learners must submit a certified copy of their results transcript, showing the unit code of the subject they have already completed relevant to their application for RPL so that assessors can evaluate and determine if that unit does in fact cover all elements, learning criteria and essential skills and knowledge required; OR
- Provide evidence in the form of a CV with contact details of all referees to support the learners relevant experience as applicable to the unit or its performance criteria. This is then assessed by the Director and a decision of suitability for RPL made.

On receipt of a learner's application form, each student's prior learning is assessed for subjects for which RPL may apply. The student is then contacted to see if they wish to apply for RPL. At this time they are told of the requirements to meet RPL and costs associated with our evaluation of RPL and asked if they want

to proceed. Alternatively, learners may apply for RPL based on prior learning or experience. Learners must submit their request for RPL in writing in order to start the process. The current fees for RPL evaluation are \$160AUD per unit.

Referencing styles

Where possible, please use the Harvard system for referencing. Details of how this applies to books, journals and other sources of information can be found on various internet sites.

Results and awards

Results from any assessments will be returned to you within 21 days of submission. Your results will come issued with details of where your learning can be improved, as well as recognise your areas of strength. This information is provided so you can focus on those areas where further study may be needed, in order to maximise your learning; so please take the time to read the feedback from your assessor. If you have any ambiguities when issued your results, please discuss these with your assessor as soon as possible, to facilitate your learning.

Final results and your award will be posted to you within 28 days of competent completion of the course.

Student conduct

The team at IPCS is here to support your learning, and will always provide you with the course or service you have paid/enrolled in. As a Registered Training Organisation with reporting and quality commitments, we need to follow certain rules to maintain our Qualifications as Training Providers, and we have certain expectations about student behaviour also. The Administration Information in this Prospectus is written to help provide the rules and policies we need to follow, and what is required of students who enrol with us.

Students are at all times required to be courteous and professional in their behaviour with the team at IPCS, including Student Support, Accounts, Administration, Trainers and the Director. The following are situations where we sometimes experience offensive behaviour from students, so we want to make our policies clear on these situations in particular; however general courtesy is required, even if the scenario is not listed here.

- If you have chosen to pay by instalment, your instalments are required monthly even if your personal situation changes (please also refer to the sections on Deferring enrolment and Fees and Refunds to check on these policies). Your course materials are sent PRIOR to you having paid for them, so instalment payments are required in accordance with your Signed Application Form recognising that instalment payments are required monthly to maintain your enrolment. If you are having difficulty paying please contact Accounts to negotiate a temporary reduction in Instalment commitments. If you ignore emails requesting payment and do not pay, you will be withdrawn from the course once you reach 30 days overdue on your instalment.
- Maximum Time Frames cannot be extended for any reason, please also refer to the section on Extensions for further policies regarding this. As we need to record and report on student activity, we do need students to progress with their studies and respect the Maximum Time Frames. We send follow up emails to remind you of your study commitments and also to remind you well before your Maximum Time Frame is reached that no extensions are possible. Where you cannot submit a completed assessment by the Maximum Time Frame please take responsibility for not achieving your study commitments - Student support is not able to provide an extension.
- If you need study support, it is up to you as the student to contact your Trainer via email requesting support, and answers will either be provided via email or a call can be organised during business hours, Brisbane, Australia, time zone. Please note this is an on-line program, which means we are here to support on a 1-on-1 basis, please do not expect full training on a 1-on-1 basis. Please do not expect your trainer to know if you need help if you don't ask; please do not request weekly or 1-on-1 'training'; and please do not request support outside of business hours.
- Our training is not consulting – please do not expect consulting services provided as part of the training or support services. If you need individual advice on your projects, please post your questions in the exclusive Students & Graduates facebook group. You can post anonymously if you

- want to. The more details you can put in the post, the better the support/answer we can provide.
- If you are not happy with the student support you receive, please gather written evidence of what you are not happy about and this will be reviewed by the Director. Without written evidence (e.g. email correspondence) we cannot review your complaint. Please also refer to the section on Grievances. Good feedback on how we can better support students is appreciated – but unfounded complaints without evidence or because you request individual advice on a project, individual training, or support outside of business hours, will not be entertained.

