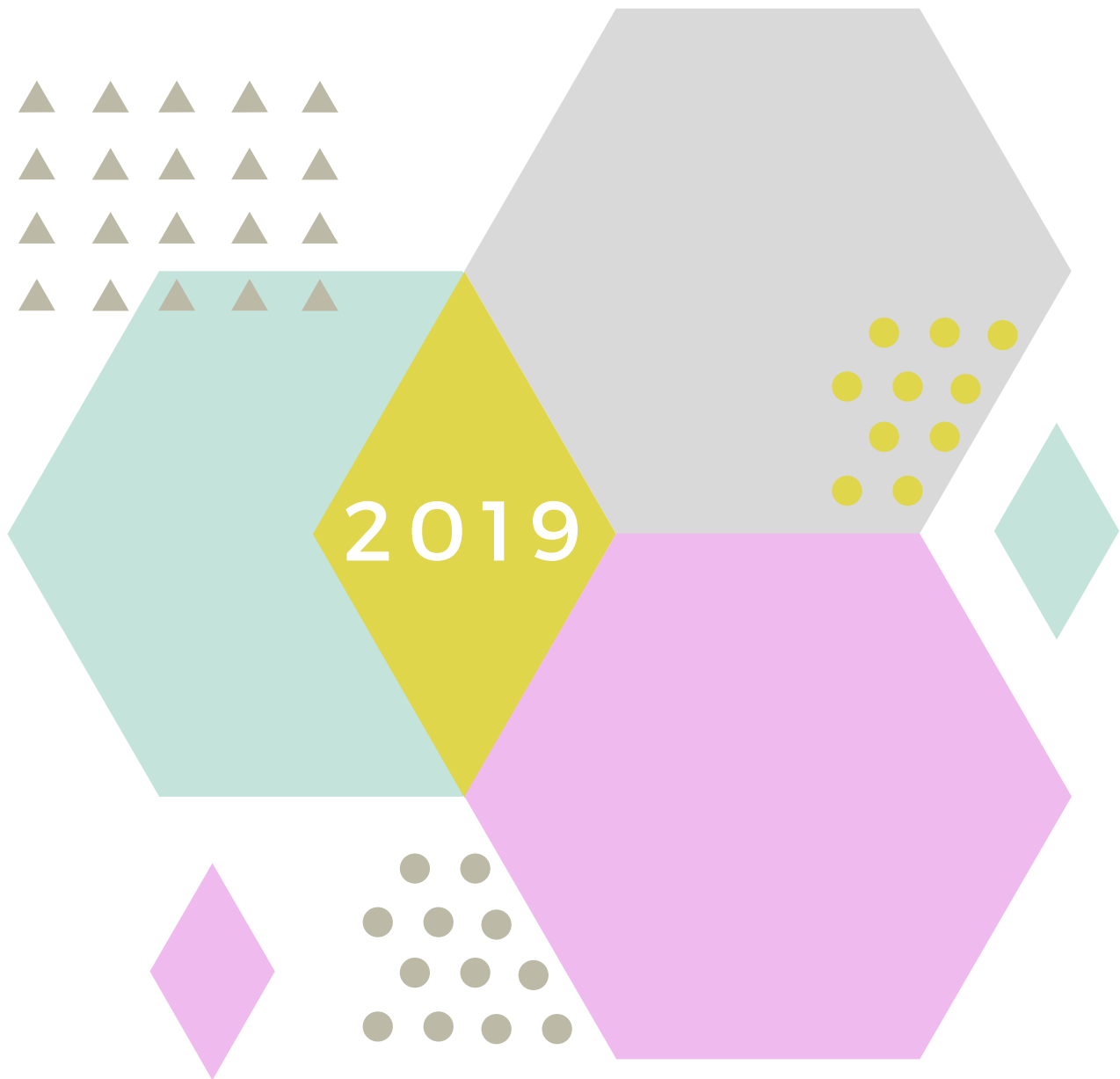


DENTOS PET STYLIST ACADEMY

International School for
Animal and Pet Grooming Courses



SCHOOL GUIDE

RTO 2875 CRICOS 01854A

“

Education is the key to
success.

