

CLIP JOINT™
EDUCATION

STUDENT HANDBOOK



CUTTING & COLORING HAIR THE SASSOON WAY

abc | THE WORLD RENOWNED TRAINING SYSTEM
DEVELOPED BY THE SASSOON CREATIVE TEAM

SASSOON ACADEMY



SCHOOL CONNECTION

USA | Canada | Australia | Korea

member 2016

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Thank you for choosing Clip Joint Education to support you with your learning.

This handbook has been designed to provide prospective and currently enrolled students with information about our organisation, including our standards, policies and procedures, the programs we deliver and how we can assist you towards achieving your goals.

At Clip Joint Education, the triumphant, skilled, and creative hairdresser or makeup artist requires technical and creative ability and the ability to consult and design a hairstyle and/or makeup specific to the client. Our quality training programs concentrate on mastering techniques and instilling confidence in every stylist who passes through the school. The methods used at Clip Joint Education are uniquely stylish and proven by the success of our graduates in finding quality employment in the hairdressing and beauty industry.

"Hairdressers are a wonderful breed. You work one-on-one with another human being, and the object is to make them feel so much better and to look at themselves with a twinkle in their eye."

(Vidal Sassoon)

WHY STUDY WITH CLIP JOINT

Since 1970, Clip Joint has provided the quality of service and style that people have come to expect from one of Australia's most successful hairdressing brands. The unwavering focus on technical excellence combined with a trend-aware vision provides all Clip Joint students and customers with the quality of service they deserve.

Clip Joint Education offers high-quality hair and make-up education in a creative, vibrant, and supportive environment.

At Clip Joint Education, you can expect:

- A quality training experience with a provider who has been delivering training since 1986
- Excellent support from employers and industry
- Access to the student salon, where students will provide supervised hairdressing and makeup services to the general public
- To learn from a school that has been carefully selected to be part of the exclusive Sassoon Academy School Connection Program
- Support Services and facilities to help you succeed and support your learning
- Nationally Accredited Training
- Competitive course fees
- A dedicated and highly skilled team of professionals will guide you through your training

OUR VISION

"To lead hairdressing through innovation, creativity, and excellence."

OUR VALUES

How we conduct our business is based on the following set of values.

- | | | | |
|---|----------------------|---|------------------|
| C | Client relationships | J | Job satisfaction |
| L | Learning | O | Objectivity |
| I | Innovation | I | Integrity |
| P | Professionalism | N | Networking |
| | | T | Tenacity |

ACCREDITATION

Clip Joint Education is a registered training organisation (RTO number: 0186) and Commonwealth Register of Institutions and Courses for Overseas Students provider (CRICOS registration code: 02103K). We are registered with the Australian Skills Quality Authority (ASQA), delivering competency-based training in hairdressing and makeup qualifications. Further information regarding our courses can be found on our [website](#). Our registration can be found at training.gov.au and cricos.education.gov.au.

WORKING WITH INDUSTRY

Clip Joint has operated successful hairdressing salons for over 50 years (circa 1970). This ensures our delivery and assessment methods are consistent with industry standards and are on trend, as well as allowing our trainers to work in our salons. We also work closely with the Hair and Beauty Industry and Employers Association of SA, the Australian Hairdressing Council, Government Bodies associated with the industry, and other salon owners to review industry trends and support our students.

SASSOON ACADEMY – PARTNER SCHOOL

Clip Joint Education is Australia's exclusive Sassoon Academy | School Connection member school. As members, CJE educators are trained to deliver the Sassoon ABC philosophy and have unique access to:

- Sassoon ABC Cutting and Colouring resource materials
- Regular visits and hands-on instruction from Sassoon Academy Creative Team Members

Sassoon has been at the forefront of hair design for over 60 years. Clip Joint is proud to have been chosen as one of the select number of committed cosmetology schools in North America and Australia to become members of the exclusive Sassoon Academy | School Connection program.

As a Sassoon Academy | School Connection Member School, Clip Joint provides the foundation you will need to enter this industry confidently.

OUR PEOPLE

From academy support staff and mentors to our hairdressers and makeup artists, the Clip Joint team are available to you during your experience to offer advice, provide skills and knowledge and support your learning.

Clip Joint Education has a team of industry-renowned hairdressers and makeup artists who are trained educators and specialise in delivering hairdressing, barbering, makeup and salon management qualifications to Apprentices, full-time students (including International) and VET in School Students.

As well as working as hairdressers and stylists in the industry and Clip Joint Salons, many of our educators travel with the Clip Joint Creative Art Team, attending fashion week events, styling sessions, and training other hairdressers nationally and internationally. This involvement enables our Educators to continue to expand their knowledge and passion for the hairdressing industry, strengthening their contribution to shaping the future of hairdressing.

FACILITIES

Clip Joint Education has purpose-built, state-of-the-art facilities, including classrooms ready to perform hair services, and we also accommodate shampoo and basin services. A student resource hub, including student computers, and a fully operational student training salon open to the public.

The Student Salon allows all Clip Joint students to experience work in a salon environment and complete the required services for their course.

During class, students have access to the tools, equipment, and products required to learn all the necessary skills that will enable them to become industry professional hairdressers and makeup artists. Students will also have access to learning support materials such as Books, DVDs, magazines, online learning, and other relevant resources.

WHERE YOU CAN FIND US

Clip Joint Education is in the heart of Adelaide on the corner of Gawler Place and Grenfell Street; we are one street over from Rundle Mall and surrounded by Retail Outlets, Banks, Restaurants & Bars, Coffee Shops and Food Courts. You will always have things to do during your lunchtime.

