



STUDENT HANDBOOK

2026



WELCOME TO INSPIRING TRAINING ACADEMY

Welcome to Inspiring Training Academy and thank you for enrolling in our VET
Delivered to Secondary Students (VDSS) program.

We are proud to be a Registered Training Organisation (RTO) delivering nationally
recognised qualifications under the Australian Qualifications Framework (AQF).
Our team is committed to delivering quality training and support services to help you
develop skills for your future. As a Victorian-based RTO, our operations are regulated
by the Victorian Registration & Qualifications Authority (VRQA), ensuring that we
meet the standards required for high-quality education and training.
We look forward to supporting you on your learning journey.

Welcome aboard!

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RTO CONTACTS



www.inspiringtraining.com.au
info@inspiringtraining.com.au
03 9720-1272

Position	Staff Member	Email Address
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RTO EO VDSS Coordinator & Child Safety Officer Trainer/Assessor (beauty stream) Noble Park	Natalie Stevens	natalie@inspiringtraining.com.au
Student Administration (Wednesday's only) Boronia	Amber Rees	amber@inspiringtraining.com.au
Compliance Administration Trainer/Assessor (Hair & beauty streams)	Stella Argyris	stella@inspiringtraining.com.au
Trainer/Assessor (Hair & Barbering stream) Lilydale	Deepa Singh	deepa@inspiringtraining.com.au
Trainer/Assessors (Beauty stream) Boronia	Angela Dezan Claire Loughhead	angela@inspiringtraining.com.au claire@inspiringtraining.com.au
Trainer/Assessor (Hair stream) Boronia	Brodie Kleesh	brodie@inspiringtraining.com.au
Trainer/Assessor (Hair & Barbering stream) Nazareth College	Vicky Palladino	vicky@inspiringtraining.com.au
Trainer/Assessor (Beauty stream) Nazareth College - Wednesdays, Boronia - Fridays	Kiera Hopkins	kiera@inspiringtraining.com.au
General inquiries Attendance/Absences	Office administration	info@inspiringtraining.com.au attendance@inspiringtraining.com.au



COURSE INFORMATION

You can access detailed information about all courses offered through our VET Delivered to Secondary Students (VDSS) program by visiting our website and reviewing the course flyers. Each flyer provides key details to support your informed decision-making, including:

- Qualification title and national code
- Expected course duration and commencement dates
- Pre-entry and prerequisite requirements
- Delivery mode(s) and proposed locations
- Details of any work placement requirements
- Fees, charges and refund conditions
- Any required materials or equipment
- Information about third-party providers involved in delivering training, assessment or student support (if applicable)
- Available training and support services

We recommend reviewing this information carefully before enrolling.

If you have questions or need help understanding how a course fits your interests, learning needs or career goals, please contact our VDSS Course Coordinator, Natalie Stevens, to book an appointment.

We are here to assist you every step of the way in your educational journey with us.

RTO REQUIREMENTS

Before you commence any training or assessment with Inspiring Training Academy, we are required to collect and verify some important information to ensure you are properly supported and eligible to enrol.

Task 1

Provide your Unique Student Identification Number

All students undertaking nationally recognised training must have a Unique Student Identifier (USI). As your training provider, we are required to verify your USI and may request your permission to:

- View or update your USI account, and
- Access your authenticated VET transcript.

This helps us confirm any previous studies for credit transfer, support accurate enrolment, and meet national reporting requirements.

Task 2

Complete a pre-training review

To ensure your training is appropriate and supports your career goals, we must assess whether the training product is suited to your:

- Existing skills and knowledge
- Language, literacy and numeracy (LLN) capabilities
- Any relevant course-specific entry requirements

This helps ensure that the course is right for you and that we can make any reasonable adjustments or provide the support services you may need.

Task 3

Complete an enrolment form

As a registered training organisation (RTO), we must report your training activity using the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This national data standard helps maintain the integrity of the VET sector and supports government planning and funding.