You must know what you
are doing, why you are
doing it, but most
important.....

how to do it correctly.

”

Emily Myatt

Principal



Dentos Pet Stylist Academy

Australia's leading training academy and international school.

Established in 1988 and located on Australia's beautiful Gold Coast, Dentos Pty Ltd is a leading specialist in education, delivering a series of engaging and rewarding courses that provides opportunities for a new career. Dentos Pty Ltd is a Registered Training Organisation (RTO 2875 CRICOS 01854A), approved to deliver nationally recognised training and assessment services.

In 2019, in collaboration with The Pet Stylist Academy, a new pet grooming faculty Dentos Pet Stylist Academy was developed. The Pet Stylist Academy is Australia's leading training academy for animal and pet courses. This is due to their engaging course content, their world class facilities and their highly skilled teachers.

The Principal of the academy is Emily Myatt, who has over 20 years' experience within the grooming industry. Emily is a Master Groomer, an Australian award winning pet stylist and a certified trainer and assessor (Cert IV).

Emily is also the owner of numerous grooming salons across Australia. Emily is a multi-award-winning groomer, having won across all grooming competition categories. She recently was awarded the accreditation of World Judge under Barkleigh, and has judged in competitions though Europe, Asia and Australia.

Dentos Pet Stylist Academy is also the **ONLY** CRICOS approved and certified school in Australia.

The Campus



The Pet Stylist Academy campus is a real grooming salon work space. The state of the art facilities give our students the genuine experience of working in a major pet grooming salon.

The Pet Stylist Academy has a large salon space, fully equipped wash areas, a lounge room, dedicated classroom and student library. We also provide a dedicated reception area for students to interact with customers and practice the skills required to operate and manage a salon.

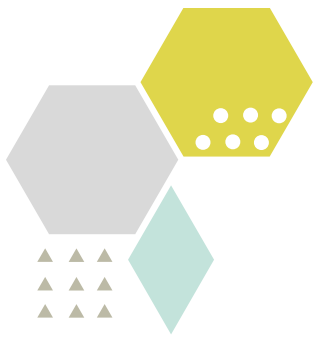
We also have student accommodation available on site for those students requiring a place to stay while they study.

VISION STATEMENT

The vision is to be recognised as the premier quality education establishment for Pet Grooming courses for Australian and International students.

MISSION STATEMENT

The Dentos Pet Stylist Academy takes seriously the need to teach and educate Pet Groomers to the highest professional standards, equipping students with the knowledge and skills that will enable a graduate to be part of the internationalization of the grooming Industry.



Certificate III Pet Grooming

ACM30617 (CRICOS 0100377)

The ACM30617 Certificate III Pet Grooming reflects the role of groomers who use well developed technical skills and knowledge to provide a broad range of services to clients.

Students concentrate on the fundamental skills when grooming dogs, including brushing, combing, clipping nails, cleaning ears, bathing, drying techniques, clipping and scissor finishing techniques as well as proper pattern setting for various breeds. Emphasis is placed on perfecting grooming skills while concentrating on proper breed profile, increasing speed and efficiency while developing maximum grooming potential.

The Pet Stylist Academy delivers the course to reflect the practices of Australian and International groomers and grooming salons. The subjects taught within the course include:

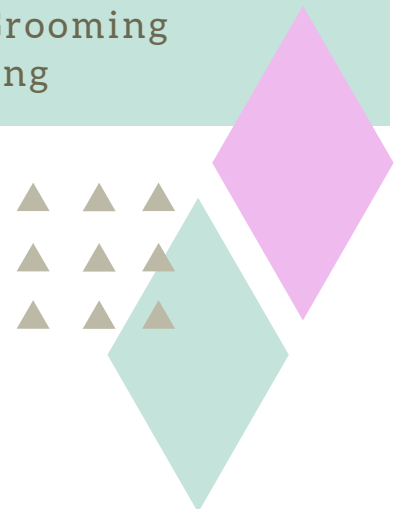
- Dog Breeds
- Coat Types
- Anatomy
- Animal Welfare and Handling
- Workplace Health & Safety
- Canine Behaviour & Psychology
- Fleas & Common Parasites
- Zoonoses
- Pet First Aid
- Ears and Nail care
- Dog Enrichment
- Tools & Equipment
- Bathing & Drying
- Clipping
- Clipper & Blade Maintenance
- Scissoring
- Cross Breed Grooming
- Breed Grooming