There is excellent public transport to anywhere in Adelaide. Including Trams, Buses, and Trains. There are also many public car parks around the Academy with an average of \$20AUD per day for early bird parking (In the car park before 9.30am)

Phone +61 8 8223 5600

Email study@clipjoint.com.au

Web www.clipjoint.com.au

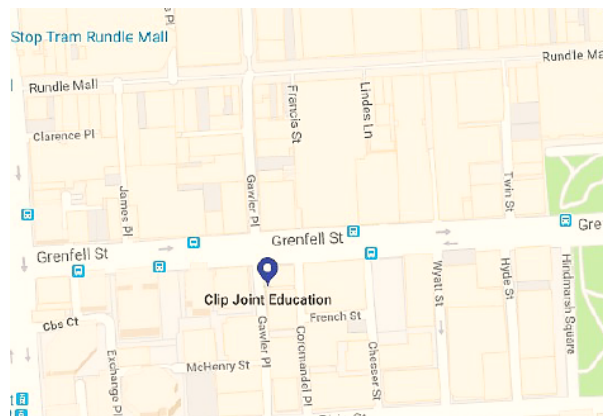
Mail PO Box 3443 Rundle Mall, SA 5000

Address Level 1, 86 Gawler Place, Adelaide, SA 5000

[Like us on Facebook](#)



[Follow us on Instagram](#)



WHO TO CONTACT

There may be times when you need to ask questions or require time to discuss an issue. To assist with your queries, please refer to the directory below to ensure your query is directed to the appropriate contact person.

QUERY	CONTACT PERSON	CONTACT DETAILS
New course enquiries: - <i>Apprentices</i> - <i>School Students</i> - <i>Fulltime National and International</i>	Tanya Montana Montana and Kerrie	tanya@clipjoint.com.au montana@clipjoint.com.au kerrie@clipjoint.com.au
Office Admin for enrolments, invoices, and payments. Student attendance.	Julia- enrolment setup's, invoices, and payments. Lexie -pre-enrolment enquires, orientations and paperwork. Student attendance and absents.	julia@clipjoint.com.au lexie@clipjoint.com.au
Information relating to your course (absence from class, assessments, lessons, workbooks etc.)	Please contact your class trainer in the first instance: Angela Giuliana Jasmine Luke Sharon Melissa Daniela Vanessa Hayley Ashleigh Eliza Ashley Verity Joanna	angela@clipjoint.com.au giuliana@clipjoint.com.au jasmine@clipjoint.com.au luke.s@clipjoint.com.au sharon@clipjoint.com.au melissa@clipjoint.com.au daniela@clipjoint.com.au vanessa@clipjoint.com.au hayley@clipjoint.com.au ashleigh@clipjoint.com.au eliza@clipjoint.com.au ashley@clipjoint.com.au verity@clipjoint.com.au joanna@clipjoint.com.au
Salon Queries and Bookings	Salon Reception	studentsalon@clipjoint.com.au
Any other course or academy related matters (complaints, deferral / withdrawal, RPL, curriculum, general support)	Principal – Kerrie Bowen Luke Cappella	kerrie@clipjoint.com.au luke@clipjoint.com.au
After hours emergency contact for International Students	CEO – Alfredo Cappella	alfredo@clipjoint.com.au 0417 822 942

**BEFORE
YOU
ENROL**

Before you apply with Clip Joint Education, there is some information you need to be aware of regarding your rights and responsibilities as well as those of the academy. Applicants must sign the enrolment application form declaration and statement of understanding checklist (SOU), agreeing to accept and abide by the expectations, policies and procedures set out by Clip Joint Education, including those listed below.

Further training policies and procedures and information, including assessment processes, can be located on our website's policies and procedures page.

COURSE DELIVERY

Clip Joint Education is committed to providing the best learning environment to equip students with the required skills and knowledge to succeed as a hairdresser, barber or makeup artist in the Hair and Beauty industry.

To achieve this, we use various learning techniques suitable for adult learning, such as computer-based projects, theory lessons, practical demonstrations and applications, and salon industry practice.

The courses at Clip Joint Education are delivered face-to-face at our academy in Gawler Place, Adelaide. Students must attend each of the lessons specified in their training plan for the period stipulated. Students will also need to undertake external study to meet the requirements of each unit of competency. This will include committing time each week to completing project tasks, theory assessments and industry practice. Further information regarding program delivery for individual qualifications can be found under 'courses' on our website.

ENROLMENT REQUIREMENTS

Applicants seeking enrolment into a course with Clip Joint Education will be required to provide information and attend an orientation. During this time, the following criteria will be addressed to determine your eligibility:

- Hold or be eligible to obtain a current USI (Unique Student Identifier)
- Have a genuine desire to work as a Hairdresser, Barber or Makeup artist within the hair and beauty industry
- Be willing to work in teams, have good communication skills and have a creative flare
- Be over 18 (unless applying for a VET in Schools program) and complete a minimum of year 10 High School or equivalent (National students only). Or be an Apprentice with a signed Contract of Training).
- Meet the Language, Literacy and Numeracy requirements, including IELTS for International Students.
- Have basic computer literacy
- Use the Internet, word processing and PowerPoint documents for assessment and project purposes.
- Must have good personal hygiene and personal presentation to work in a personal services industry
- Be prepared to work with members of the public and complete the industry practice hours required.

UNIQUE STUDENT IDENTIFIER

Any student studying nationally recognised training in Australia from 1 January 2015 must have a Unique Student Identifier (USI). This number will link you to an online account containing all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

If you do not currently hold or are unsure if you have a USI, go to www.usi.gov.au; here, you can apply for a USI, search for your existing USI, view previous transcripts, and update your personal/contact details. Please get in touch with Clip Joint Education if you require assistance with this.

RESOURCES YOU WILL NEED

Kit

As outlined in the relevant course information on our website under “kit”, you must purchase the appropriate hair, barbering or makeup kit that applies to your course.