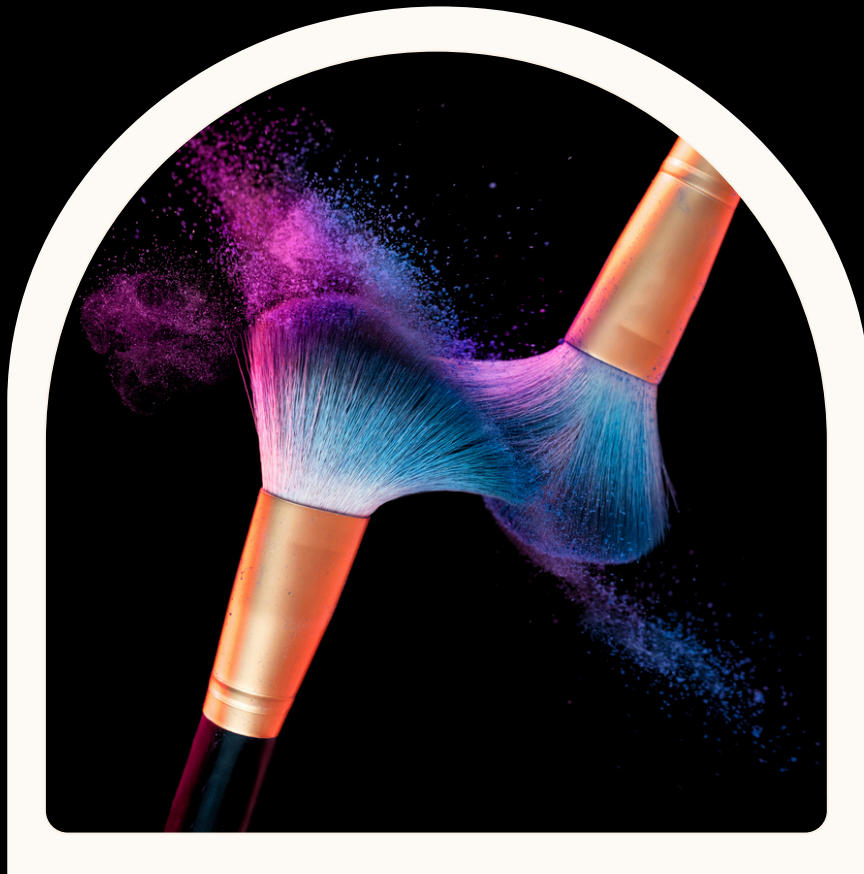
Task 4

Tell us about any other training and assessment you have completed.

If you've previously completed units of competency through another RTO, you may be eligible for credit transfer. To apply, please provide us with a copy of your transcript, statement of attainment, or authenticated VET transcript via your USI account.

If you have questions about any of these requirements or need support, please speak with our VDSS Course Coordinator.

We are responsible for proving you with quality training and assessment that can lead to issuance of the AQF [Australian Qualifications Framework] certification documentation if you successfully complete all the assessment requirements.



YOUR RIGHTS AS A STUDENT AT INSPIRING TRAINING ACADEMY PTY LTD

As a student at Inspiring Training Academy, you are entitled to:

- Learn in a safe, inclusive and respectful environment.
- Submit a complaint or appeal and have it investigated promptly and fairly, without prejudice. See our Complaints and Appeals Policy for more information.
- Opt out of marketing consent, including the use of your image, video, or testimonial. You can indicate your preference on the enrolment form.
- Be informed about any government training entitlements, subsidies, or eligibility requirements that may apply to your course.
- Apply for a refund where eligible. Please refer to our Refund Policy for full details (this applies to SBAT students only).
- Be notified formally of any changes to the RTO's registration or operations that may affect your enrolment or course delivery.
- Access your training and assessment records at any time upon request.
- Request reasonable adjustments to support your learning if you have a disability or require additional support.
- Be informed about how your personal information is collected, used and stored, in accordance with the Privacy Act 1988 and Student Identifiers Act 2014.

You can speak with our VDSS Course Coordinator or Student Services if you would like support in exercising any of your rights.



YOUR OBLIGATIONS

- You need to meet the entry requirements for your chosen course
- You are required to complete all assessments assigned and be deemed competent in all units before a full qualification certification documentation will be issued.

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). This is a legal requirement under the Student Identifiers Act 2014 and is used to collect and report training activity through AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard).

Creating your USI

If you do not already have a USI, you can create one at:

<https://www.usi.gov.au/students/get-a-usi>

Sharing your USI with Inspiring Training Academy

As your training provider, we are required to collect and verify your USI and may need to access your VET transcript for enrolment, credit transfer, and certification purposes.

To grant us permission, visit:

<https://www.usi.gov.au/students/give-provider-access>

USI Privacy Notice

We are committed to handling your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

The information you provide when applying for a USI:

- Is collected by the Student Identifiers Registrar for the purposes of issuing a USI and maintaining training records.
- May be disclosed to authorised agencies, including government departments, in accordance with the Student Identifiers Act 2014.
- Will be used by Inspiring Training Academy only for lawful purposes, including training enrolment, reporting, certification, and student support.

You are not legally required to provide your USI, but without it, we cannot issue you a statement of attainment or qualification.

For full details, please read the USI Privacy Notice provided in your enrolment pack or visit:

<https://www.usi.gov.au/about-us/privacy-notice>





WHAT TO EXPECT WHILST STUDYING WITH US

At Inspiring Training Academy, classes are designed to be engaging and interactive, incorporating activities such as group discussions, simulations, and practical tasks. These approaches support your learning and help you apply skills in real-world contexts.

You will gain knowledge and skills relevant to your chosen course, delivered by qualified trainers with current industry experience. Our training content is aligned with current industry practices and reflects the requirements of the training product.

