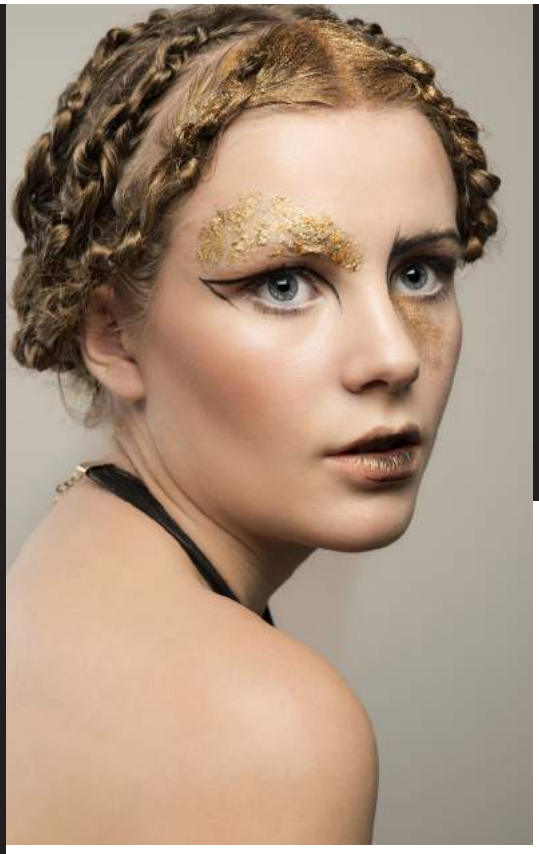
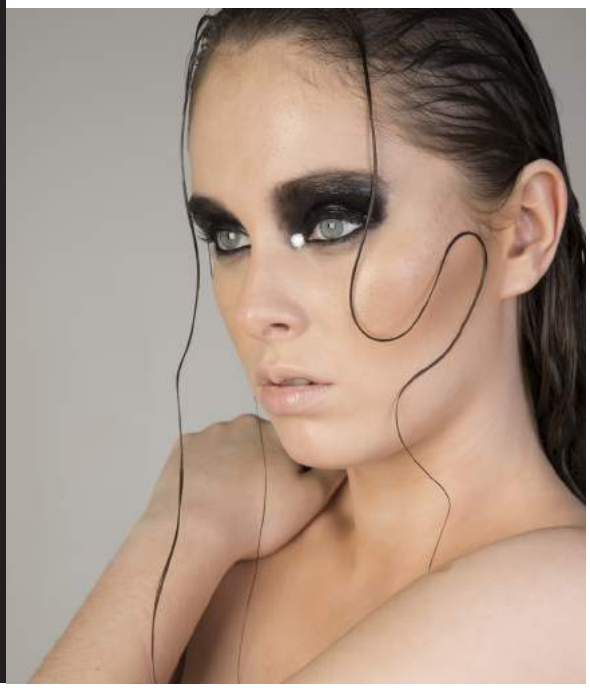


LEARNER HANDBOOK

2019



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WHO ARE WE

Welcome to Media Makeup Academy

Thank you for choosing Media Makeup to support you in your learning journey.

This handbook has been designed to provide prospective and currently enrolled learners with information on our organisation, the programs we deliver and how we can assist you towards achieving your goals.

Media Makeup believes the successful, skilled and creative make up artist requires not only artistic and creative ability but also the ability to be an expert technician, a consultant, salesperson and a communicator. Our quality training programs reflect these principles and will equip the learner with the necessary skills to gain employment within the Cosmetic, Fashion and Media Industry.

"An artist is not paid for his labour but for his vision"
James Whistler

WHY YOU HAVE MADE THE RIGHT DECISION TO STUDY WITH MEDIA MAKEUP

Media Makeup has been established since 1998 and has an established name in the industry

Media Makeup learners and graduates are highly sort after by employers

Excellent Support from Employers and Industry

Learner Support Services to help you succeed

Learner Facilities to Support Your Learning

Nationally Accredited Training

Competitive Program Fees

A Dedicated Team of Professionals to guide you through your training

An Annual Overseas trip is available to eligible learners

AUStudy approved, for full time qualifications

OUR VISION

"To be the pathway from passion to industry"

OUR VALUES

The way in which we conduct our business is based on the following set of values:

Honesty - to be sincere, truthful and trustworthy in everything we do

Equality - everyone's differences are acknowledged and embraced

Respect - to recognise the diversity within individuals, and to treat others with the same respect we would have them treat us

Willingness to change - to be open to new ideas and prepared to try to do things better

Accountability - to be called to account for one's actions; to be responsible

Enjoyment of success - to be able to always recognise, acknowledge, applaud and accept praise for a job well done

Teamwork - in our organisation and beyond

ACCREDITATION

Media Makeup Academy (Registration Number 2316) is a registered training organisation with the Australian Skills Quality Authority (ASQA) delivering competency based training in Certificate II in Retail Cosmetics (SHB20116), Certificate III in Make Up (SHB30215), Certificate IV in Screen and Media (Specialist Make up Services) (CUA41215) and Diploma of Screen and Media (Specialist Make up Services) (CUA51015).