Course Outline

Duration: 4-6 Weeks Full Time

Class Days: Monday - Friday

Class Hours: 9am - 4pm



Training & Delivery

The course has been structured into clustered units of competency creating frameworks that complement the training with common skills and knowledge, providing the learner with an efficient delivery model of learning blocks and progressive learning from start to finish.

The frameworks are delivered via our online training, face to face with a combination of trainer led theory classes, practical sessions involving individual activities, and practical participation at the Pet Stylist Academy campus.

1. Working in the Pet Industry

UNIT

Work effectively in the companion animal industry
Contribute to workplace health and safety processes
Provide reception services for an animal care facility
Provide information on companion animals, products and services
Comply with infection control policies and procedures in animal care work
Organise workplace information
Participate in environmentally sustainable work practices

CODE

ACMCAS301
ACMWHS301
ACMGAS207
ACMGAS209
ACMINF301
BSBINM301
ACMSUS201

2. Basic Care & Understanding of Dogs

UNIT

Provide enrichment for animals
Provide basic first aid for animals
Provide basic care of dogs
Complete animal care hygiene routines
Maintain and monitor animal health and well being

CODE

ACMGAS302
ACMGAS206
ACMSPE304
ACMGAS203
ACMGAS301

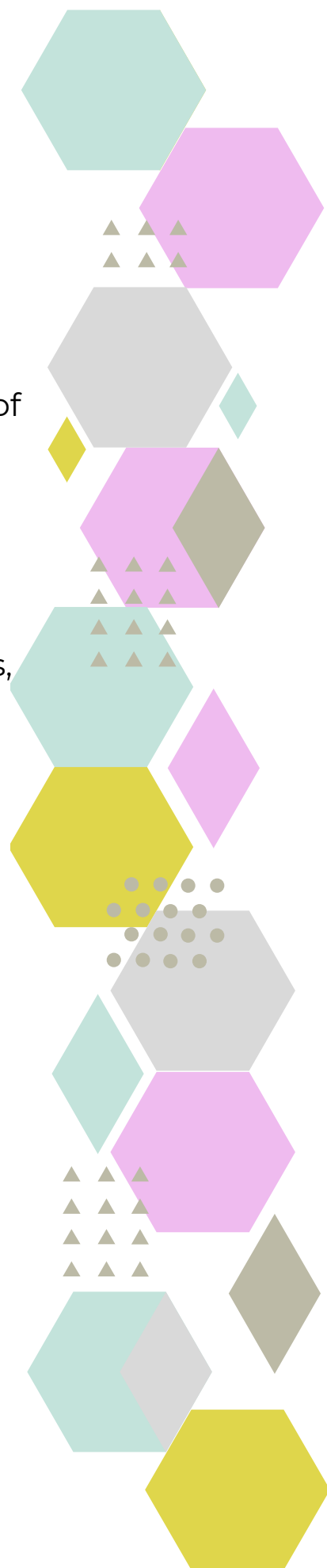
3. Dog Grooming

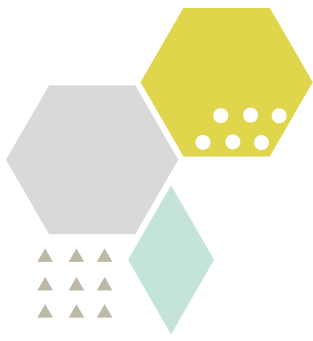
UNIT

Provide grooming services for companion animal comfort
Provide companion animal hydro-bathing services
Perform dog grooms on different coat types
Perform a cross breed clip

CODE

ACMCAS306
ACMCAS307
ACMGRM301
ACMGRM302





Certificate III Companion Animal Services

ACM30417 (CRICOS 0100376)

The ACM30417 Certificate III Companion Animal Services reflects the role of those working in pet related industries. The skills developed during the course can be used across many aspects of the pet industry.