Classes encourage active participation and collaboration through group work, peer feedback, role plays, and other interactive learning methods designed to support understanding and skill development.

We foster a respectful and inclusive learning environment where different backgrounds, cultures, and perspectives are welcomed and valued. Our trainers promote a culture of professionalism, support, and integrity.

Our aim is to equip you with the tools, knowledge and confidence needed to succeed in your future studies or chosen career pathway.

While your experience may vary depending on the course and delivery mode, our commitment is to provide a supportive and high-quality training experience that meets the outcomes of your course and your individual learning needs.



DAILY STUDY TIPS

Here are a few tips for before you start your day at Inspiring Training Academy each week:

Start with a Positive Mindset: Begin your day with positive affirmations or thoughts. Believe in your abilities and approach your studies with enthusiasm.

Set Clear Goals: Establish clear, achievable goals for what you want to accomplish during your study session. Break down tasks into manageable chunks to stay motivated and focused.

CREATE YOUR OWN MENTAL

WELLNESS RITUAL

Taking time to acknowledge and appreciate the positive aspects of life can promote a positive mindset and improve overall well-being.

FEES, CHARGES AND REFUND ARRANGEMENTS

FEES AND CHARGES ARE DEPENDENT ON THE TYPE OF PROGRAM YOU ARE UNDERTAKING AS OUTLINED BELOW.

VET Delivered in Secondary Schools Program (VDSS)

Tuition: Inspiring Training Academy does not invoice students directly for tuition. Instead, tuition fees are invoiced to your secondary school under the VDSS (VET Delivered to Secondary Students) funding arrangement. Your school may or may not require you to contribute to the cost of the VET program — this is at the discretion of your school. Please contact your school VET Coordinator for details on any student contribution fees.

Materials: Materials fees are also invoiced to your school. All training materials remain the property of Inspiring Training Academy unless otherwise stated. Consumable items or printed resources provided to you during the course are for your use during training and may not be retained unless agreed.

Optional Items: If you wish to purchase additional or alternative items, such as branded uniforms or replacement resources, these are at your own cost.

Inspiring Training Academy is committed to transparency in fees and charges. For more information, refer to your enrolment information or contact your school.

School Based Apprentices (SBAT) and Individual training programs

Students who are enrolled in an SBAT (School-Based Apprenticeship or Traineeship) or individual program (outside of school-purchased VET delivery) are charged fees directly by Inspiring Training Academy. Fees are payable in full but may be paid over time using an Ezy pay payment plan, which spreads the total cost across the duration of your course.

The program fees include:

- Tuition fees
- Materials fees

The current fees for your program are outlined in the ITA Schedule of Fees and Charges document or will be provided to you in writing prior to enrolment.

All students will be issued with a tax invoice that includes a detailed breakdown of their fees.

A deposit is required to confirm and secure your enrolment. Full details of our refund and cancellation policy are available in your enrolment pack or by request.

Inspiring Training Academy complies with the Standards for RTOs 2025 in relation to fee protection and will never collect more than \$1,500 in prepaid fees at any one time unless protected by an approved fee protection mechanism.

Secondary schools that have entered into a VET purchasing agreement with Inspiring Training Academy may cancel the agreement by providing 30 days' written notice.

All terms regarding fees, charges and refund arrangements are outlined in the VET purchasing contract between the school and Inspiring Training Academy. These agreements govern financial and enrolment conditions on behalf of the student.

If your school chooses to cancel its VET program with Inspiring Training Academy, you may be withdrawn from the course. In such cases, your school will advise you of any changes to your enrolment and help you explore alternative training options if applicable.

Students who provide written notice of withdrawal 10 business days or more prior to the scheduled commencement date of their program will be entitled to a full refund of any fees paid. Students who provide notice of withdrawal within 10 business days prior to the scheduled start date will be eligible for a refund of fees paid, less a non-refundable administration fee (refer to our Fees and Refunds Policy for current fee amount).

If a student cancels their enrolment after the training program has commenced, no refund will be issued for any fees paid in advance. However, any remaining instalments on an approved payment plan (e.g. Ezy pay) will be cancelled upon receipt of a completed Withdrawal Form.

Refunds will also be granted in full where Inspiring Training Academy is unable to deliver the agreed services in accordance with your enrolment. This includes cancellations or material changes to the program initiated by the RTO.

All refund terms are governed by our Fees and Refunds Policy, which complies with the Standards for RTOs 2025 and Australian Consumer Law. Students are encouraged to review this policy prior to enrolment.

PREVIOUS STUDIES

If you have previously completed one or more units of competency that are part of your current course, you may be eligible for credit transfer. Credit transfer is the formal recognition of units you have completed with another Registered Training Organisation (RTO) and ensures that you are not required to repeat the same unit of competency.

To apply for credit transfer, you will need to provide one of the following as evidence:

- A Statement of Attainment issued by an RTO
- Your VET Transcript available via your USI account

Inspiring Training Academy will verify the authenticity of any documents provided and process your application as part of your enrolment.