A complete list of required materials will be made available to you at the time of your enrolment. Please note that your materials fee is payable 30 days before course commencement and will be available on the first day of class.

Please name and tag all your tools, texts, and equipment, as this property is your responsibility, and any loss or damage to equipment must be replaced. All your tools for trade must be maintained throughout your course to a salon industry standard. This includes but is not limited to keeping your scissors regularly sharpened, combs replaced if teeth are broken, and brushes clean and hygienic.

Your educator will regularly check and count your kit to ensure it is complete and properly maintained. An educator can request that you fix/replace any of your tools if they feel it differs from the salon industry standard. They will explain the reasons why and provide you with a timeframe as to when the items must be fixed/replaced. If you have any concerns regarding this, you may discuss them with your educator or Principal.

Clip Joint Education is not responsible for lost, stolen or damaged equipment. Lockers are available for students to secure their belongings during Clip Joint Education training.

Models

Students must also bring a “model” for practical classes (where applicable). This will enable you to practice your technical skills and enhance professionalism by demonstrating a client/service provider 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 available in your lesson workbooks.

Course Materials

Other resources you may wish to bring to class include stationery needs such as a computer, tablet, iPad, folders, A4 lined or blank paper, pens, pencils, highlighters, etc.

Upon course commencement, you will be provided access to your online portal containing your course resources, such as workbooks, lesson plans and activities. This will give you the information necessary to gain the knowledge and complete the assessments for your relevant qualifications.

All course materials supplied are for your personal use and are copyrighted. Reproduction or distribution in any form or means is prohibited.

LANGUAGE LITERACY AND NUMERACY

Clip Joint Education will provide all the necessary assistance for any student wishing to undertake training with the academy; this includes students who may have difficulty with Language Literacy and Numeracy (LLN). During their pre-course orientation, students must complete an LLN indicator assessment tool to determine any specific requirements or adjustments that may need to be implemented in their training. This assessment will take approximately 20 minutes to complete. Our Educators have the skills necessary to assist students requiring LLN support; however, sometimes, a referral may be made to an LLN specialist. This will be discussed with you in detail if needed.

Options available to students requiring LLN support may include:

- A personalised training plan with adjustments made to training and support throughout the course to assist the student in meeting the units of competency.
- Engagement of the services of an LLN specialist to determine the LLN level and degree of support required
- Facilitation of peer support and additional one-on-one training during or after training sessions to assist with LLN needs.

For **apprentices and school-based students**, the assessment tool used to assess your LLN is the Core Skills Profile for Adults (CSPA) online literacy and numeracy assessment tool. More specifically, individuals must complete the Snapshot Reading and Numeracy Indicator (SRNI) to enter a Certificate II or III qualification. This takes approx. 15-20mins to complete and will produce a report stating that either no further assessment is required if the individual is at ACSF Exit Level 2 or that further assessment is needed if the individual is not at ACSF Exit Level 2 for reading, numeracy, or both.

In the last scenario, apprentices will be required to complete further assessments using the Literacy and Numeracy Comprehensive Assessment (LaNCA). This assessment takes approximately 30 mins per skill area and provides a report on the ACSF Exit Level. This report may recommend that an individual seeks Foundation Skills Training if the required ACSF Exit Level still needs to be achieved. Individuals can only proceed to enrolment, achieving an ACSF Exit Level of 2.

Apprentices requiring the Foundation Skills Training will be required to demonstrate that they have completed the relevant bridging units within four weeks of the date of completing the LLN assessment. If this is not achieved, students will not receive government funding for their training costs.

SALON INDUSTRY PRACTICE

All qualifications delivered at Clip Joint Education include Salon Industry Practice. This will enable you to work with clients, potential employers, and other industry professionals to showcase the skills you have acquired throughout your training.

The hours and type of Industry practice students require will vary depending on your enrolled qualification; further information can be found in your Learning Plan and Student Salon Assessment Logbook. Industry practice can include hours within the Clip Joint Education Salon and external Salons (such as your workplace if you are an apprentice).

Please note that your Industry Practice is compulsory. As such, all hours and tasks/skills identified in your Learning Plan and Student Salon assessment logbook must be completed to ensure overall competency is achieved.

COURSE FEES AND REFUNDS

Please see our website, www.clipjoint.com.au, for details on the course fees. You will need to select the relevant course and select the suitable cohort page (apprentice, VET in school, Full-time time, etc.). You will also be provided with a detailed fee schedule that will itemise all fees applicable to your course at

the time of your acceptance and enrolment. By signing this document, you agree to the costs and terms of payment relevant to your course.

Materials fees, also known as incidental expenses (where applicable), must be paid in full before course commencement and are **non-refundable**.

Where an initial payment or application fee applies to your course, this is payable before course commencement and will not exceed \$ 1,500. The initial payment forms part of your total course fees. The remainder of your course fees will be divided into equal monthly payment amounts, payable through our direct deposit service until the full course fees have been paid.

Any amendments to the course fee payable terms must be made in writing to officeadmin@clipjoint.com.au.

Once a student has accepted an enrolment offer, course fees will not be increased for their initial enrolment period.

If a student chooses to cancel their course enrolment before their course start date, initial payments are refundable up to 30 days before the course commences. No refund will be provided after this time.

No refunds will be issued on fees paid for students wishing to cancel their enrolment once the course has commenced.

International Students – if your student visa is **not** approved, any prepaid commencement fees will be refunded, less the AU\$400 application fee.

Clip Joint Education will issue full refunds in the unlikely event that Clip Joint Education cancels a course and cannot offer an alternative arrangement.

DIFFICULTIES WITH FEE PAYMENT

Students need to note that if they believe they will have some difficulty in paying their fees, they should talk to the administrative team in the first instance to avoid any issues.

