



A Touch of Class Grooming School

Student Handbook

Index

Contents

Welcome	3
Contact	3
Aims & Objectives	3
Enrolment	4
Orientation	4
Resources	5
Access & Equity	5
Courses	5
Assessment Only (Practical skills)	7
Assessment	7
Refund Policy	8
Student Support	9
Rules & Discipline Policy	9
Privacy Policy	9
Legislation	10

Welcome

Welcome to A Touch of Class Grooming School (ATOCGS) and thank you for choosing to study with us whether you are just starting your career or are embarking on a new career path.

This handbook has been developed to assist you throughout your study and contains important information relating to policies and procedures which directly affect you.

Michelle Warren, owner and head trainer, has been grooming since 1985; that is over 30 years' experience.

After completing her Certificate IV in Training and Assessment in 2010 Michelle began teaching at Box hill TAFE, where she has taught Pet Grooming short courses Levels 1-3, as well as Certificates III in Pet Grooming.

In 2015 Michelle opened A Touch of Class Dog and Cat Grooming Salon and School where she has been providing short course grooming training to students along with professional grooming services to all clients, human and furry. In 2016 ATOCGS joined with International Grooming Company and Parramatta TAFE to deliver Certificate III in Pet Grooming after numerous enquiries from students who wanted certified training delivered in the area.

Contact

A Touch of Class Grooming School is located in Boronia which is in Melbourne's Eastern Suburbs.

120 Boronia Road
Boronia VIC 3155
Phone: 03 9762 1432
Mobile: 0411 140 290
Email: groomchelsea@gmail.com



Aims & Objectives

ATOCGS purpose is to deliver the highest quality training to students and ensure they are fully equipped with the skills and knowledge required to embark in a career in the Pet Grooming industry. ATOCGS believe that education and experience is the key to ensuring a Pet Grooming Industry which will deliver the highest quality to clients.

ATOCGS maintains high standards in the provision of training, vocational education and other services it provides it's grooming clients.

Enrolment

ATO CGS accepts applications from all candidates. Whilst there are no pre-requisites to start the Short Courses (to be completed in order from Level 1 to Level 5) or complete ACM30121 Certificate III in Pet Grooming, a genuine love and empathy for animals, patience, excellent customer service and high standards of professionalism and cleanliness are required.

Students enrolling into Certificate III in Pet Grooming will also be required to complete enrollment forms for Heiniger Academy.

Students will be advised of their start date which will include orientation into the course and grooming school.

Orientation

At orientation students will be provided a hard copy Student Handbook, WHS induction, familiarisation of the facilities and resources and necessary course materials.

The induction also provides an opportunity for you to ask questions and to discuss your support needs or to arrange a private appointment to discuss these needs.

As a student at ATO CGS you will be expected to maintain a certain standard of behaviour which includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.
- Grooming Salon rules include:
 - No use of scissors, clippers etc whilst trainer is not in the room
 - Leaving the training room neat and tidy – assisting with clean-up at the end of the day
 - You must not be under the influence of alcohol or drugs
 - Smoking is permitted in the designated area outside only
 - If you are unable to attend, telephone us to let us know that you will be absent

If you do not abide by the above standards and rules, disciplinary action may be taken in accordance with ATO CGS Disciplinary Policy.

Resources

ATOCGS provide all the day to day resources that are required in a Grooming Salon such as clippers, protective equipment, scissors, shampoo etc.

Students are required to have access to:

- Computer to complete the online training and assessment
- Closed toe shoes (steel cap not required)
- Pens & paper
- Camera - for photographing before & after photos
- Video - for filming grooming

Access & Equity

ATOC encourages applications from candidates suited to the requirements of the course. Upon application, candidates are advised of the physical requirements of pet grooming and as such, must be able to meet the physical requirements. E.g. Applicants who cannot stand for long periods of time may not be accepted into the course due to OH&S concerns.

ATOCGS will provide a learning environment that is free from discrimination and harassment and ensure that participants are treated with respect and in a fair and considerate manner whilst studying with us.

Courses

A Touch of Class Grooming School offers Short Courses as well as the nationally recognised ACM30121 Certificate III in Pet Grooming.

Upon enrolment there is a non-refundable \$200 deposit to secure your place in the course. This deposit will be taken from the first fee payment.

Learn to groom your own dog

1 day course; bring your own dog and learn the basics so you can groom your own dog from home.

\$250.00

Short Courses

Short Courses are offered over five days for each level and can be conducted flexibly to suit student's availability.

Level 1 Introduction to Dog Grooming for those interested in grooming their own dogs at home, or just looking to get a feel for the industry. Learn about washing, drying, trimming nails, grooming the coat and clipping.

Level 2 Continuation from level 1 where you learn about using the correct equipment for grooming along with scissoring and clipping techniques.

Level 3 In this level you will learn some breed specific clips and learn how to trim faces as well as practising the skills learnt in levels 1 & 2.

Level 4 Is designed for those thinking about working in a salon or starting their own business. It is now time to focus on technique and time frame.

Level 5 As well as putting into practise all the previous learnt skills you also learn new creative grooming skills.