If you wish to apply for recognition of skills or knowledge gained outside formal training (e.g. through work experience), you may be eligible for Recognition of Prior Learning (RPL). Speak with our Course Coordinator for guidance.

Credit transfer is offered at no cost and is assessed in accordance with Standard 1.7 of the Standards for RTOs 2025.

CREDIT TRANSFERS

Credit transfer is the formal recognition of previously completed units of competency that are part of your current qualification. If you have completed the same unit (or its equivalent) at another Registered Training Organisation (RTO), you do not need to repeat it.

For more information visit our website

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is an assessment process that allows you to gain credit toward a qualification by demonstrating that you already have the skills and knowledge required — even if you gained them through work, volunteering, or life experience, rather than formal study.

Through the RPL process, our assessors will review the evidence you provide to determine whether you meet the requirements of one or more units of competency. If your evidence meets the national competency standards, you may not need to complete some parts of the course.

RPL is different from credit transfer, which recognises formal training you've completed with another RTO.

To learn more or to apply, please refer to our RPL Policy and Procedure or speak with our Course Coordinator.

STUDENT SUPPORT

Prior to enrolling into a course, you will complete a pre training review to identify any support needs you may have. You can also self-declare on your enrolment form any support requirements you may have. This information is recorded in your student file for your trainer to review to be able to provide you with the most appropriate support.

For general learning difficulties, you can also access the following programs.

Text to Speech

Natural Reader is a professional text to speech program that converts any written text into spoken words.

<https://www.naturalreaders.com/online/>

Speech to Text

Dictation accurately transcribes your speech to text in real time

<https://dictation.io/>

Recognised difficulties in studying and learning

Effective Study skills

A useful quick overview of study skills
www.adprima.com/studyout.htm

How to Study

A large directory to study skills websites, including how to study in specific subject areas.
www.howtostudy.org

Study Guides and Strategies

A wide ranging overview of the skills needed at all stages of learner life.
www.studygs.net



Student Support at Inspiring Training Academy

Inspiring Training Academy provides a range of academic and wellbeing support services to help students succeed in their studies and feel connected throughout their learning journey.

Students can access support through the following channels:

- Moodle - Our Online Learning Platform
- Email communication with trainers or student services
- Face-to-face or phone conversations — we maintain an open-door policy where practical

All support interactions are recorded on the student's file as part of our commitment to student wellbeing and continuous improvement. Where we believe a student may be at risk or would benefit from additional support, and in line with privacy legislation, we may share relevant information with the student's parent/guardian or their school liaison officer. Wherever possible, this will occur with the student's knowledge and consent, unless there is a risk to the student's safety or the safety of others.

For students seeking additional personal or mental health support, we encourage contacting one of the following national organisations:

Beyond Blue

Anyone feeling anxious or depressed

 beyondblue.org.au

 1300 22 4636

Kids Helpline

Counselling for young people aged 5 to 25

 kidshelpline.com.au

 1800 55 1800

MensLine Australia

Men with emotional or relationship concerns

 mensline.org.au

 1300 78 99 78

Open Arms

Veterans and families counselling

 openarms.gov.au

 1800 011 046

Lifeline

Anyone having a personal crisis

 lifeline.org.au

 13 11 14

Suicide Call Back Service

Anyone thinking about suicide

 suicidecallbackservice.org.au

 1300 659 467

For a full list of support services and resources, please refer to our Student Support Policy or speak with our Child Safety Officer.

CHILD SAFETY AND WELLBEING POLICY

AS PART OF OUR COMMITMENT TO CHILD SAFETY WE WILL NOT TOLERATE CHILD ABUSE OR HARM.

Inspiring Training Academy is committed to providing a safe and inclusive learning environment for all children and young people. We uphold the Child Safe Standards as outlined in the Child Wellbeing and Safety Act 2005 and Ministerial Order 1359, and meet the VRQA's requirements as a registered training provider working with school-aged students.

We have a zero-tolerance policy for child abuse or harm and promote a culture where child safety is everyone's responsibility.

As part of our Child Safety and Wellbeing Policy, we:

- ✓ Empower students to participate in decisions that affect them
- ✓ Listen to the voices and needs of children and young people
- ✓ Promote cultural safety for Aboriginal and Torres Strait Islander children
- ✓ Provide inclusive support for children from culturally and linguistically diverse backgrounds
- ✓ Support LGBTQIA+ youth with a safe and respectful environment
- ✓ Provide reasonable adjustments for students living with disability
- ✓ Have clear processes for preventing, identifying and reporting abuse or harm
- ✓ Require all staff to complete mandatory child safety training and act on concerns

Our Child Safety and Wellbeing Policy is available on our website or upon request. If you have a safety concern or need to talk to someone, please speak with our Child Safety Officer or Student Support team.