Further information regarding our registration can be found on training.gov.au

Media Makeup (CRICOS Registration code 03159G) is an approved overseas student education provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

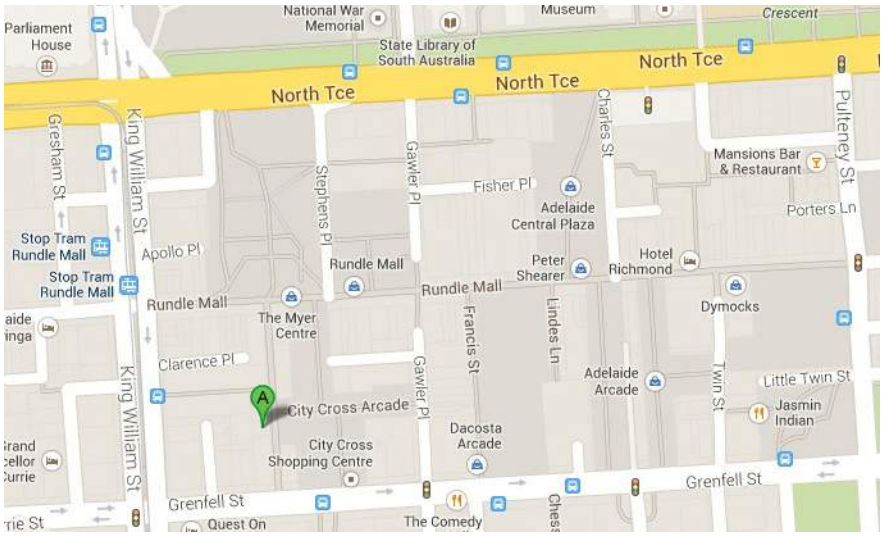
More information regarding our registration can be found at http://cricos.education.gov.au.

WHERE DO YOU FIND US

Media Makeup is located in the heart of Adelaide in the trendy laneway of James Place, just off of the busy shopping district of Rundle Mall.

James Place & Rundle Mall are walking streets, lined with Retail Outlets, Banks, Restaurants & Bars, Coffee Shops and Food Courts all within a short walk from the Academy. This makes lunchtime an enjoyable and interesting time.

Being located in the heart the city there is excellent public transport to anywhere in Adelaide. Including Trams, Buses and Trains. There is no parking available at the academy, however close by are many parking stations with an average of $14 to 16AUD per day for early bird parking (in the car park before 9.30am).



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Facsimile.....+61 8 8212 3607
Email.....info@mediamakeup.com.au
Web.....www.mediamakeup.com.au
Mail .....PO Box 3090 Rundle Mall, SA 5000
Address .....27 James Place Adelaide SA 5000

FACILITIES

Media Makeup have purpose built state of the art facilities in 2014 including 5 classrooms, a commercial photo studio, Prosthetics & Special Effects Lab, a Student Lounge and a library.

We have also recently opened our brand new Makeup Store and Salon on the Ground Floor of 27 James Place. Learners will be able to access this retail and service environment to complete the relevant on the job aspects of their training, as well as shop and utilise their discount within our store.

The commercial photo studio is used during the program to complete portfolio development with professional photographers, as well as enabling learners with access to take their own photos with the professional lighting and equipment.

All classrooms are equipped with Audio Visual Equipment, Apple TV's, Specialised lighting, Makeup Stations and Student lockers.

Free WiFi is provided for all learners throughout the building.

During class, learners have access to all of the tools, equipment, and products required to learn all of the necessary skills that will enable them to become an industry professional makeup artist. The products that we use are commonly used in the Industry and recognised amongst professional makeup artists. Learners will also have access to learning support materials such as Books, DVD's, magazines and other resources.

OUR PEOPLE

From academy support staff and mentors, to retail makeup artists, our team of professionals are available to you during your Media Makeup experience to offer advice, and support you in your journey.

Our trainers are selected specifically for their expertise in the delivery of training in their areas of technical knowledge and experience, many with over 15 years experience in the industry. Our trainers and assessors are fully qualified to provide you with the most current and accurate information that is relevant to the industry as well as your training needs. This includes the ability to assess any documentation you may provide if seeking Recognition of Prior Learning.

To learn more about our wonderful staff and how they can support you, please visit our website.

Adelaide Fashion Festival 2016
photography by Meaghan Cole

SOME THINGS YOU NEED TO KNOW

Before commencing your enrolment application with Media Makeup, there is some information you need to be aware of regarding your rights and responsibilities as well as those of the academy. Applicants will be required to sign the enrolment form declaration, agreeing to accept and abide by the expectations, polices and procedures set out by the academy including those listed below.

Further training policies and procedures can be located within your course guidebook and on our website in student services.

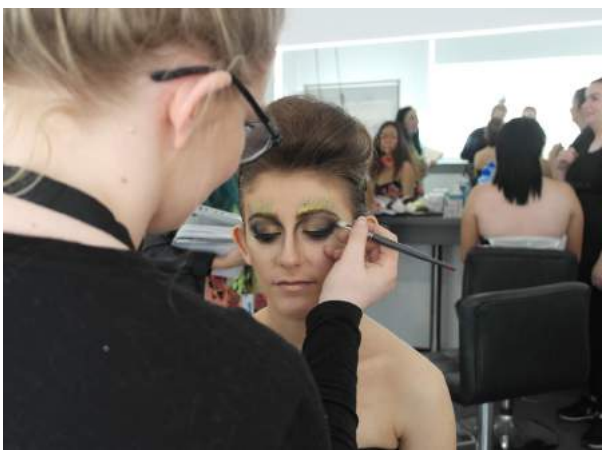
Course Delivery

Media Makeup is a committed to providing the best learning environment to equip learners with the required skills to succeed as a Makeup Artist in the Beauty and Media Industries.

To achieve this, we use a range of learning techniques that are suitable for adult learning such as e-learning, theory lessons, practical demonstrations, practical makeup applications and industry practice (available at the Media Makeup store and salon, where suitable).

The courses at Media Makeup are delivered face to face at our academy in James Place, Adelaide. Learners are required to attend each of the sessions specified on their timetable for the period stipulated. There will also be a requirement for learners to undertake external study to ensure the requirements of their units of competency are achieved. This will include committing a certain amount of time each week to completing project tasks, online assessments and industry practice.

Further information regarding program delivery for individual qualifications can be found on our **website** under courses.