Please note: Clip Joint Education reserves the right to refuse continuing enrolment in the course if the student breaches minimum payment terms and payment plans (unless otherwise negotiated). Clip Joint Education 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 delayed due to missed payments, the student may incur costs for alternative assessment arrangements. Should the student fail to pay the outstanding fees within the agreed timeframe, Clip Joint Education reserves the right to pass the outstanding payments to a debt collector. The student will be liable for debt recovery and legal costs.

OTHER FEES AND CHARGES

There may be circumstances during or following your course where additional fees may apply. These may include:

- The issuance of a replacement Qualification and Statement of Results – an administration charge of \$50.00
- An application fee will be required if a student seeks recognition of prior learning for any part of their course. The current price will be available within the RPL application form or upon request.
- Where a student has had more than three attempts at assessment or other course-related activities and is still found to be 'not yet competent', the student may be required to pay additional fees for ongoing training and assessment activities. Clip Joint Education will negotiate these fees with

the individual student and reserves the right to waive additional student fees if the student demonstrates severe financial hardship or other exempt categories acceptable to Clip Joint Education.

- A Registered Post charge may apply if a student requires their qualification to be posted.

Should a student have a complaint or appeal about their course fees, please refer to Clip Joint Education's Feedback, Complaints and Appeals Process in this handbook.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Students enrolled or applying to enrol in a course with Clip Joint Education who have previously completed units from their relevant qualification or feel they have sufficient knowledge, skills and experience to demonstrate competence in any units of competency are welcome to apply for Recognition of Prior Learning (RPL) or Credit Transfer.

Clip Joint Education will recognise units of competency (or their equivalent) issued to students by any authorised organisation, including other RTOs and Universities. Students must present their qualifications, statements of attainment or record of results with their initial enrolment application to allow adequate time for processing course credit. All documentation must be on formal letterhead from the issuing organisation. If you are awarded Credit Transfer, you are not required to attend classroom lessons or assessments associated with the relevant unit(s).

Students can apply for RPL for a full qualification or individual units of competency. You can indicate that you would like to apply for RPL by ticking the relevant box on the enrolment application form or advise the Administration team that you would like to undertake an RPL application process.

If you are seeking RPL, Clip Joint will email you an RPL application document. You must collect and present sufficient documentary evidence to satisfy the RPL requirements. The evidence must address the performance criteria of each element and the knowledge and performance evidence within the unit of competency. Your documentation must be verifiable, authentic, and reasonably current (within the last five years).

You must submit your evidence to Clip Joint Education for it to be assessed by the principal or nominated RPL assessor. Your evidence will be assessed to determine what (if any) components of the course you will receive RPL for. If RPL is applied, you will be sent a confirmation letter with any changes to the training and assessment requirements and any fee adjustments.

Please note that the RPL application fee must be processed before finalising your RPL application.

DEFERMENT AND WITHDRAWAL OF ENROLMENT

All Students

Should a student wish to defer or withdraw from their enrolment in a course before commencement, they must provide written notification to the principal four weeks before the course commencement date.

A student will only be approved to **defer** commencement or suspend course studies on medical grounds (with a medical certificate) or other exceptional, compassionate circumstances for up to 6 months (Apprentices) and 12 months (full-time and International Students). Please note that deferment or suspension of studies may affect the expected course completion date.

If a student chooses to **withdraw** their enrolment up to four weeks before the course commencement date, the initial payment will be refunded. If withdrawal occurs after this time, the initial payment (including material fees) is non-refundable, and fees must be paid for any training provided before the

withdrawal application. If students apply to withdraw from their course following course commencement, they must forward their request in writing to the principal at kerrie@clipjoint.com.au.

Clip Joint Education reserves the right to defer, temporarily suspend or cancel a student's enrolment for misbehaviour (breach of Clip Joint Education Policies & Procedures). In this situation, Clip Joint Education will inform the student in writing of the intention to defer, suspend or cancel their enrolment and request that they attend a meeting with the principal in the first instance. During this meeting, the reasons for the suspension, deferment or cancellation will be discussed, and the student will be advised that they have 20 working days to access the complaints and appeals process. If the student accesses the complaints and appeals process, any enrolment changes will only occur once this process is complete.

Apprentices

If you are enrolled and studying under a training contract, please notify Student Services of your intention to withdraw as soon as possible. You may be required to meet with the student manager or principal before your withdrawal is approved.

VET in school students

If you are enrolled and studying whilst attending secondary school, withdrawing may affect your SACE points. Please notify your school VET coordinator and Clip Joint Education's VET student support officer of your intention to withdraw as soon as possible to discuss your options.

Full-time students (institutional and International)

A student wishing to withdraw once studies have commenced must give three months' written notice before withdrawing. All outstanding fees, including the three-month notice period, must be paid in full before finalising the withdrawal.

For International students, deferring, suspending, or cancelling their enrolment may affect their student visa. Before submitting a request to withdraw, students must contact the [Department of Home Affairs](#) for information. Where the student's enrolment is deferred, temporarily suspended, or cancelled, Clip Joint Education will notify the Department of Education via PRISMS.

Further information about the above can be found in our Deferment, suspension and withdrawal policy and procedure.

COURSE RE-ENTRY

If a student decides to re-enrol in the course following withdrawal, they must do so through Clip Joint Education's standard enrolment/application process. A re-entry meeting may be required whereby the student's previous studies will be discussed to determine what aspects of the program the student must complete. Students will be provided with an updated fee schedule.

ISSUANCE OF QUALIFICATIONS

Once the Student 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. Students should allow up to 30 calendar days from the date of their final assessment or the last day of the course for their documentation to be issued.

The student will be notified via email or phone that their certification documentation and relevant course paperwork can be collected from Clip Joint Education. The student will have two weeks to collect the documents.