We are here to listen, support & assist.
No judgement!
Contact Natalie our Child safety officer
natalie@inspiringtraining.com.au - 9720 1272



WHAT WOULD YOU DO IF YOU NEEDED TO MAKE A REPORT OF CHILD ABUSE?

Below is a process to follow if you need to report any form of misconduct, whether it affects you directly or someone else. This applies to all situations, not just those involving ITA.

You can find the Child Safety Standards incident report form on the ITA website by following this [link](#) or by speaking with ITA's Child Safety Officer, Natalie Stevens



We take all reports and concerns very seriously and respond to them consistently in line with the Academy's policies and procedures.
Please refer to our full policy located on our website.



COMPLAINTS & APPEALS POLICY & PROCEDURE

At Inspiring Training Academy, we are committed to providing a safe, fair, and supportive learning environment. We take all complaints and appeals seriously and handle them in a professional, confidential, and timely manner.

This process is available to all students, staff, and stakeholders.

You may submit a complaint about:

- The conduct of our staff, trainers, or assessors
- A third-party delivering training or services on behalf of ITA
- Another student
- The RTO itself

You also have the right to appeal decisions made by Inspiring Training Academy or its third-party providers. This includes assessment decisions and other outcomes that affect your participation in training or your results.

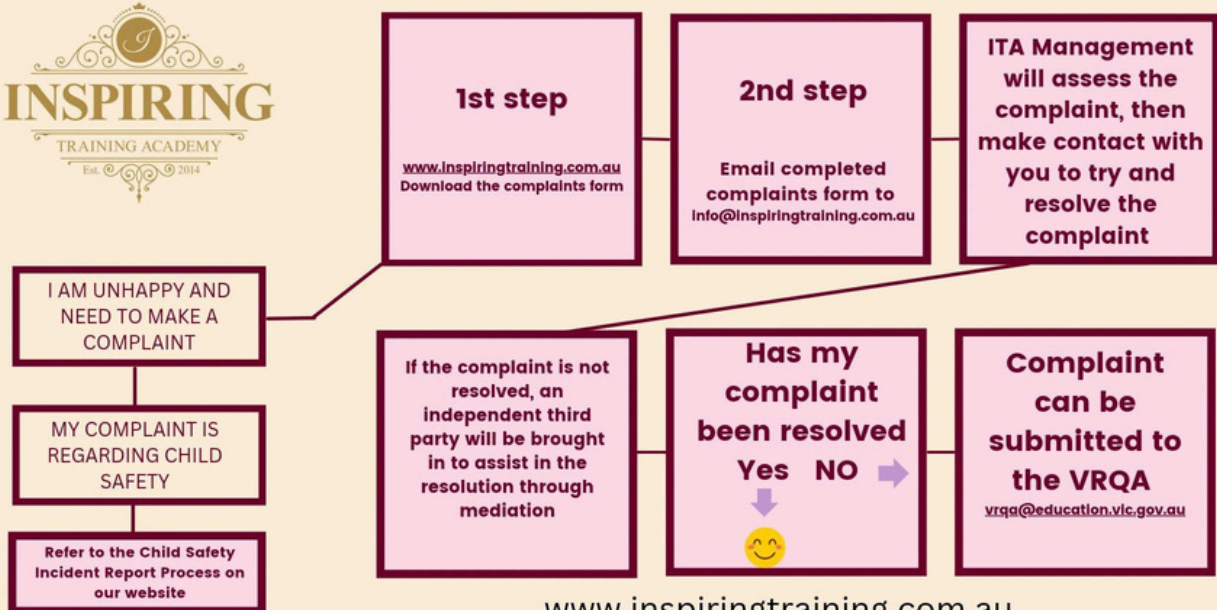
All complaints and appeals are managed according to our Complaints and Appeals Policy and Procedure, which is provided to students in the Student VET Handbook.

The process ensures:

- Everyone understands their rights and the steps involved
- Complaints and appeals are addressed within set timeframes
- Students have access to external dispute resolution options if the matter is not resolved internally
- Issues are handled equitably, respectfully and without disadvantage

You are encouraged to raise concerns early and to participate in resolving issues through respectful and open communication. For further information, or to lodge a complaint or appeal, please contact our Student Support Team or refer to our full policy available on our website.

How do I make a formal complaint



www.inspiringtraining.com.au



COMPLAINTS & APPEALS POLICY & PROCEDURE

Steps to follow;

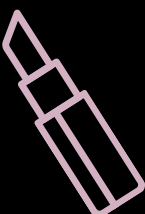
- Submit it in writing using the Complaints and Appeals Form found on the ITA website <https://inspiringtraining.com.au/policies/>
- ITA will commence investigating the complaint or appeal within 10 working days.
- You can formally present your case and have a third party represent you. We will provide a written statement of the outcome, including reasons for the decision, within 60 calendar days. If we need more time, we will explain why in writing.