Enrolment Requirements

Applicants seeking enrolment into a course with Media Makeup will be required attend an enrolment interview. During this time, the following criteria will be addressed to determine your eligibility:

- Have a genuine desire to work as a Makeup Artist within the Retail, Photographic, Theatre, TV/Film industry (depending on the course you have applied for).
- Be willing to work in teams, have good communication skills and have a creative flare
- Be over 16 years of age (unless applying for a VET in Schools program) and completed a minimum of year 10 of High School or equivalent (Domestic learners only).
- Meet the Language, Literacy and Numeracy requirements.
- Have basic computer literacy
- Have the ability to use the Internet, word-processing and powerpoint documents and comfortable with formatting and uploading images and documents into our e-Learning system (Moodle).
- Must have good personal hygiene and personal presentation to work in a personal services industry
- Prepared to complete the Industry practice hours required.

Resources you will need

As outlined in the relevant course information on our website under incidentals, there are some resources learners will be required to purchase to effectively complete their course. These include makeup and hair kits (where relevant), Media Makeup t-shirts and a makeup cape.

A full list of required incidentals will be made available to you on your confirmation of enrolment form. Please note, incidental expenses are payable 30 days prior to course commencement and will be available to you on the first day of class.

Other required resources include; stationery needs such as; folders, A4 lined paper, carbon and tracing paper, pens, pencils (lead and coloured), and sketching materials.

In addition, you will need ongoing access to a computer, Internet and printing facilities, 2 dark coloured hand towels, and a digital camera (can use phone).

Learners will also be required to bring in a "model" for practical classes (where applicable). This will enable you to work with varying skin types and conditions as well as enhancing your professionalism by demonstrating a client/artist relationship. Models will vary depending on the requirements of the practical lesson and should be notified and booked well in advance to ensure they are available when required. Model requirements and dates will be made available to you within your course guidebook.

Resources available to you

Media Makeup also has a range of resources available for you to access at the academy for the duration of your program. These include:

Library – our reference library carries the latest industry magazines, inspirational books by leading makeup artists, and career advisory leaflets. Access to this service is available during our opening times.

Photocopier – learners are able to purchase a photocopying account, which will provide you with a password allowing you to print and scan in black and white as well as colour. Prints can be made in black and white for 10c each and full colour for 50c each. Accounts can be arranged with our friendly staff at reception.

Internet facilities – Learners will have access to free wireless Internet services and will be provided with a login and password at the time of induction. Details regarding Internet usage and downloads are located within your course guidebook.

Learner's Lounge – Learners are welcome to access our learner's lounge and kitchen facilities during break times as well as outside of course contact hours (within the academy's operational hours). The kitchen available to you is equipped with a microwave and fridge.

Makeup Store and Salon – the Media Makeup Store and Salon stocks MAKE UP FOR EVER, Elementwo, EVO, Embryolisse and Cloud Nine. The product ranges, as well as other consumables are available for learners to access and utilise during practical training classes in the salon.

Photography by Duy Dash

Photography by Duy Dash

Photography by Duy Dash

Photography by Duy Dash

Industry Practice

All of the qualifications delivered at Media Makeup include Industry Practice. This will enable to you work with employers and other industry professionals to showcase the skills you have acquired throughout your training, whilst obtaining new skills within the industry.

The hours and type of Industry practice learners require will vary depending on the qualification you are enrolled in. Industry practice can include hours within the Media Makeup Store and Salon as well as external work experience with other organisations and events such as Adelaide Fashion Festival, Fashion at the Races, Theatre performances and Film Productions. Please refer to your Course Guidebook for specific industry practice requirements.

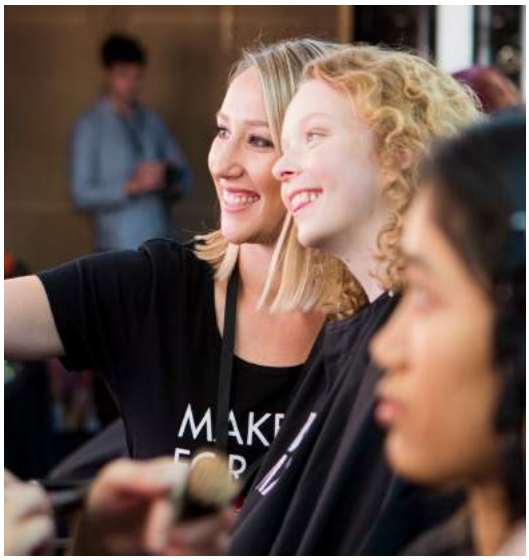
During course induction, learners will be shown how to register for external work experience alerts through our website including detailed information of how the system works.

Course Fees – Domestic Learners

The total fees applicable to your course will be detailed on your Confirmation of enrolment form provided to you following your enrolment interview. By signing this document you are agreeing to the fees and terms of payment applicable to your course.
Due to registration requirements, Media Makeup are unable to accept course fees to be paid in full in advance.

In most cases, a deposit of $500 is required once you have been accepted into your chosen course, except for the Certificate II in Retail Cosmetics where the required deposit will be $800. The deposit forms part of your total course fees and will be refundable up until three weeks prior the course commencement date after which it is non-refundable. In the event of a deposit refund, an administration fee of $100 will be deducted from the deposit amount. A written request must be made for a deposit refund.

Subsequent payments will be divided into equal fortnightly amounts, payable through our direct deposit service until the total course fees have been paid. This does not include any Incidental expenses which are payable prior to course commencement.



Our direct deposit service only allows for payments to be deducted from an Australian bank account. Please refer to the service agreement at the end of this handbook regarding terms.

Once a learner has accepted an enrolment offer, course fees will not be increased for the duration of their initial enrolment period.

Please note: Media Makeup reserves the right to refuse the continuation of enrolment in the course if the learner is in breach of minimum payment terms and/or payment plans (unless otherwise negotiated. Media Makeup reserves the right to defer any outstanding course assessments and consequently the issuance of qualifications, until any outstanding course fees have been paid. If assessments are deferred due to missed payments, the learner may incur costs for alternative assessment arrangements. Should the learner fail to pay the outstanding fees within the agreed timeframe, Media Makeup reserves the right to pass the outstanding fees to a debt collector. The learner will be liable for any debt recovery and/or legal costs associated with this.