You'll learn to maintain and monitor animal health and well-being, maintain hygiene and infection control and provide basic care to a range of companion animals. The course will also provide you with the skills necessary for contact with the public to provide information on products and services. By completing this qualification you will be able to work in a variety of roles including; pet shop attendant, kennel attendant, cattery attendant, assistant dog trainer, pet exerciser, assistant grooming attendant.

The Pet Stylist Academy delivers the course to reflect the practices of Australian and International pet industry. The subjects taught within the course include:

- Dog Breeds
- Coat Types
- Anatomy
- Animal Welfare and Handling
- Workplace Health & Safety
- Canine Behaviour & Psychology
- Fleas & Common Parasites
- Zoonoses
- Pet First Aid
- Ears and Nail care
- Dog Enrichment
- Tools & Equipment
- Bathing & Drying
- Clipper & Blade Maintenance
- Clipping
- Scissoring
- Basic Grooming

Course Outline

Duration: 20 Weeks Full Time

Class Days: Monday - Friday

Class Hours: 9am - 4pm



Training & Delivery

The course has been structured into clustered units of competency creating frameworks that complement the training with common skills and knowledge, providing the learner with an efficient delivery model of learning blocks and progressive learning from start to finish.

The frameworks are delivered via our online training, face to face with a combination of trainer led theory classes, practical sessions involving individual activities, and practical participation at the Pet Stylist Academy campus.

1. Working in the Pet Industry

UNIT

Work effectively in the companion animal industry
Contribute to workplace health and safety processes
Provide reception services for an animal care facility
Provide information on companion animals, products and services
Comply with infection control policies and procedures in animal care work
Organise workplace information
Participate in environmentally sustainable work practices

CODE

ACMCAS301
ACMWHS301
ACMGAS207
ACMGAS209
ACMINF301
BSBINM301
ACMSUS201

2. Basic Care & Understanding of Dogs

UNIT

Provide enrichment for animals
Provide basic first aid for animals
Provide basic care of dogs
Complete animal care hygiene routines
Maintain and monitor animal health and well being

CODE

ACMGAS302
ACMGAS206
ACMSPE304
ACMGAS203
ACMGAS301

3. Basic Dog Grooming

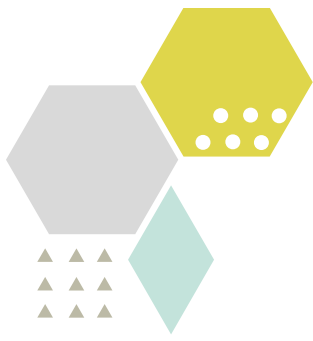
UNIT

Provide grooming services for companion animal comfort
Provide companion animal hydro-bathing services
Perform dog grooms on different coat types

CODE

ACMCAS306
ACMCAS307
ACMGRM301





Dual Qualification

Certificate III Pet Grooming & Companion Animal Services

ACM30417 & ACM30617 (CRICOS 0100376 & 0100377)

The Dentos Pet Stylist Academy has uniquely embarked on developing a comprehensive course that will provide its students with a quality education. Our training program produces distinctive graduates who are able to balance essential and specialized grooming skills with a broad knowledge across the animal industry.

A dual qualification is a nationally recognised course which combines two certificates into the one comprehensive course.

A dual qualification is designed to be studied in a shorter period of time than completing two separate qualifications, and at a reduced cost, with no loss in quality. Upon completion of the dual qualification you will receive two separate nationally accredited certificates.

The Pet Stylist Academy delivers the course to reflect the practices of Australian and International pet industry. The subjects taught within the course include:

- Dog Breeds
- Coat Types
- Anatomy
- Animal Welfare and Handling
- Workplace Health & Safety
- Canine Behaviour & Psychology
- Fleas & Common Parasites
- Zoonoses
- Pet First Aid
- Ears and Nail care
- Dog Enrichment
- Tools & Equipment
- Bathing & Drying
- Clipper & Blade Maintenance
- Clipping
- Scissoring
- Basic Grooming
- Breed Grooming

Course Outline

Duration: 26 Weeks Full Time

Class Days: Monday - Friday

Class Hours: 9am - 4pm



Refund Policy

Domestic Students

Applicants must advise the Dentos Pet Stylist Academy (DPSA) in writing of their intention to withdraw from a course.