If you are not satisfied after going through our complaints and appeals process, we will involve a third-party mediator.

If you are still not satisfied with the independent third-party mediator, the complaint can be lodged with the VRQA via:

<https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

Each complaint or appeal and its outcome will be recorded in the ITA Complaints and Appeals register, discussed at Inspiring Training Academy Pty Ltd management meeting and filed in the continuous improvement register.



THE LEGAL STUFF.....

Inspiring Training Academy operates in accordance with all relevant Commonwealth and State legislation that governs vocational education and training in Australia. Compliance with these laws ensures that we provide a safe, inclusive, and supportive environment for all learners, uphold your rights as a consumer, and maintain the quality and integrity of our training and assessment services.

Our legal obligations are in place to ensure that every student completes their course meeting the nationally required competency standards, in alignment with the Australian Qualifications Framework (AQF) and the Standards for RTOs 2025.

- Education and Training Reform Act 2006 and Education and Training Reform Regulations 2017
- Child Wellbeing And Safety Act 2005
- Student Identifiers Act 2014
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Work Health and Safety Act. 2011
- Competition and Consumer Act 2010
- Anti-Discrimination Laws:
 - Age Discrimination Act 2004
 - Disability Discrimination Act 1992
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984
 - Disability Standards for Education 2005
- Fair Work Act 2009
- Copyright Act 1968
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Occupational Health and Safety Act 2004 (Vic) (replace WHS Act 2011)
- Equal Opportunity Act 2010 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)



For more information about legislation and how it affects your enrolment, please contact the RTO manager.

YOUR LEARNING JOURNEY

The following is an example of how each of your units of competency will be delivered and assessed



LEARNING

- In class presentations
- Online Learner Guides
- Online learning activities for self-paced, at home study



PRACTICE

- In class practice
- Practice at home



ASSESSMENT

- Knowledge Assessments
- Practical Assessments
- Trainer's Observations

The ITA Learning Portal is Moodle and you can access it here: [itamoodle](https://ita.moodle.com)



THE ASSESSMENT PROCESS

Your trainer will use the following process when preparing you for your assessment

1

Step 1 – Assessment Preparation

The trainer will review the assessment instructions with the student and ensure all required resources are available, including the Assessment Recording Tool, to facilitate a smooth and compliant assessment process.

2

Step 2 – Preparing You for Assessment

- You must complete all required learning activities to ensure you are adequately prepared for the assessment.
- Your trainer will ensure you have been given sufficient time to understand the assessment requirements and encourage you to seek clarification where needed.

3

Step 3 – Conducting the Assessment and Recording the Result

- The trainer will conduct the assessment in accordance with the approved assessment instructions and document the outcome using the Assessment Recording Tool. Constructive feedback will be provided to the student upon completion.
- If the assessment outcome is Not Yet Satisfactory, the trainer will schedule a time for the student to be reassessed, ensuring they are supported to address any identified skill or knowledge gaps.

4

Step 4 – Storing the Evidence of Completion

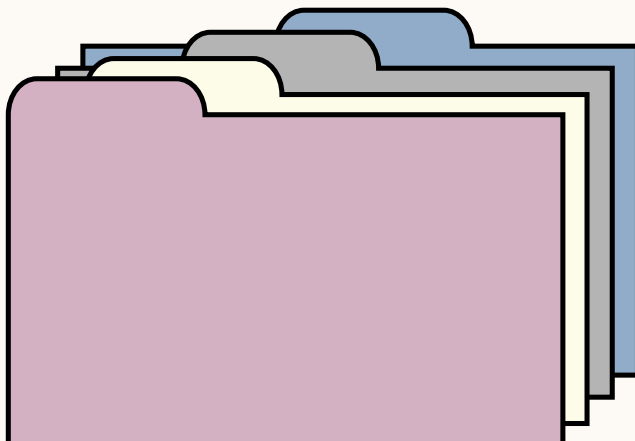
- A copy of the completed assessment and the Assessment Recording Tool will be securely stored by the administration team in accordance with our records management and retention policies.
- Students can access a copy of their completed assessment and Assessment Recording Tool for their records via Moodle your online Learning System.



Accessing your Records

You can access your training records at any point in time during your enrolment. This includes your progress in your learning and assessment. Please ask your trainer and they will provide your current progress within 7 days. If you need to access records such as enrolment form etc or update your information, please download the Records Access Form from our website, complete and return to ITA.

<https://inspiringtraining.com.au/policies/>



STUDENT CODE OF CONDUCT

Developing strong employability skills is an important part of your training and helps prepare you to be work-ready for future employment.

At Inspiring Training Academy, we support you in building high standards of professionalism, work ethic, and personal responsibility throughout your course. On the following pages, you'll find a set of Ground Rules that outline the behaviour and expectations we uphold together. These guidelines are here to help you stay on track and succeed in both your studies and future workplace environments. If anything is unclear or you would like further clarification, please speak to your trainer or support staff. We encourage you to refer back to these Ground Rules regularly during your learning journey with us.