Other Fees and Charges

There may be circumstances during or following your course, where additional fees and charges may be applicable to an individual learner. These may include:

- The issuance of a replacement Qualification and/or Statement of Results - administration charge of $50.00
- Learners who require additional support or have missed classes may need to attend private lessons or coaching sessions to ensure they fulfil the requirements of the course. These sessions will be charged at $40.00 per hour.
- If a learner has had more than three attempts at assessment or other course related activities, and is still found to be 'not yet competent', the learner may be required to pay additional fees for ongoing training and/or assessment activities. Media Makeup will negotiate these fees with the individual learner and reserves the right to waive additional learner fees if the learner demonstrates severe financial hardship or other exemption categories, which are acceptable to Media Makeup.
- If a learner requires their qualification to be posted, a Registered Post charge may apply

Learners who wish to make a complaint or appeal regarding fees should refer to the Complaints and Appeals Process found in this handbook.

Deferment and Withdrawal of Enrolment – Domestic Learners

Should a learner wish to defer or withdraw their enrolment in a course prior to commencement or during any given study period, they will be required to provide written notification to the Learner Liaison Officer. A learner will only be granted approval to defer commencement or suspend studies of a course on medical grounds (with a medical certificate) or other exceptional compassionate circumstances. Withdrawal will be granted following a verbal discussion with the Training Manager regarding the decision to withdraw.

Following your application for deferment, the Learner Liaison Officer will contact you to negotiate a recommencement date for your studies. You will be required to sign a new confirmation of enrolment form agreeing to the payment terms in the instance the tuition and incidental expenses differ from the original course enrolment. Any money paid prior to deferment, will be deducted from your new course enrolment.

Please note, the maximum deferment for any enrolment is 24 months and a learner is only able to defer once during any given course. If you are unable to recommence on the agreed date within this timeframe, you will be withdrawn from the course and the deposit is non-refundable.

If a learner chooses to withdraw their enrolment up to three weeks prior to the course commencement date, the deposit will be refunded (minus $100 administration fee). If withdrawal occurs after this time, the deposit is non-refundable and fees must be paid for any training provided prior to the withdrawal application. Please allow 30 days from the date of receiving written notification of withdrawal for any refunds to be processed.

Media Makeup reserves the right to defer, temporarily suspend or cancel the enrolment of a learner on the grounds of misbehaviour (breach of Media Makeup Policies & Procedures). In this situation, Media Makeup will inform the learner in writing of the intention to defer, suspend or cancel their enrolment and request that they attend a meeting with the Training Manager in the first instance. During this meeting the reasons for the suspension, deferment or cancellation will be discussed and the learner will be advised they have 20 working days in which to access the complaints and appeals process. If the complaints and appeals process is accessed by the learner any changes to enrolment will not take place until this process is completed.

Adelaide Fashion Festival 2016
photography by Meaghan Cole

Recognition of Prior Learning and Credit Transfer

If a learner, enrolled or applying to enrol in a course with Media Makeup has previously completed any component of the aforementioned course, or feel they have sufficient knowledge, skills and/or experience to demonstrate competence in any units of competency, they are welcome to apply for Recognition of Prior Learning (RPL) or Credit Transfer.

Media Makeup will recognise units of competency (or their equivalent) issued to a learner by any authorised organisation including other RTO's and Universities. Learners must present their qualifications, statements of attainment or record of results with their initial enrolment application to allow adequate time for processing course credit.

A learner is able to apply for RPL for a full qualification, individual units of competency, or in some instances, components of the unit of competency. RPL applications can be accessed via our website and should be forwarded to the Learner Liaison Officer as early as possible to allow adequate processing time.

Once your application has been received you will be contacted by the Learner Liaison Officer to schedule an RPL meeting at least 2 weeks prior to your course commencement. At this time, you will be forwarded an RPL template to help determine and gather the appropriate evidence to support your RPL application. You must bring this with you to the RPL meeting. Once your application and supporting evidence has been assessed and it has been determined what (if any) components of the course you will receive RPL for, you will be sent a confirmation letter with any changes to the training and assessment requirements as well as any fee adjustments.

Please note, all RPL applications will incur $100 administration fee for processing and assessing the application.

Issuance of qualifications

Once the learner has successfully completed all aspects of their enrolled course, and any outstanding fees have been paid, they will be eligible to receive their certification documentation. Learners should allow up to 30 calendar days from the date of their final assessment or last day of the course for their documentation to be issued.

The learner will be notified via email that their certification documentation and relevant course paperwork is available to be collected from the Academy. The learner will then have two weeks to collect the documents.

Please note that the learner must collect the documents in person to show Photo ID and sign for verification that they have received certification documents.

If the learner is unable to collect the qualification from the academy within the two-week timeframe, the qualification will be posted via Australia Post, Registered Mail. Learner's will be required to cover the $20 administration and postage costs for Registered Mail delivery.

If a learner has lost or misplaced their parchment, statement of attainment or Statement of results, you may request a replacement for a fee of $50. To request a replacement copy, please visit the Media Makeup website, Learner Services > Download Forms. Download the Request for a Replacement Parchment form and send the completed form along with payment to the Learner Liaison Officer. Please note that you will also need to provide a Statutory Declaration stating that the original has been lost or destroyed.

Complaints and Appeals

Media Makeup has an established Complaints and Appeals Policy and Procedure to ensure that any concerns or matters (academic and non-academic) from learners (current and/or prospective) are treated in an effective, efficient, timely, fair and confidential manner.