- For written cancellation received three (3) or more weeks prior to commencement of a full time course, a full refund of fees less \$200 Enrolment Fee will be made.
- For written cancellation received three (3) or more weeks prior to commencement of a short course, deposit is not refundable.
- For cancellation less than three (3) weeks prior to commencement of a course, fees paid are non-refundable.
- For cancellation after commencement of a course, fees paid are non-refundable.
- For cancellation due to medical/emergency reasons only, students must attend an interview with the Head of School. Any fees or unused portion thereof may be held in credit for students' use within a 12 month period, and an administration fee will apply.
- Where a course is cancelled for any reason by the Dentos Pet Stylist Academy, and alternative courses do not suit the applicant, a full refund of fees paid will be made.
- All student fees will be processed through a separate banking account for auditing purposes.
- Once DPSA receives the deposit, DPSA provides the access to LEARNERS GUIDES. The deposit cannot be refunded after that.

International Students

How to apply refund

- "Application for Refund Form" and "Application for Withdrawal & Request for Release Letter Form" must be completed in full, signed and dated by student and returned to Head of School.
- Refunds are only paid in Australian dollars.
- Requests for refunds from OSHC must be made to OSHC provider.
- Refunds will be paid directly to the person who enters into the contract with DPSA about the student, unless the person gives a written direction to DPSA to pay the refund to someone else.
- These forms are available from reception or may be requested via email: petstylistacademy@gmail.com.
- The application for refund will be reviewed by the Head of School or as delegated and if warranted will be authorised for payment.
- The completed form must be submitted to the International Student Officer or via email (as above).

FEES NON REFUNDABLE

- Enrolment fee is non-refundable.
- Once DPSA receives the deposit, DPSA provides the access to LEARNERS GUIDES. The deposit cannot be refunded after that.

Full Refund:

a) The Dentos Pet Stylist Academy agrees to refund all prepaid course fees without deduction within two weeks where The Dentos Pet Stylist Academy cancels the course or the commencement of the course is postponed, and alternative courses do not suit the applicant.

b) The Dentos Pet Stylist Academy agrees to a full refund less \$200 Enrolment Fee and \$200 Materials Fee within two weeks where the student produces evidence where the application made by the student for a visa was rejected by the Australian Department of Immigration and Border Protection (DIBP).

c) DPSA has withdrawn its offer to applicant where it was found that false or misleading or incorrect or incomplete information has been provided on application (this is prior to course commencement)

d) The Dentos Pet Stylist Academy agrees to a full refund less \$200 Enrolment Fee and \$200 Materials Fee where there is a death of a close family member of the student. To be considered, the death must be either a parent, a sibling, a spouse or their child and the student must not have commenced the course.

e) Prior to course commencement, there are political, civil or natural events that have affected the students' country and family. This request for refund will be reviewed and considered by the head of school. It is the head of school's discretion whether to be approved this request.

Part Refund:

f) For written cancellation received 50 days prior to commencement of a course, a refund will be provided of tuition fees paid less a 20% administrative fee will be made. For packaged program such as, Dual Qualification, commencement of a course means THE COMMENCEMENT OF THE FIRST COURSE.

g) If the student provides written notice of intention to withdraw less than 50 days but more than 20 days prior to commencement of course date, a refund will be provided of tuition fees paid less a 50% administrative fee. For packaged program such as, Dual Qualification, commencement of a course means THE COMMENCEMENT OF THE FIRST COURSE.

h) After course commencement, there is a death of a close family member of the student. To be considered, the death must be a parent, a sibling, a spouse or their child. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee.

i) After course commencement, the student has become ill to the effect that the illness will prevent them continuing the enrolled course. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee. Student must provide the evidence to DPSA.

j) After course commencement, there is political, civil or natural events that have affected the students country and family. This request for refund will be reviewed and considered by the CEO, it is the CEOs discretion whether to be approved this request.