Where a student is rude to any of the staff, the staff member will give a warning via email that they are not happy with the way you have written/spoken to them. This will serve as the first written warning. Where a student is rude a second time to any staff member, the two incidences will be given to the Director to review and respond, also via email. Where it is considered a second rude offence, the Director will issue a written warning – this will serve as the second written warning. If a student is rude to any staff member a third time, it will be again provided to the Director to review and respond; and if deemed in breach of these policies, the student will be withdrawn from the course with no compensation or chance to re-enrol.

Study tips

Your course schedule is listed on relevant course pages, and you are also sent a study program when you enrol. Take the time to enter key dates, such as when assessments are due, in your diary. Follow the proposed course schedule each week; allowing time to read all learning material, complete all activities and work on your assessment pieces as required.

Make use of the following suggestions, particularly if you are working full time. Make sure to focus on ONE unit at a time:

- follow the study checklist EXACTLY as it appears - it will tell you what to read, watch, do or access in the correct order of study.
- use email to contact the Institute with any queries you have from the learning materials, activities and assessments. This way you will receive a written answer.
- where you need to discuss your queries with a trainer, please email IPCS with your query and specify a few suitable times for us to telephone you during office hours – we will be in contact with you at one of those times where possible.
- if you are having trouble meeting deadlines, contact IPCS BEFORE your assessment is due.

At IPCS, we encourage people to think carefully about their study before enrolling because it is not just a 'weekend' course. Here are some tips that may help:

- Our prospectus provides 'normal duration' of study for our courses based on 15-20 hours of study per week.
 - this may vary depending on your background (i.e. someone with a science background or from this industry may only need to study 10 hours per week; while someone without a science background and from an unrelated industry may need to spend 20 hours studying a week on some of the more challenging subjects).
 - you can study more or less than this, and we can be flexible to accommodate this, but please bear in mind the course will then take less or more time for you to complete depending on how much study you can put in. For example, if you can only study 6 hours a week then expect the course to take you 3 times as long as the 'normal duration' stated to complete.
- It is crucial to study success that you plan your study, and ensure you study at least 6 hours every week. A stop-start approach to studying via distance does NOT work. It will only see you re-reading the same text twice and leave you feeling frustrated, disappointed and result in further procrastination.
- We have found that even committing to as little as 6 hours of study a week, EVERY week, is enough for students to progress positively. While it will take longer to complete if you can only study 6 hours a week, it will at least see you progress. If you can study more than that every week then that is great – but at least 6 hours per week will at least see you progress with your chosen study. Make sure you plan to:
 - Commit to AT LEAST 6 hours per week, EVERY week – no excuses! 6 hours per week is as simple as 2 x 1.5-hour study sessions during the week and 3 hours on the weekend.

- 'Part-time' study is considered to be around 15 - 20 hours per week EVERY week – this is like 3 x 2-2.5-hour study sessions per week PLUS 7 - 8 hours on the weekend (1 full day or 2 half days).
- 'Full-time' study is around 36 – 38 hours per week and should not be contemplated if you also have a full-time job – if you plan to study full-time, then study should be your full-time job.

Here is a study planner to help you see what is realistic for you!
Plan for the good weeks as well as the busy ones.

	Ideally hoping to achieve (times you will study and hours)	Minimum you will achieve (times you will study and hours)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		
Total weekly hours		

Most of all, enjoy what you are studying, and find relevance for it in your workplace. If you can understand the purpose of learning a particular subject, and can apply this to your job role, you will find it easier, more interesting and more enjoyable to learn.

*Not sure which course is right for you?
Want to discuss tailored training or other services?
Need more information?*

Contact us:
E-mail: info@personalcarescience.com.au
Web site: <https://personalcarescience.com.au>