A complaint can be defined as a person's expression of dissatisfaction with any aspect of Media Makeup's services and activities, including both academic and non-academic matters, such as:

- The enrolment, induction/orientation process in a VET course of study
- The quality of education and support provided
- Academic issues, including learner progress, assessment, course content or availability and standard of instructional resources
- Handling of personal information and access to personal records
- Marketing or other promotional activity
- Fees and charges
- Safety matters
- Administration matters

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of the decision or finding being informed to the complainant.

The following principles will be adhered to by Media Makeup and apply to all stages of the complaints and appeals procedure:

- Media Makeup deals with any and all complaints in a fair, constructive and timely manner.
- The Complainant and any Respondent have the opportunity to present their case at each stage of the procedure
- The Complainant and any Respondent have the option of being accompanied/ assisted by a third party (such as a family member, friend, or counsellor) if they so desire. Where a Complainant/Respondent is under the age of 18, their legal guardian must be present for all correspondence.
- The Complainant and any Respondent is not discriminated against or victimised. At all stages of the process, discussions relating to complaints and appeals are recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure are provided to the complainant and/or any Respondent if requested.
- Records of all complaints are kept for a period of 5 years to allow parties to the complaint appropriate access to these records. These records are kept strictly confidential in line with our Privacy Policy and are stored electronically in a secure area at Media Makeup. Access to these records may be requested in writing to the CEO at bec@mediamakeup.com.au or posted to PO Box 3090 Rundle Mall SA 5000.
- Media Makeup and the Complainant/Respondent observes strict confidentiality during all stages of the complaint resolution process. All communications and proceedings relating to the complaint and its resolution remain confidential.
- Complainants have the right to appeal a decision.
- No learner, employee or other stakeholder will be disadvantaged in any way during the complaint and resolution process.
- A learner's progress through a study program is not disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

Before a complaint becomes formal

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. This may be the trainer/assessor for academic issues such as delivery or assessment of their course, Learner Liaison Officer for matters relating to fees or refunds, or administration staff for matters relating to marketing or safety matters. Staff are available to assist the resolution of issues at this level. Complainants may raise an informal complaint by contacting the relevant person directly or by contacting them by email/phone.

In addition, learners are regularly provided with the opportunity to provide feedback that enables them to express any concerns they may have encountered with Media Makeup in relation to academic and non-academic matters. Feedback is encouraged at any stage and common feedback collection tools include:

- Session Feedback forms provided after sessions
- Surveys, including Quality Indicator Surveys
- Direct email to a Course Coordinator highlighting a concern or through a moodle forum.
- Feedback can be given verbally at anytime directly to a staff member in person by a learner.

Where a Complainant is satisfied that their issue has been dealt with accordingly and does not wish to formalise their complaint, the relevant staff member will document notes including outcomes on the Complainant's file and where necessary, record the issue on our internal complaints register for procedural follow up.

Formal Complaints

Stage 1 - Internal

Complainants who are seeking to lodge a formal complaint are to do so in writing and submit to the Training Manager at sharon@mediamakeup.com.au or PO Box 3090 Rundle Mall, Adelaide SA 5000

The Training Manager will then assess the complaint, seek further clarification if required, determine the outcome and advise the Complainant of their decision in writing within 10 working days. The Complainant will be advised of their right to access Stage 2 of this procedure within 20 working days, if they are not satisfied with the outcome of Stage 1.

Stage 2 – Internal

If the Complainant is not satisfied with the outcome of Stage 1, they may lodge an appeal in writing within 20 working days, to the CEO at bec@mediamakeup.com.au or PO Box 3090 Rundle Mall, Adelaide SA 5000.

The CEO (who is senior to the original decision maker) will further review the Complainants appeal by conducting all necessary consultations with the Complainant and other relevant persons, to resolve the issue and make a determination on the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision,

within 10 working days of receiving the appeal. The Complainant will be advised of their right to progress to Stage 3 of this procedure if they still consider the matter unresolved.

Please note, Stage 3, the external appeals process can only be accessed once the internal Complaints and Appeals process has been completed in full.

Stage 3 - External
If the Complainant is not satisfied with the outcome of Stage 2, they may request that the matter be referred to an external dispute resolution body (independent body) appointed for this purpose by Media Makeup.

The details for the external dispute body are:
Office of the Training Advocate
Level 5, RAA Building
131 Grenfell Street
Adelaide SA 5000
Toll Free: 1800 006 488
www.trainingadvocate.sa.gov.au

Services offered by the Office of the Training Advocate are provided free of charge.

Media Makeup will give due consideration to any recommendations arising from the external review and the Complainant will be advised in writing of the outcome, including the reasons for the decision, within 10 working days from the mediation date.

HOW WE CAN SUPPORT YOU

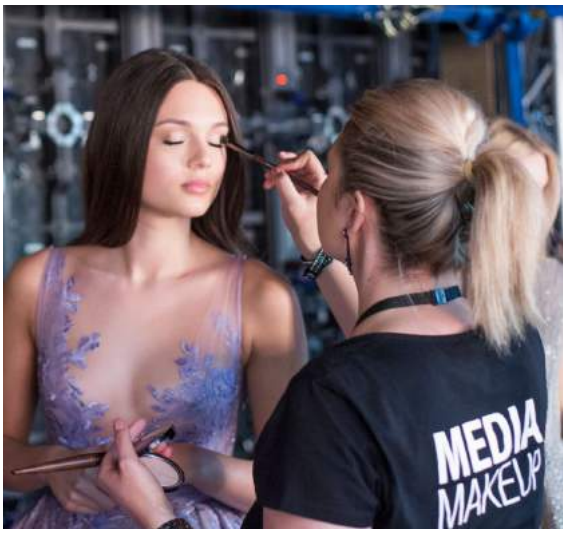
During your time with Media Makeup, learners may require additional support to assist in their learning and development that may not have been identified at the time of enrolment or has become apparent throughout the course duration. The level of support will vary depending on the individual learner's needs. If in the instance additional support is required over and above what is provided in the classroom, trainers will refer the learner to the Training Manager for a meeting to assess the level of support required and put an action plan or a learning adjustment plan into place.