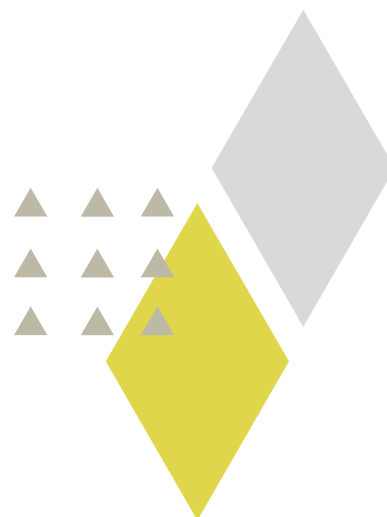
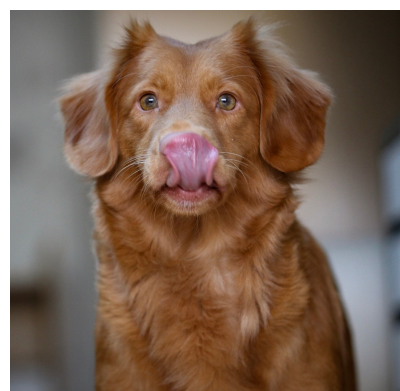
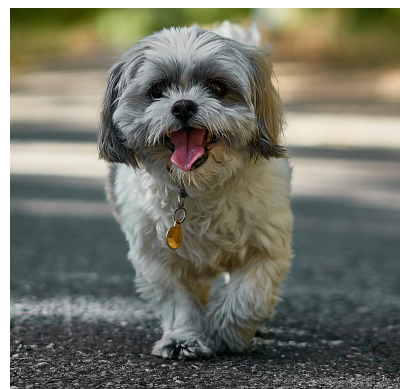
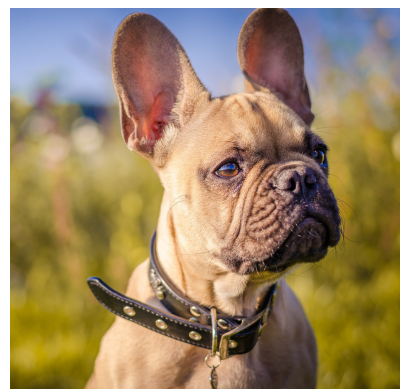
No Refund:

k) For cancellation less than 20 days prior to commencement of a course, fees paid are non-refundable.

l) For cancellation after commencement of a course, fees paid are non-refundable.

m) Where the student's enrolment is terminated due to non-attendance, non-progression, non-payment of fees and/or non-compliance with the school's code of conduct, course fees paid are not refundable.

n) If a student applies for RPL and the application is unsuccessful, there will be no refund.



Code of Practice

Complaints

Complaints are welcomed as a means of ensuring that we overcome problems encountered by clients, and provide an opportunity to improve the operation and delivery of our training programs.

Where a student has an academic complaint or concern, they should contact their teacher in the first instance, and then fill out a complaint form (available at reception), which is forwarded to the Head of School. A meeting will then be arranged.

Complaints about fellow students should be referred to the teacher in the same way, and a meeting with the Head of School and student will be arranged to address the problem through a mediation process.

In the event of a complaint against the organisation, staff or a student involving a breach of civil law, the complainant should contact the Head of School immediately. If it is not resolved, then it should be referred to the appropriate Government Agency.

An independent third party for handling student complaints will be made available to students if requested or if the Dentos Pet Stylist Academy (DPSA) deems it necessary to do so.

Students may nominate a person of their choosing to accompany or represent them in any complaint process.

Our complaint resolution process does not circumscribe the student's right to pursue other legal remedies.

PSA will act upon any complaints found to be substantiated.

Appeals Procedure

Students can appeal against a result for any subject or course within twenty-one (21) days of the issue of results.

Students should be aware that our registration as a training provider is dependent on providing quality training services, having appropriate resources and maintaining assessment procedures which meet the standards established by Australian Quality Training Framework.