Before your classes begin you will be asked to sign our student Code of Conduct policy to ensure you have a full understanding of our Ground Rules.

Respect and Teamwork in the Classroom

At Inspiring Training Academy, our number one rule is **RESPECT** — for yourself, your peers, your trainers, and the learning environment. We recognise that every student is on their own unique journey, and we value diversity in all its forms.

Our second rule is **TEAMWORK**, supported by respectful communication. Working together and treating one another with kindness, fairness, and professionalism helps us build a safe, harmonious, and positive environment for everyone.

When we all show respect — to each other and to the training space — we create a learning environment that is not only productive, but also enjoyable and empowering.

Attendance and Absences

Regular attendance is essential. Students are expected to arrive on time and attend all scheduled classes.

If you are going to be late or absent, you must contact your school for approval who will then contact Inspiring Training Academy before the start of class by phone.

All absences must be supported by appropriate documentation, such as a medical certificate or other formal evidence. Unexplained absences will be reported to your school and may affect your course progression.

Notifying us of your absence is not just a requirement — it is a demonstration of professionalism, respect, and employability skills expected in the workplace. Failure to follow these expectations may result in formal intervention.

email: attendance@inspiringtraining.com.au

Class Times

Arrival and Punctuality

Students are expected to arrive on time and ready to learn. Classes will begin promptly at the scheduled time, and trainers are not able to delay the session for late arrivals.

Arriving late may result in missed instructions, important activities, or assessment preparation. To support your success and respect your classmates' learning time, please ensure you arrive early enough to be prepared before the class starts.

Class Finishing

All students are expected to remain in class until the scheduled finish time of 4:00pm or 4:30pm, depending on your course.

Classes start and finish as a group. Leaving early is not permitted unless pre-approved by your trainer and may result in missed participation, incomplete practical duties, and insufficient attendance hours.

Remaining until the end ensures that all students contribute equally — including end-of-day cleaning tasks — and meet the required contact hours for your course.

Break Times

Students are entitled to regular breaks throughout the day, including time for bathroom, snacks, and lunch. Break times may vary depending on your course schedule and will be communicated by your trainer.

It is important that you return to class on time after breaks to avoid disrupting the learning of others and to ensure you do not miss any important information or activities. Respect for scheduled break times reflects strong employability skills and professionalism.

STUDENT CODE OF CONDUCT

Practical Participation

As part of your course at Inspiring Training Academy, active participation in all practical classroom activities is compulsory. Students are expected to take part in each session both as a therapist and as a model, unless a valid medical condition prevents them from doing so. Performing treatments as a therapist is a core requirement of competency and is essential for meeting industry standards. Participating as a model allows students to experience treatments from the client's perspective, which is invaluable for developing empathy, communication skills, and client care. If you have a verified medical condition (e.g. skin sensitivities, allergies, or other health issues) that may prevent you from acting as a model, you must provide written medical evidence from a qualified health professional. In these cases, it is your responsibility to arrange an alternative model to ensure your classmates can still complete their required practical training.

This approach ensures a respectful, inclusive, and professional learning environment, while maintaining fairness and the integrity of your training outcomes.



Mobile Phone Policy

To maintain a professional and respectful learning environment, mobile phones must be switched to silent and kept out of sight during class time.

Phones may be used only when directed by your trainer for educational purposes (e.g. research or taking photos). During salon sessions or when clients are present, phones must be stored away completely — not in pockets.

Personal phone calls or messages should not be taken during class. In case of emergency, parents or guardians should contact the Academy directly.

This policy reflects workplace expectations and supports the development of self-discipline and professional conduct

End of Day Clean-Up

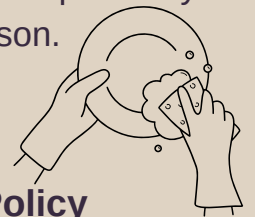
Maintaining a clean and hygienic training environment is a core part of your course and reflects industry standards. All students are expected to clean up after themselves and the treatments they perform.

In addition, a group clean-up will take place no earlier than 30 minutes before the end of class, unless otherwise directed by your trainer.

Participation in end-of-day clean-up is mandatory. It ensures the space is left in a professional state for the next class and allows all students to leave together as a team.

Kitchenette and Student Facilities

A shared kitchenette with a fridge, microwave, and tea/coffee facilities is available for student use. Please clean up after yourself — we all share the responsibility of keeping this space tidy and ready for the next person.



Smoking and Vaping Policy

Smoking or vaping is not permitted in or around the visible vicinity of Inspiring Training Academy, and is strictly prohibited while wearing the Academy uniform.

Students who smoke must wash their hands and ensure fresh breath before returning to the training environment.