Types of support may include:

- Private Tuition with a trainer to provide additional one on one support with either written or practical exercises.
- Additional trainer support by another trainer in the classroom.
- A special need may be identified and fairness and flexibility with assessment may need to be applied. This could range from verbal questioning instead of written, extra time to complete assessment tasks or variation of tasks given.
- If a physical disability is identified, additional equipment may be put in to place to assist with the practical tasks, or adjustments may need to be made in the academy to allow for greater access.
- In extreme cases, if English is a second language, referring the learner to an external LLN specialist is an option. This may result in a deferment of training and an English Language course may be undertaken.
- Additional group study time on a Friday is available to all learners free of charge.

Counseling

A coordinator or the Training manager will be able to assist learners with matters that relate to their course. This can include assisting a learner to prioritize their workload and provide study tips or advise on how learner support services can be accessed. If a trainer notices that a learner is in need of counseling, they are to make an appointment with their coordinator for a progress counseling session. If a coordinator believes that the learner is need of extreme emotional or mental advice or support, Media Makeup will refer the learner to Medical/ Counseling Professionals. Media Makeup staff are not professional counselors therefore are not able to offer advice or recommendations relating to personal matters.



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Study Support and Private Tuition

If a trainer identifies that a learner is falling behind with their course requirements, they will advise the learner of the option of additional study support including private tuition. This is available to all learners. In some cases, private tuition can be compulsory if the learner is in breach of the course progress and attendance policy. Private tuition includes theory based topics being demonstrated in a one on one meeting with an assessor where training and verbal questioning will take place to ensure the learners understanding of all Assessment and Training criteria. Private tuition can be arranged at a cost of $40 per hour. Alternatively, the learner may attend additional classes with another group (where available) free of charge.

Language, Literacy & Numeracy Support

Media Makeup will provide all the necessary assistance for any learner wishing to undertake training with the academy; this includes learners who may have difficulty with Language Literacy and Numeracy (LLN). Learners will be required to complete an LLN indicator assessment tool during their pre-enrolment interview to determine any specific requirements or needs adjustments of their training. All trainers have the necessary skills to assist learners requiring LLN support.

Options available to learners requiring LLN support may include:

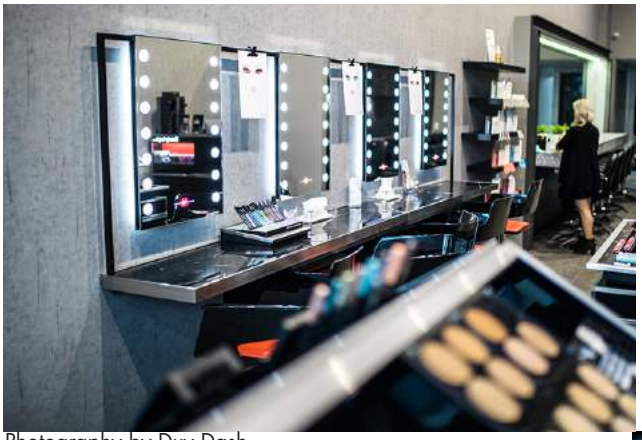
- A personalised training plan with additional coaching throughout the course to assist the learner in meeting the units of competency.
- Engagement of the services of a LLN specialist to determine the LLN level and degree of support required
- The trainer may provide additional assistance provided to the learner by the relevant staff at Media Makeup. This may be through peer support and or additional coaching during or after training sessions.

Career Opportunities

Each course at Media Makeup includes information that will assist you in furthering your career as a Makeup Artist. This includes information regarding networking and establishing contacts within the industry. Media Makeup will also post makeup related job opportunities on our website in Learner Services as well as on the pinup board in the Learner Lounge.

Media Makeup Store

The Media Makeup Store is accessible to all learners studying at Media Makeup. Once the learner has started their course, the learner will receive discount on selected makeup products and services within the store for the duration of their program and thereafter. We are certain there will be a product and/or service that will be just right for you.



Photography by Duy Dash

Photography by Duy Dash

HOW TO ENROL

Now you have read the information contained within this handbook, you will be able to proceed with your enrolment application. To do this you will need:

1. To obtain a Unique Student Identifier (USI)

The Australian Government requires ALL learners studying a Nationally Recognised Qualification in Australia to have this number. If you do not already have an USI, Media Makeup will be able to apply for one on your behalf (form attached)

2. Read all relevant course information

Go to the Media Makeup website and select the course you are interested in.

3. Complete and submit the application form

Submit your completed application form to Media Makeup along with any supporting documentation that maybe required.

4. Wait to be contacted by Media Makeup

Media Makeup will contact you to arrange a pre-enrolment interview.

5. Prepare for your pre-enrolment interview

Download, print and read the Learner Handbook to take with you to your pre-enrolment interview as you will need to sign specific forms. Prepare any other documentation you may need such as previous qualification results.

6. Attend your pre-enrolment interview

Arrive on time for your pre-enrolment interview and complete the necessary paperwork including the LLN Indicator Tool. A member of staff will then meet with you to discuss the specifics of your desired course and assess your LLN.

7. Sign the Confirmation of Enrolment form

If accepted to study with Media Makeup, you will be provided with a Confirmation of Enrolment, this will outline the specifics of your program including all required fees and charges. If you wish to processd you will be required to sign this form*.

8. Pay your deposit (where applicable)

Once you have signed your form, you will be required to pay your desposit which will confirm your place in the chosen course.

* For learners under the age of 18 a legal guardian will be required to attend the interview and their signature is required on the confirmation of enrolment.

FORMS AND OTHER INFORMATION

The attachments that follow are information and forms that will need to be read and signed prior to course enrolment. Please bring them with you to your pre-enrolment interview.

