

BÜCHNER HAUS ACADEMY

Student Enrolment Policy

How enrolment works at Büchner Haus Academy

Effective: 14 August 2026
Noosa, QLD, Australia

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Policy owner	Academy Director	Applies to	Students, staff and relevant third parties

Buchner Haus Pty Ltd (ABN 18 700 492 717) trading as Büchner Haus Academy

Büchner Haus Academy is committed to professional, transparent and student-centred education. This policy applies to the Academy's makeup and beauty courses, masterclasses and workshops, and is designed to meet our obligations under Australian consumer, privacy, anti-discrimination and work health and safety law.

01

Purpose

To ensure prospective students receive clear information, are supported to choose a course that suits them, understand their rights and obligations, and are enrolled through a fair, consistent and accessible process.

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Scope

This policy applies to prospective and current students enrolling in courses, masterclasses, workshops or programs offered by Büchner Haus Academy, and to staff or third parties involved in marketing, admissions or enrolment.

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Enrolment principles

- Information provided before enrolment will be clear, accurate, current and sufficient for an informed decision.
- Enrolment decisions will be based on published course requirements, suitability, available places and the student's capacity to participate safely and successfully.
- Applicants must be at least 18 years of age at the time of course commencement. The Academy does not enrol persons under 18.
- No person will be unfairly excluded because of a protected attribute. Reasonable adjustments and support options will be considered wherever appropriate.
- Course standards will not be lowered to secure or retain an enrolment.
- Students will not be promised guaranteed course completion, employment, income or industry outcomes.

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Information provided before enrolment

Before a student enrolls or is required to pay fees, Büchner Haus Academy will make relevant information readily available. Depending on the course, this may include:

- course title and a plain description of what the course covers and the certificate of completion or other recognition issued;
- course content, duration, delivery mode, delivery location, scheduled attendance and commencement dates;
- entry requirements, prerequisites, inherent practical requirements and how learning is checked or assessed;
- any model, equipment, kit, technology, travel or resource requirements;
- all tuition fees, compulsory costs, payment terms and the applicable Refund Policy;
- available student support and reasonable adjustment processes;
- student rights and responsibilities, including conduct, attendance or participation expectations;
- any third-party involvement in recruitment, training or support services; and
- how to make a complaint or appeal a decision.

The Academy's courses are professional industry courses. Course information will describe clearly what each course includes and the certificate of completion issued, so that students can make an informed choice.

05

Pre-enrolment suitability review

For substantial courses, the Academy will review whether the course is suitable for the prospective student before enrolment.

- The review may consider prior education or experience, career goals, language, literacy and numeracy proficiency, digital literacy, practical capabilities, entry requirements and identified support needs.
- The Academy may use an application form, interview, short pre-course activity, portfolio review or other reasonable method relevant to the course.
- Where a course is not presently suitable, the Academy will explain why and, where practicable, suggest an alternative course, preparatory learning, support strategy or later intake.
- Suitability advice does not guarantee successful completion. Students remain responsible for active participation and meeting all course requirements.

06

Application and enrolment process

1. The prospective student reviews current course information and submits the required application or expression of interest.
2. The Academy completes any required pre-enrolment suitability review and discusses support or reasonable adjustment needs where relevant.

3. If an offer is made, the student receives or is directed to the enrolment agreement, fee schedule, policies and any course-specific conditions.
4. The student accepts the offer, supplies required information and documentation, and completes agreed payment arrangements.
5. The Academy confirms enrolment and provides commencement, orientation and access information.

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Identity and personal information

The Academy may require reasonable evidence of identity to confirm an enrolment or issue a certificate of completion. Personal information collected during enrolment is handled in accordance with the Academy's Privacy Policy and applicable privacy law.

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Fees

All fees and payment conditions will be disclosed before enrolment. The Refund Policy forms part of the enrolment terms and should be read together with the enrolment agreement and current Schedule of Fees.

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Support, access and reasonable adjustment

Students are encouraged to identify support needs at application or at any time during study. Disclosure of disability is voluntary. The Academy will consider reasonable adjustments and support in consultation with the student, while maintaining the integrity and essential requirements of the course.

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Changes, deferral and withdrawal

Students must notify the Academy as soon as practicable if they wish to withdraw, request a deferral or change their enrolment. Any financial outcome will be determined under the Refund Policy and the student's enrolment agreement. If the Academy makes a material change that affects an enrolled student, the student will be informed as soon as practicable and given information about available options.

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Records and decisions

The Academy will retain appropriate records of enrolment, suitability review outcomes, student agreements, support arrangements and relevant decisions. Students may request clarification of an enrolment decision and may use the Complaints and Appeals Policy where they believe a decision was unfair or incorrect.

Related legislation and standards

- Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth))
- Privacy Act 1988 (Cth) and the Australian Privacy Principles

- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005
- Anti-Discrimination Act 1991 (Qld)

Note. This policy is intended to operate alongside all laws and contractual obligations that apply to Büchner Haus Academy at the relevant time. If there is an inconsistency, the applicable law prevails.

Policy review and continuous improvement

This policy will be reviewed at least annually, and earlier where legislation, course offerings, delivery arrangements, student feedback, incidents, complaints or identified risks indicate that a change is required. Material changes will be communicated to affected students as soon as practicable.

Contact us

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