Please note that the student must collect the documents in person, show a photo ID, and sign to verify that they have received the certification documents.

If the Student cannot collect their certification documents from Clip Joint within two weeks, the qualification will be posted via Australia Post or Registered Mail.

Students must cover the \$15 administration and postage costs for Registered Mail delivery.

If a student has lost or misplaced their parchment, statement of attainment or Statement of results, they may request a replacement for a fee of \$50 plus postage (where required). The request must be made in writing and can be emailed to academy@clipjoint.com.au. Please note that you must also provide a Statutory Declaration stating that the original has been lost or destroyed. The fee for the replacement documentation must be paid to Clip Joint Education before processing. It can be paid in cash, MasterCard/Visa, or direct deposit/electronic fund transfer.

PRIVACY NOTICE

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information to process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide us with the minimum information required, we cannot process your enrolment, and you won't be able to proceed with your course.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you and, otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER collects, manages, analyses, and communicates research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information.

The NCVER will collect, hold, use and disclose your personal information per the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

administration of VET, including program administration, regulation, monitoring and evaluation
facilitation of statistics and research relating to education, including surveys and data linkage
understanding how the VET market operates for policy, workforce planning and consumer information.
The NCVER may also disclose personal information to persons engaged by NCVER to research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to overseas recipients.

For more information about how the NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information in the first instance, please get in touch with Clip Joint Education using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>. If you cannot access this notice online, please notify us, and we will email you a copy.

Surveys

You may receive a student survey run by a government department, an NCVET employee, an agent, a third-party contractor, or another authorised agency. Please note that you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Clip Joint Education to:

Request access to your personal information

Correct your personal information

Make a complaint about how your personal data has been handled

ask a question about this Privacy Notice

All requests should be made in writing to the principal at kerrie@clipjoint.com.au or posted to PO Box 3443 Rundle Mall, Adelaide 5000.

**DURING
YOUR
COURSE**

We want you to succeed in your training and encourage you to commit to your studies as it is a commitment to your future. Your attitude to learning and studying is one of the most important skills you can develop while studying. What you get from the course directly relates to what you put in. Most training is delivered in a practical environment, so you will learn by “doing.”

“Determination today leads to success tomorrow” – Unknown

All students of Clip Joint Education are responsible for helping to maintain both a positive and safe learning environment.

During your time with us, we expect you to:

- Arrive prepared for each class
- Treat each other with respect
- Behave professionally at all times
- Take care of training facilities and equipment. (Note: Do not intentionally damage or destroy CJE facilities and equipment as they will need to be replaced; this will be charged directly to the perpetrator responsible).
- **Communicate!** The foundation of all effective relationships is effective communication. Your educators will help you use various skills and strategies to keep the lines of communication open in both directions. Try to connect with staff, other students, and clients at the outset of class and your salon practice by learning their names, gathering basic personal information, and being available to speak with educators one-on-one before and after class. Destructive conflict is much less likely to occur when a positive relationship occurs. Remember that conflict is an inevitable part of relationships and can be instructive if handled appropriately.

ETHICAL BEHAVIOUR

Students are encouraged to report to an educator if they observe anyone in the Clip Joint premises displaying unethical behaviour. This may include behaviour that you believe violates any law, rule or regulation or represents corrupt conduct, substantial mismanagement of public resources, or is a danger to public health or safety or the environment. The student reporting the behaviour should ensure the claim is based on a reasonable belief, reported to an appropriate person, and not made maliciously. The student will also have the opportunity to remain nameless in the report. (Refer to Equal Employment Opportunity Policy).

Students' decision-making and professional conduct shall be consistent with the provisions of Equal Opportunity legislation. Students shall observe the EEO principles, exhibit appropriate behaviours, and provide a learning/work environment free from harassment (including sexual harassment), bullying, and discrimination.

Clip Joint Education will not tolerate any form of bullying and harassment; this includes displaying/sending fraudulent material, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful or inappropriate. Any student demonstrating this behaviour will be asked to leave the premises and may face permanent dismissal from their course. Further information can be found in our Bullying and Harassment policy on our website.

CHILD SAFE CODE OF CONDUCT

We are committed to the safety and well-being of everyone accessing our services. Everyone participating in Clip Joint Education's programs (including staff, volunteers, students, children and young people, parents and visitors) has a responsibility to promote and protect the safety and well-being of others by adhering to our Child Safe Code of Conduct. Please view this document on our website before commencing your course.

COVID-19 SAFE WORKPLACE

The health and safety of our staff, students and clients are paramount at Clip Joint Education. We have a COVID-19 Safe Workplace policy to protect those attending our academy. To ensure you are maintaining your health and safety as well as those you encounter at Clip Joint, we recommend you always follow best practice hygiene and other measures to protect against infections, including:

- Following all official SA Government and Federal Government health directives.
- Wash your hands often with soap and water, or use hand sanitiser as needed.
- Covering your mouth while coughing or sneezing.
- Maintaining appropriate social distancing where possible.
- Wiping shared-use surfaces before and after touching.
- Maintaining kitchen care practices by avoiding sharing crockery and cutlery and immediately washing after use.
- Report to management as soon as you feel unwell with any symptoms.
- See a healthcare professional if you start to feel sick.
- Wearing a mask if you feel unwell or have cold and flu-like symptoms.
- Stay home if you have COVID-19 symptoms, and get tested ASAP.

MOBILE PHONE USE

Mobile phones must be switched off or placed on silent during class time. Out of respect and courtesy to your Educator, fellow students, and clients, any student using their mobile phone during the lesson will be asked to leave the classroom for that period.

If you are using your phone in the classroom without consent, you will have your phone confiscated at the discretion of the Educator and returned to you at the end of the session. This also includes sending text messages and accessing social media from your mobile phone.