\$1000.00 per level

ACM30121 Certificate III in Pet Grooming

This nationally recognised certificate course is run in conjunction with Heiniger Academy (<https://heinigeracademy.com.au>)(RTO No.40888)

Course structure:

6 weeks (25 days) training on site at A Touch of Class Grooming Salon where you will learn all the necessary training and skills required such as pre-groom, washing, trimming, clipping & scissor techniques, customer service, animal health & safety, animal care and styling. Practical assessments are conducted under the supervision of Michelle Warren. You are required to take photos and video of your work and also complete a Student handbook which is then submitted to the Heiniger Academy.

You are also signed into an online learning system through Heiniger Academy and required to complete a number of written assessments.

Once the practical and online assessments are complete and you are deemed competent, Heiniger Academy will then issue your certificate.

This course is designed to be completed in under 6 months. Students requiring an extension to this time must contact ATOCGS/HA.

Whilst training is structured, with set start, end dates and due dates for assessment, ATOCGS do offer flexible learning for students. Students requiring flexible learning arrangements are encouraged to speak with their trainer.

Pet First Aid is included in this course.

6 weeks practical training and assessment: \$5,000.00

HA online assessments: \$1695.00 (Paid to Heiniger Academy)

Total: \$6,695.00

Payment plans are available through ATOCGS. Please contact Michelle Warren for further information.

Non-Payment of fees:

If fees are not paid and the student has not contacted ATOCGS the student will be exited from the course.

Assessment Only (Practical skills)

For those students who have already completed training at ATOCGS previously and are looking to enrol in the Certificate III in Pet Grooming, they may be able to be assessed without re-doing all the practical training.

This will involve approximately 1 week practical assessment only (dependent on experience).

Please contact ATOCGS for further information and pricing.

*If deemed Not Yet Competent, further training may be required.

****Students will also be required to enroll with HA, pay an enrollment fee and complete the online assessments in order to be granted competency in Certificate III Pet Grooming.

Classes run 4 days a week (Tuesday to Friday).

Assessment

The training and assessment you receive from ATOCGS focuses on providing you with the necessary skills and knowledge to the standard required in the workplace. This is referred to as Competency Based Training and Assessment.

Short Courses are assessed on practical skills only. Students completing the short courses satisfactorily will be issued a certificate by ATOCGS.

Students completing Certificate III in Pet Grooming are required to undertake 16 Units of Competency successfully in order to be issued a qualification certification. These 16 Units are delivered both through the practical training and assessment at ATOCGS and online via HA.

Payment for any course does not guarantee that the student will achieve the competencies required or receive the qualification or credential. Only students demonstrating the required skills will be issued a qualification.

Assessment is either deemed C - Competent or NYC - Not Yet Competent.

Extensions

ATOCGS understand that from time to time there may be reasons why an assessment may not be completed on time. If a student requires an extension for an assessment date, they are required to discuss this with their trainer/assessor.

For online assessment extensions, please contact HA on 08 9434 0000

Re-sitting Assessments

If a student is deemed NYC they are offered numerous attempts to demonstrate their competency in any specific unit. Note: All attempts must be completed within the enrollment timeframe.

Students requiring further time for training and assessment will be assessed on a case-by-case basis. Please note, there may be fees incurred for resitting or re-enrolling, please contact ATOCGS for further information.

All training and assessment will be completed by qualified trainers who have significant experience in the industry.

Refund Policy

Deposits

All deposits are non-refundable

Enrolment fees

Practical Training: For enrolments cancelled more than 7 days prior to the start of the course, ATOCGS will refund all practical training fees and charges paid by the student. If enrollment is cancelled less than 7 days prior to the start date, fees will not be refunded.

Materials Fees

Materials fees will not be refunded once manuals have been supplied to the student.

If ATOCGS postpones the course, the student will be moved to the next available course commencement date. Refunds will be issued on a case-by-case basis.

Student Support

All students will be offered support by ATOCGS whilst completing practical training and assessment.

Students requiring support with the online assessments are required to contact the Heiniger Academy.

Rules & Discipline Policy

Rules and Regulations

The following apply to all persons, staff and clients:

- An individual's property is to be respected and not interfered with without consent of the owner.
- Look after your own possessions.
- ATOCGS accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another person's ability to learn, through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Alcohol and other drug use in training facilities
- Intoxicated persons and persons affected by other drugs are not permitted inside training facilities and will be asked to leave.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate to the course being undertaken and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

Discipline Policy

- Clients at all times must maintain appropriate behaviour and follow ATOCGS rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach.
- In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches.
- In the case of major or repeated breaches, penalties may be imposed immediately and the client may be requested to leave the course.
- ATOCGS Manager will oversee all disciplinary matters.

Privacy Policy

Information that we collect from you is used only for the services that we provide and no client information is shared with other organizations (except Heiniger Academy for those

enrolled in Certificate III Pet Grooming). We agree to collect, manage, use and disclose personal information strictly in accordance with privacy legislation.

The Company may also disclose Personal Information to comply with subpoenas, court orders and other legal processes.

Legislation

ATOCSGS complies with all relevant State and Federal Legislation such as:

Privacy Act 1998

Work Health and Safety Act 2011 Copyright

Act 1968

Anti-Discrimination Act 1991

Equal Opportunity Act 2010