Direct Deposit Service Agreement

Our commitment to you,

Drawing arrangements:

- Where the due date falls on a non-business day, we will draw the amount on the next business day.
- We will not change the amount or frequency of drawing arrangements without giving you at least 14 days written notice.
- We reserve the right to cancel the Media Make Up Academy & Agency Pty Ltd drawing arrangements if three or more consecutive drawings are returned unpaid by our Financial Institution and we have been unable to make alternative payment arrangements with you.
- We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.

Your rights:

- You may terminate the Media Make Up Academy & Agency Pty Ltd drawing arrangements at any time by providing Media Makeup with written notice either directly or through your nominated Financial Institution. Written notice should be provided to Media Makeup at least 14 business days prior to the due date.
- You may stop payment of a drawing under the Media Make Up Academy and Agency Pty Ltd drawing arrangements by providing Media Makeup with written notice at least 14 business days prior to the due date.
- You may request a change to the drawing amount and/or frequency of Media Make Up Academy & Agency Pty Ltd drawings by contacting us and advising of your requirements no less than 14 business days prior to the due date.

Your commitment to us,

Your responsibilities:

- It is your responsibility to ensure that sufficient funds are available in the nominated bank account to meet a drawing on the due date.
- It is your responsibility to ensure that the authorisation given to draw on the nominated bank account is identical to the account signing instruction held by the financial institution where the account is based.
- It is your responsibility to advise us if the account nominated by you to receive the Media Make Up Academy & Agency Pty Ltd drawings is transferred or closed.
- It is your responsibility to arrange with Media Makeup a suitable alternative payment method if you wish to cancel the Media Make Up Academy & Agency Pty Ltd drawing.

Personal Release Form
"The Media Makeup Academy and Agency Corporate"

I (full name) _____

of (address) _____

_____ postcode _____

phone number (h) _____ (w) _____ (mb) _____

Authorise and grant to Media Makeup Academy and Agency which includes successors and assigns the right to:

Record me and any designs, images or works produced by me in any form whatsoever by way of photograph, film audiotape and/or video tape for audio reproduction or a combination of either ("The Media Makeup Academy and Agency Corporate").

Edit "The Media Makeup Academy and Agency Corporate" into a
- Film
- Television programme
- Television advert or promotion, and/or
- Radio advertisement or promotion
- Website advertising
- Photographic/Print advertising

Use my name and likeness, voice, biographic or other information concerning me.

Use and display any images, photographs or recordings containing my work or works attributable to me in the course of my studies with Media Makeup Academy and Agency on the Media Makeup Academy and Agency website. Screen and broadcast "The Media Makeup Academy and Agency Corporate"

Use and license others to use "The Media Makeup Academy and Agency Corporate" in all media throughout the world for the full period of copyright, including for the purposes of publicity, advertising, sales and promotion of the Media Makeup Academy and Agency.

I hereby release Media Makeup Academy and Agency from any infringement or violation of personal and/or property rights of any sort whatsoever based upon the use of the Media Makeup Academy and Agency Corporate. I acknowledge that Media Makeup Academy and Agency owns and shall own all rights, title and interest (including copyright) in the Media Makeup Academy and Agency Corporate.

Agreed and accepted by the Releaser

Signature _____ Date _____

Guardian's Name and Signature (if applicant is under 18 years)

Guardian's Full Name _____

Guardian's Signature _____ Date _____

Photographic Image Release Form

In all cases where Media Makeup supplies images to learners, copyright of the photographic images (and the negatives or digital data pertaining to them) belongs to Media Makeup for the legal duration of copyright, unless agreed and stated otherwise within a photographic release form signed by Media Makeup and where applicable remunerations required and agreed upon by all parties are arranged and said, remunerations are received by "Media Makeup" in full. This may become void where images and or digital negatives are negotiated between the participant and the photographer and were expressly agreed upon by Media Makeup.

In all cases Copyright of the images supplied by Media Makeup remain the property of Media Makeup. The Learner purchases the rights to use this image within the limitations found within this document. The usage rights for the image[s] are stated in the following section. All usage right are limited with strict guidelines of use.

Usage Rights
Image/s Usage:

- For personal use only (nonprofit able commercial use). Provided image[s] must not be altered and displayed as supplied,. They must not be edited and or cropped. The images are published for the learners own use only and must keep watermarks and labelling intac.

- For personal business use where there are no direct monetary gains. Images are not to be on sold or leased to a third party by learners or someone, or party acting on the Learner's behalf. Where offers of purchase are made to learners they are to be passed onto "Media Makeup" to allow "Media Makeup" to undertake image control.

- Not for the use of direct monetary gains. This is inclusive of editorial images used within a magazine article or other forms of press and all online and media, where a "fee" is paid for the usage of said image or within a collection of images.

- For personal marketing, comp cards, Portfolio inclusive of all online.

- Where the image(s) are used on social networking sites all persons involved in the creation of the image must be credited i.e. Photographer, model, hair/makeup/style artists unless agreed other wise with the express consent of those persons involved.

- Usage rights are nontransferable and complete usage remains at the discretion of "Media Makeup".

Image/s Editing:

- The image can be resized and enlarged so long as the integrity of the original image is not compromised, but may not be edited in any other way. Image[s] must not be cropped and all watermarks must remain intact in full on the original image[s] with out alteration in anyway.

- This is void only where appropriate numerations are arranged and received by "Media Makeup".

Image/s Reproduction:

- Images can be printed in any media so long as the quality and integrity of the image remains in the utmost highest possible standard available, unless other wise agreed upon by "Media Makeup".

- Water marks/credits must remain on all printed versions of image[s].

- Multiple images can be produced so long as all usage obligations are met and not deviated from the stipulations laid out here unto within this document.