You must consult with your educator at the beginning of the lesson if an exceptional circumstance requires you to access and use your mobile phone.

Please Note: Messages can be left with the receptionist to be passed on to you. Break times can be used to make Private calls.

VIDEO FOOTAGE, PICTURES AND SOCIAL MEDIA

We encourage students to take videos and pictures of their practical work during classes. Before posting any footage on social media, you must ensure you have the approval of your models/clients, and we request you tag Clip Joint Education in any of your relevant posts. Clip Joint Education will occasionally post video footage and pictures of students participating in practical or theory classes. If you are not comfortable having your photo posted on Social Media, please notify our administration team.

DRESS AND PERSONAL HYGIENE

Personal Presentation is critical in the hairdressing and beauty industry. How you present yourself impacts how you feel and will also affect your overall performance and employability in the long run. Clip Joint Education requires you to maintain neat and clean dress standards throughout your course, including groomed hair and an acceptable level of personal hygiene.

Students can only wear black or white clothing (or a combination). The following is a guide of what is acceptable and what is not. **Students who fail to meet these standards will be asked to change their attire before they commence training.**

 Yes	 No
Black and or white pants (can include wide leg, skinny, straight, culottes, jeggings, etc.	Clothing with rips/tears or patches
Black and or white skirts/dresses must be mid-thigh or longer (if short must be worn with tights or leggings)	Blue denim
Black and or white tops (can include t-shirts, shirts/blouses, long and short sleeve, tank tops)	Faded denim that appears grey or off white
Clean, well-fitted, and free of wrinkles or visible stains.	Tracksuit pants/gym pants (even if name-brand)
	Leisurewear (including hoodies)
	Crop tops/bralettes
	Coloured articles of clothing
	Large, coloured accessories
Footwear	
Closed-in shoes (must be non-slip and comfortable)	Nothing with open toes (including sandals and thongs)
Any colour is acceptable	High heels/ stilettos
	Crocs
	Slippers/Ugg Boots

ALCOHOL AND DRUGS POLICY

Consumption of alcohol and illegal/recreational drugs is not permitted in any form during your attendance at Clip Joint Education. In the interest of fellow students, you are encouraged to report any such incident(s) to the Manager or your educator. Smoking is also prohibited within the building and under verandas (any enclosed area). Smoking in front of or near neighbouring businesses is also not permitted.

If this policy is not adhered to during your time at Clip Joint Education, students will be sent home, and disciplinary actions will be applied; this may include forced withdrawal from the course.

HOUSEKEEPING

Clip Joint Education provide tea & coffee-making facilities and drinking water. However, all drinking implements must be cleaned and put away before leaving the premises. Students can use the fridge, microwave and kettle in the student area. Please label any food or drink containers with your name and remove items regularly. Staff will discard any unlabelled items immediately with no warning due to WH&S regulations. You are responsible for maintaining cleanliness in the training rooms; this includes cleaning up any mess, rubbish or spillages. Drink containers must be emptied down the sink before discarding them. Any rubbish is to be placed in the bins provided and emptied regularly. Resources are to be returned to their appropriate places.

Students are not permitted to consume food during class unless there is a medical condition. Please consult with your educator if this is the case. Drinks in bottles and closed cups are acceptable during class times.

LEARNER PORTAL AND COMPUTER USAGE

Clip Joint Education encourages students to incorporate technology into their studies. You will access resources and assessments using an online Learner Portal (aXcelerate). You will receive access to this portal at the time of program commencement and must follow the Learning Plan to ensure you meet all program requirements. It is recommended that you access your portal for theory work using your computer. However, your practical tasks can be completed using the aXcelerate Learner App on your phone or tablet.

While accessing the Internet at Clip Joint Education, students must comply with Clip Joint Education's policies and procedures and applicable federal, state and local laws, including laws governing the transmission and dissemination of information.

Users may not:

- Use the network to make unauthorised entries into other computational, informational or communication services or resources.
- Use AI (Chat GPT) to generate answers to their questions.
- Distribute unsolicited advertising.
- Invade the privacy of others.
- Make any attempt to damage computer equipment or software.
- Engage in any activity that is harassing or defamatory.
- Use the Internet for any illegal activity, including violation of copyright or other rights of third parties.

Violations of the above may result in loss of access. Unlawful activities will be dealt with appropriately.

COURSE PROGRESS AND ATTENDANCE

Clip Joint Education monitors your course progress to ensure you meet the requirements and complete your course by the expected date. Progress is tracked through attendance, performance, and assessments.

Attendance Expectations:

- You are expected to attend and be punctual every day of your course.
- If you will be late or absent, please notify Clip Joint Education at **(08) 8223 5600** before 9:30 AM.
 - Apprentices must also inform their employers.
 - SACE students must notify both their school and Clip Joint Education.

Attendance Monitoring

- Attendance is recorded daily and maintained for the course duration.
- Employers and schools will be notified of absences for apprentices and SACE students.
- Students are responsible for catching up on missed work.
- Medical certificates are required for absences exceeding one consecutive day.

Implications of Poor Attendance

- Poor attendance may affect course progress, completion dates, and where applicable:
 - Apprentices: Contract of training.
 - SACE students: SACE points.
 - International students: Visa status.
- Where required, an intervention strategy may be implemented.

Break Times and Lateness

- Return from lunch and breaks on time.
- Repeated lateness without notification will result in a meeting with the Principal to discuss options.

Special Provisions

Clip Joint Education have a duty of care to all students enrolled with our Academy.

- **Under 18 Students (SACE):**
 - Parental/guardian consent is required to leave the premises during breaks or leave early.
- **Apprentices:**
 - Employers must approve early dismissals.

Holidays During Study

- Submit holiday requests in writing to **study@clipjoint.com.au**.
- Requests are processed within ten business days, and you will be notified of the outcome.