As a provider of health and beauty education, we uphold professional standards that are not aligned with smoking or vaping. This policy supports a healthy, respectful, and industry-relevant learning environment.



STUDENT CODE OF CONDUCT

Social Media Policy

Students **must not** post photos or videos of other students, clients, or trainers on social media without their explicit consent, as this is a **breach of privacy**. Photos taken during class are for training and auditing purposes only unless otherwise directed.

Cyberbullying is strictly prohibited and will not be tolerated under any circumstances. Inspiring Training Academy provides a closed Social Media group for current students, which is used to share course-related updates and resources. All posts are moderated and must remain respectful and relevant. Personal or private content must not be shared.

Staff Office Policy

Students are not permitted in the staff office unless accompanied by a staff member, to protect the privacy and confidentiality of student records.

At Inspiring Training Academy, we maintain an open-door policy and are available to support students as needed. However, we kindly ask that you respect staff break times unless your matter is urgent.

If you need to discuss a private concern, please speak to Natalie or Robyn to arrange a suitable time in a confidential setting.

Stock Control

- If you use it, replace it
 - If you empty it, refill it or give it to your trainer to be ordered
 - Under no circumstances should you remove an item from the retail area to use in the classroom/salon unless directed by your trainer
- Stock is the greatest expense of the training academy or of any salon for that matter, so by using it wisely and minimising waste as much as possible means we will have enough to get through the course, if we run out of stock before the end of the class term due to wastage, it will not be replaced until the next round of ordering, this may impact greatly on your practical learning experiences.
- If you are unsure of how much product to use, ask your trainer for guidance.



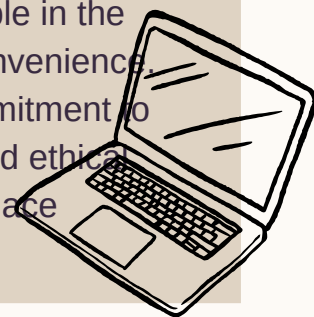
Student Belongings

Students are responsible for their own personal belongings while attending Inspiring Training Academy. At no time is it acceptable to access another student's belongings without their clear consent. Due to limited space, please only bring items required for the day and keep bags and materials off the floor to maintain a safe and tidy environment.

We strongly advise against bringing valuables to class, as ITA cannot be held responsible for lost or stolen items.

Storage cubicles are available in the kitchenette area for your convenience.

This policy reflects our commitment to respect, professionalism, and ethical behaviour in line with workplace expectations.



STUDENT CODE OF CONDUCT

Uniform Policy

- Wearing a 'uniform' as a student at Inspiring Training Academy is compulsory
- ITA offers as an 'opt-in' the ITA t-shirt and ITA hoodie for purchase, alternatively student's may wear a plain black t-shirt or shirt, the rest of the uniform must be plain black 'dress' pants (not sports leggings or jeans), black closed toe, low heel shoes (not joggers or sandals)
- No deviation from the above is acceptable (ie: no other hoodies, ugg boots or tattered pants)

Maintaining a professional image is important in our industry and our Inspiring Training Academy uniform when worn correctly, looks fantastic and very professional. Students are welcome to wear a long sleeved black top under their uniform or a plain black cardigan over it should they desire.

Jewellery & Nails

- Students are not to wear jewellery or long nails to classes.
- Both of these are amazing for harbouring germs which can then be cross-contaminated to others. Not only that, but when wearing jewellery to classes you run the risk of the items being damaged from products or lost as they need to be removed. Long nails do not allow for therapists to perform the treatments adequately and run the risk of scratching others. We do accept short, neatly manicured nails with SNS or gel polish.



STUDENT FEEDBACK

Inspiring Training Academy provides students with the opportunity to share feedback, ideas, and suggestions relating to their training experience and learner needs.

Feedback is collected through a student focus group conducted annually, usually towards the end of the calendar year, to inform planning and continuous improvement for the following year.

This input is collated alongside student satisfaction survey data and used to guide enhancements to training delivery, support services, and operational practices.

Outcomes and actions resulting from focus group feedback are reviewed during the next annual session to assess effectiveness and ensure accountability.

INFORMATION

Need More Information?

If you have a question that hasn't been answered in this handbook, we're here to help.

You are welcome to contact us directly:

 Email: info@inspiringtraining.com

 Phone: (03) 9720 1272

You can also visit our website to access the full suite of Inspiring Training Academy's policies and procedures, including those relating to student support, assessment, privacy, and complaints:

 <https://inspiringtraining.com.au/policies/>

We encourage all students to familiarise themselves with these documents to better understand their rights, responsibilities, and the support available throughout their training journey.



The staff at Inspiring Training Academy are excited to have you join us, we are here to help and guide you through this journey and we encourage you to reach out at anytime, but most of all

HAVE FUN 😊

ATTITUDE IS A LITTLE
THING THAT MAKES A
BIG DIFFERENCE

- Winston Churchill