Where copyright and rights of use (that are set out within this document) are infringed upon, Media Makeup reserve the right to bring action against the Learner in effect to recover any damages, or "an account of profits" from losses made by your acts of negligence to follow said obligations. "Damages" can be related to, though not limited to any and all possible monetary gains "you" may receive from inappropriate usage of "image[s]" outside the agreement rights laid out here unto. Media Makeup may seek a level of compensation greater than Learner's gains brought about by the Learner's infringement, to the level they see fit.

Damages may be but not limited to a sum of money intended to compensate Media Makeup for money lost, or spent, in respect of the infringement. "An account of profits" is the profit made by the infringer through selling and or leasing the infringing image[s], this is not limited to solely the act of on selling but also all gains accumulated from the original infringement. In instances where by, infringement of copyright and or usage is a criminal offence, possible jail terms may apply should Media Makeup choose to prosecute. The choice of prosecution will be at the discretion of Media Makeup.

All other form of usage not listed here unto, are forbidden by this agreement. If there is an occasion where by usage falls outside the granted usage rights mentioned here, then permission must be obtained from Media Makeup prior to use, in any and all forms. At which time the usage will be granted only at the discretion of Media Makeup.

I (full name) _____

Understand that by signing this document I indicate that I have read all rights of usage and understand them in full. I here by agree to abide by this agreement and understand all obligations as laid out here unto, and all my rights pertaining to said agreement and usage. I also understand that should I infringe upon my obligations I forfeit all rights to past and possible future gains, be they monetary or other forever more where said gains arise due to my infringement.

I understand that Media Makeup owns the image[s] contained on the disc provided to me after any Media Makeup photo shoot and I have been given or purchased the right to use them in the ways set out in this agreement only. I understand that should an occasion arise where I desire to use this image outside the agreement I must seek full and express permission from Media Makeup prior to doing so, and that said permission is whole at the discretion of Media Makeup.

Signature _____ Date _____

Witness _____

Guardian's Name and Signature (if applicant is under 18 years)

Guardian's Full Name _____

Guardian's Signature _____ Date _____

Leaner Code of Conduct

The purpose of the Learner Code of Conduct is to ensure learners contribute to a positive learning environment and obtain the most from their experience at Media Makeup. The Media Makeup Learner Code of Conduct covers expectations with respect to learner behaviour during their study with Media Makeup.

We expect learners to:

- Be courteous and respectful to others at all times.
- Positively contribute to the diverse culture of the academy, through co-operative actions, understanding, tolerance and empathy.
- Co-operate and comply with reasonable requests from others; learners, staff and other authorised people.
- Participate in all course activities in an honest, responsible and ethical manner.
- Keep Media Makeup free from harassment, aggression and violence. All forms of harassment (sexual, verbal, racial, physical, intellectual) are totally unacceptable.
- Accept responsibility for their own learning and seek help when needed.
- Comply with the Attendance Policy.
- Use computers responsibly for learning purposes and abide by the terms of use outlined in the Learner Handbook.
- Complete assessment tasks honestly and with integrity. All materials submitted for assessment will be the learners own work and in no way plagiarised from any resources.
- Return borrowed Library resources on time and in good condition
- Use equipment and property of Media Makeup in an ethical and careful manner
- Prevent all forms of pollution and property damage through caring for property and the environment
- Report any:
  - Littering
  - Graffiti
  - Stealing (the Police will be notifed of any person caught stealing)
  - Vandalism
- Pay all fees outlined by Media Makeup for attendance in courses in which the learner is enrolled
- Agree to comply with the learner policies and procedures as outlined in the Learner Handbook

Learner AGREEMENT

I have read and understood the Learner Code of Conduct. I agree to uphold the reputation of Media Makeup by abiding by the code of conduct in all activities related to the academy.

Learner's Full Name _____

Learner's Signature _____ Date _____

Guarantor/Guardian's Name and Signature (if applicant is under 18 years):

The Guarantor / Guardian irrevocably guarantees to be liable for the payment of all monies due under this agreement.

Default clause: In the case of default of any monies due under this agreement the applicant and or guarantor are jointly or severally liable for payment of all costs incurred including but not limited to legal costs, debt collection costs, and any reasonable administration costs.

Guardian's Name and Signature (if applicant is under 18 years)

Guardian's Full Name _____

Guardian's Signature _____ Date _____

Unique Student Identifier Consent Form

What is the Unique Student Idenifier?
If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

If you don't have a USI you can compete the following form and Media Makeup will apply for a USI on your behalf, if you have a USI already please include your USI on the application form or notify the enrolling officer at your interview.

Privacy Notice
If you do not already have a Unique Student Identifier (USI) and you want Media Makeup to apply for a USI to the Student Identifiers Registrar on your behalf, Media Makeup will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process.

You need to provide ONE of the following: Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it. The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Media Makeup to make an application for a student identifier on your behalf, Media Makeup will have to declare that Media Makeup has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Media Makeup has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

1. Is collected by the Registrar for the purposes of:
    - applying for, verifying and giving a USI;
    - resolving problems with a USI; and
    - creating authenticated vocational education and training (VET) transcripts;

2. May be disclosed to:
    - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
3. The purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
4. Education related policy and research purposes; and
5. To assist in determining eligibility for training subsidies;
    - VET Regulators to enable them to perform their VET regulatory functions;
    - VET Admission Bodies for the purposes of administering VET and VET programs;
    - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
    - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
    - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
    - Researchers for education and training related research purposes;
    - Any other person or agency that may be authorised or required by law to access the information;
    - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
6. Will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy Notice

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy (www.usi.gov.au) or by contacting the Registrar on 13 38 73. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how Media Makeup collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Media Makeup's privacy policy, which can be found in the Learner's Handbook.

Learner's Full Name _____

Learner's Signature _____ Date _____

Guardian's Name and Signature (if student is under 18 years):

Guardian's Full Name _____

Guardian's Signature _____ Date _____