ASSESSMENT & PERFORMANCE

You must undertake various assessments to achieve your qualification requirements at Clip Joint Education. Assessments can be written (projects, quizzes, questionnaires, portfolios, etc.) and practical demonstrations (observation of your skills on models and clients in a workplace environment). Clip Joint Education makes every effort to make all assessments as relevant, fair, and stress-free as possible.

If, for any reason, you are unable to undertake the assessments given, please speak to your educator in the first instance, as they will be able to help you with strategies to succeed. Please refer to the course progress policy and procedure in your student portal for further information relating to assessment requirements.

FEEDBACK, COMPLAINTS AND APPEALS

Clip Joint Education has an established Feedback, Complaints and Appeals Policy and Procedure to ensure that any concerns or matters (academic and non-academic) from students (current and prospective) are treated in an effective, efficient, timely, fair, and confidential manner.

Clip Joint Education welcomes **feedback** from our students and clients, and we encourage you to give feedback without fear or prejudice to support our continuous improvement processes. Feedback can be provided in person, by phone or in writing. We also actively encourage feedback regarding our courses through regular surveys.

A **complaint** can be defined as a person's expression of dissatisfaction with any aspect of Clip Joint Education'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 student progress, assessment, course content or availability and standard of instructional resources
- Marketing or other promotional activity
- Fees and charges
- Safety matters
- Administration matters
- Handling of personal information and access to personal records

An **appeal** is an application by a student to reconsider an unfavourable decision or finding during training and assessment. An appeal must be made in writing, and the particulars of the decision or finding in dispute must be specified. 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 Clip Joint Education and apply to all stages of the complaints and appeals procedure:

- Clip Joint Education deals with all complaints fairly, constructively and timely.
- The Complainant and any Respondent can present their case at each stage of the procedure.
- The Complainant and any Respondent can be accompanied/assisted by a third party (such as a family member, friend, or counsellor) if they so desire. Where a Complainant/Respondent is under 18, their legal guardian must be present for all correspondence.
- The Complainant and any Respondent are 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 any Respondent if requested.

- Records of all complaints are kept for five 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 location on Clip Joint Education's server. Access to these records may be requested in writing to the CEO at alfredo@clipjoint.com.au or posted to PO Box 3443 Rundle Mall SA 5000.
- Clip Joint Education and the Complainant/Respondent observe 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 student, employee, employer or other stakeholder will be disadvantaged during the complaint and resolution process.
- A student's progress in a course will not be disrupted whilst a complaint is heard unless the issue's nature means further progress is impossible.

We are here to help...

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 and Principal for academic issues such as delivery or assessment of their course, Recruitment/student officer for fees or refunds, or administration staff for problems relating to marketing or safety matters. Our team are available to assist in resolving the issues at this level. Complainants may raise an informal complaint by verbally contacting the relevant person directly or by email/phone.

In addition, students are regularly provided with the opportunity to provide feedback that enables them to express any concerns they may have encountered with Clip Joint Education about academic and non-academic matters. Feedback is encouraged at any stage, and standard feedback collection tools include:

- Lesson Feedback forms provided during or following lessons for a particular unit
- Surveys, including Quality Indicator Surveys
- Direct email to a trainer/assessor or other relevant staff member highlighting a concern
- Verbally at any time, directly to a staff member in person by a student.

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 it to the principal at kerrie@clipjoint.com.au or PO Box 3443 Rundle Mall, Adelaide, SA 5000

The principal will then assess the complaint, seek further clarification if required, determine the outcome and advise the Complainant of their decision in writing within ten working days. The Complainant will be notified 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 appeal in writing within 20 working days to the CEO at alfredo@clipjoint.com.au or PO Box 3443 Rundle Mall, Adelaide SA 5000

The CEO (senior to the original decision maker) will further review the Complainant's appeal by conducting all necessary consultations with the Complainant and other relevant persons to resolve the issue and decide on the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within ten 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 that 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 (an independent body). The complainant may choose an organisation to refer the complaint to. Alternatively, Clip Joint Education will suggest an appropriate body during Stage 2 of the complaints and appeals process.

HOW WE
CAN
SUPPORT
YOU

Clip Joint Education aims to be as available as possible to help and support students throughout their time with us.

We endeavour to establish and maintain a supportive environment for all clients (including staff and students) by promoting and incorporating an inclusive culture of understanding for our clients' varying cultural, educational and social requirements.

Clip Joint Education will also provide adequate protection for the health, safety and welfare of students and will identify sufficient and appropriate support services for students in matters of;

- Accommodation referral
- Academic progression
- Transition to life & study in Australia
- Personal counselling and orientation.
- Emergency & health services
- Legal services
- Facilities & resources
- Student visa conditions, e.g. course progress and attendance.

Clip Joint Education will endeavour to meet the requirements of all students. If a student has a specific need, Clip Joint Education will attempt to meet those needs. Clip Joint Education can offer advice and referral to external services free of charge.

COUNSELLING ON EDUCATIONAL PROGRESS

One of our friendly staff will be able to assist students with matters that relate to their course. This can include helping students prioritise their workload, providing study tips, or advising on accessing student support services. If an Educator notices that a student needs counselling or help with their course, they are to make an appointment with the student ASAP for a progress counselling session. The educator will elevate this meeting to the principal if they believe the matter is beyond their control, i.e. extension of the contract of training, compassionate and compelling circumstances, or if they believe that the student requires extreme emotional or mental advice or support in this instance, the principal will refer the student to the appropriate Medical/ Counselling Professionals. Clip Joint Education staff are not professional counsellors and, therefore, cannot offer advice or recommendations relating to personal matters.