We maintain the highest ethical standards in marketing, advertising, administration and delivery of courses. We take great pride in our reputation and assure our clients of our commitment to these standards. In the event of an appeal, the student should contact their teacher and request to fill out an appeal form which is then forwarded to the Head of School. If the appeal is not resolved, it will go before an independent panel so that the student can address his/her issue. A written response to the appeal will be given to the student within 14 days.

EARLY EXIT PRIOR COMPLETION

If the student exits the course at any time prior to the qualification completion, they will not receive a formal testamur. A statement will be created for partial completion.

Educational Standards

The Dentos Pet Stylist Academy (DPSA) provides the highest standards of services. This means that the trainers conducting our courses have appropriate qualifications, experience and ability to satisfy recognised professional industry performance standards. We provide a suitable learning environment, using modern facilities and equipment, and provide high quality courses using proven training methods and the most up-to-date information based on current research.

Feedback is obtained from students to ensure that we are meeting their needs. Training methods are reviewed continuously to maintain improvement. Support services are available in the form of tutorial assistance and telephone advice throughout any course to enable students to overcome any problems encountered.

Student Conduct and Discipline

Students are required to observe any lawful direction given by a staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by DPSA.

Students must maintain a high standard of behaviour within the premises of DPSA and must not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of DPSA. Appropriate action will be taken by the Head of School should this be deemed necessary, and a complaint process will be available to students upon any decision taken by the Head of School.

For a full copy of the Code of Practice and Code of Conduct please see the Student Handbook.

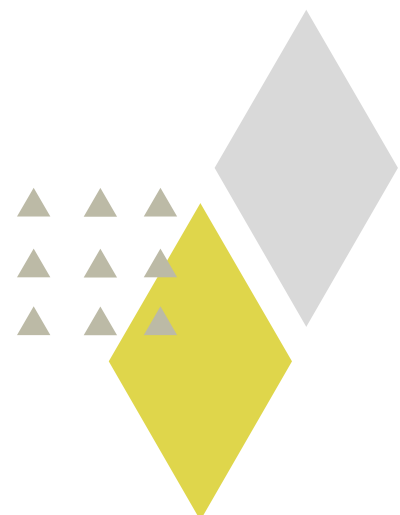
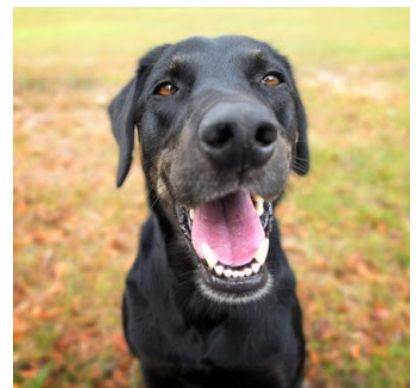
PRIOR TRAINING RECOGNITION (RPL)

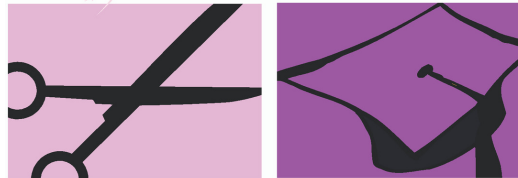
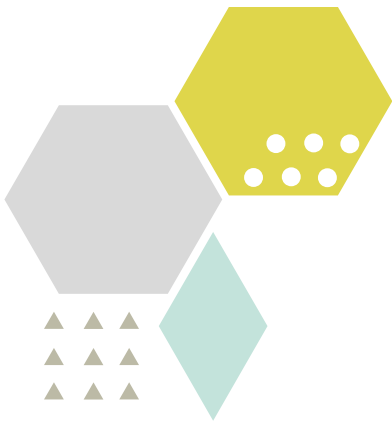
Skills Recognition / Credit Transfer / Mutual Recognition

The Dentos Pet Stylist Academy supports the national policy of mutual recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer that qualification and all criteria covered is in-line with ours as content can vary.

An application can be made for any of the above when the student believes that they have already attained the necessary skills and competencies elsewhere (work or other study etc.). The student will be required to provide documentation to support an application.

NOTE: A challenge test and/or submission of relevant assignment/s may be required if deemed necessary by the Head of School.





DENTOS Pet Stylist Academy
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Dentos Pet Stylist Academy

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