WELFARE & GUIDANCE

If necessary, Clip Joint Education will work with students, parents (where required), educators and other professionals, where appropriate, to provide specialist knowledge, skills and experience to enhance provisions and programs for individual students with additional needs. Clip Joint Education will consult with you and gain your consent to facilitate, deliver and refer you to non-academic student support services such as housing information sites, English as a Second Language (ESL) programs, external counselling, careers counselling, health referral and other various services that are conducive to meeting the changing support needs of all Clip Joint Education students. A list of support/referral contact details, including helpful website links, is available in the back section of this document.

STUDY SUPPORT

If an Educator identifies that a student needs to catch up with their course requirements, they will advise the student of the option of additional study support, including private tuition. Private tuition includes theory/practical-based topics demonstrated in a one-on-one meeting with an Educator/Assessor, where training and verbal questioning will occur to ensure the student's understanding of all Assessment and Training criteria. Alternatively, the student may attend the same lessons with another group (where available) until they feel confident in their skill level.

CAREER OPPORTUNITIES

Each course at Clip Joint Education includes information that will assist you in furthering your career in the hair and beauty industry. This includes information relating to networking and establishing contacts within the industry. Clip Joint Education will occasionally post hair and beauty-related job opportunities in our Student Resource Hub and student salon.

In some instances, students are observed throughout their training and may be offered the opportunity to work within salons looking to employ new apprentices or qualified hairdressers.

SOCIAL MEDIA

Throughout your enrolment with Clip Joint Education, you will have access to Clip Joint Education's Private Facebook page for students. This page has been created as a platform for students and educators to communicate matters related to your course and the academy. This page will notify you about resources, special events, competitions, industry news, Student Salon, classroom etiquette, etc. Please ensure you treat this page with respect and respect all group members by not putting up any material that would be considered inappropriate. Any member deemed not respecting the page's integrity will be removed immediately and may require a meeting with the principal.

You can follow Clip Joint on Instagram for the latest industry news and styles.

CLIP JOINT STUDENT SALON

The Clip Joint Student Salon on Level 1, 86 Gawler Place, is accessible to all students studying at Clip Joint Education. Once enrolled, students will receive discounts on select hair and makeup products and services within the salon for the duration of their program and beyond. Contact the salon if you want to make an appointment or visit during your training day to view our product range.

CONTINUOUS IMPROVEMENT

Clip Joint Education is a quality-driven organisation striving to achieve consistently high training, assessment and administrative practice standards. To assist us in achieving these standards, we will periodically ask you to complete an evaluation form asking you for your valued feedback. Your participation in this activity would be most appreciated, and your feedback will be reviewed and actioned accordingly.

Once you have completed your program, Clip Joint Education may send you a destination survey. This survey is designed to document the effects of training on your career and personal lives. We thank you in advance for your support!

KEEPING YOU INFORMED

Clip Joint Education will provide updated information on any changes in our organisation. This may include changes to our organisation structure, Third Party Arrangements or our services and support.

HAIR & BEAUTY SA MEMBERSHIP

Clip Joint Education is a member of Hair & Beauty SA, which supports industry growth and employment opportunities in the hair and beauty industry. Various expos and competitions are run by or associated with Hair & Beauty SA, which presents the opportunity to compete and interact/network with fellow industry professionals.

Student membership is available, which will allow you to compete in the State Hair and Beauty Competitions and allow you access to all of the resources and support available through the association, including a newsletter that keeps you up to date with what is happening with our industry in South Australia and allows you to attend forums and events throughout the year.

Please visit their website (www.hairandbeautysa.com.au) to apply for student membership.



HOW TO APPLY

Now that you have read the information in this handbook, you can proceed with your enrolment application. If you are **currently in Australia**, please follow the steps below. For **International Students**, please visit our website.

Obtain a Unique Student Identifier (USI)

The Australian Government requires ALL students studying a Nationally recognised qualification in Australia to have this number. If you do not already have a USI, please visit <https://www.usi.gov.au/> to obtain one.

Read all relevant course information

Go to the Clip Joint Education website and select the course you are interested in.

Apply

Submit your completed application form to Clip Joint Education along with any supporting documentation that may be required. If you are an **Apprentice**, discuss your training needs with your employer to commence the enrolment process.

Wait to be contacted by Clip Joint Education

Clip Joint Education will contact you to complete the relevant documentation.

Complete and return the relevant paperwork

There are few documents that you need to complete to process your enrolment. Please complete all the documents that have been emailed to you and return to Clip Joint asap to secure your place in our next available intake. If you are seeking RPL or Credit Transfer you should also send in previous qualification results.

Attend your Orientation session

Arrive on time for your orientation 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.

Pay your deposit

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

OTHER RELEVANT INFORMATION

If you are looking for something to do, somewhere to stay, or places to see, the following websites may be helpful for you.

About Adelaide

[City of Adelaide](#)

[International Students Guide](#)

What's On in Adelaide

[Glam Adelaide](#)

[My 247](#)

[Virtual Tourist](#)

[South Australia](#)

Accommodation

Adelaide has been rated one of the most liveable cities in the world. The cost of living is very reasonable, and renting is an excellent option for accommodation.

[Study Adelaide](#)

[Urbanest](#) – student accommodation

Getting Around Adelaide

Adelaide is a planned city, which makes getting around pretty easy. Public transport options include buses, trams and trains. If you are a full-time student, use your Student ID for discounts with Adelaide Metro.

[Adelaide Metro](#)

[Adelaide Independent Taxis](#)

Events

Adelaide is known as the Festival State. Make sure that you take advantage of the many significant events annually.

[Schutzenfest](#)

[Adelaide Fringe Festival](#)

[Womadelaide](#)

[Come Out Festival](#)

[Gilles Street Markets](#)

[Adelaide Fashion Festival](#)

Sport

[Adelaide Soccer](#)

[Australian Football League](#)

[Cricket](#)