

BÜCHNER HAUS ACADEMY

Student Support Policy

How we support you during your study

Effective: 14 August 2026
Noosa, QLD, Australia

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Policy ID	BHA-POL-004	Version	1.0
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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 identify and respond to student learning, participation and wellbeing support needs so students have a fair opportunity to progress through their course while maintaining the integrity of course requirements.

02

Scope

This policy applies throughout the student journey, including enquiry, pre-enrolment, orientation, training, practical activities, feedback on work, and completion or withdrawal.

03

Identifying support needs

The Academy will use proportionate methods to identify support needs before enrolment and throughout training. These may include application questions, pre-enrolment discussion with the student, trainer observations, progress monitoring and student requests.

Students may request support at any time. Disclosure of disability or personal circumstances is voluntary, except where information is reasonably required to manage an immediate safety risk or meet a legal requirement.

04

Training support services

Depending on individual need and the requirements of the course, support may include:

- orientation to the learning platform, course structure, how work is reviewed and Academy expectations;
- reasonable access to trainers and administration staff through published contact channels;
- clarification of learning materials, task instructions and feedback;
- additional tutorials, practice guidance or structured study planning where resources allow;
- language, literacy and numeracy support or referral to specialist support;

- digital literacy or technical support for online and blended learning;
- alternative accessible formats, assistive technology or other reasonable adjustments;
- reasonable flexibility in scheduling or task arrangements where this does not compromise required outcomes;
- guidance on course equipment, makeup kits, models, practical preparation and safe working practices; and
- referral to external specialist support where the Academy is not the appropriate service provider.

Support enquiries may be directed to the Student Support Officer, Adam Buechner, via hello@buchnerhausofmakeup.com or through any published Academy contact channel.

05

Reasonable adjustment

The Academy will consult with students with disability about reasonable adjustments that may support access and participation on an equal basis. Adjustments may change how learning is accessed or how skills are demonstrated, but will not remove essential course requirements, lower the standard of work required, or create an unjustifiable hardship.

06

Progress monitoring and early support

Trainers will monitor participation and progress using methods appropriate to the course. Where a student appears at risk of falling behind, the Academy will, where practicable, discuss the concern with the student, identify contributing barriers and offer reasonable support options. A support plan may be documented for more substantial or ongoing needs.

07

Wellbeing support

The Academy recognises that study, creative performance and practical industry training can create pressure for some students. The Academy will make students aware of appropriate actions or external services that may support them.

Academy staff are not expected to act as counsellors or health professionals. Where a student requires specialist assistance, staff will support an appropriate referral with the student's consent where practicable. In an immediate emergency or serious safety situation, the Academy may contact emergency or other appropriate services.

08

Respect, privacy and student choice

- Support discussions will be handled respectfully and discreetly.
- Only information reasonably necessary to arrange support or manage risk will be shared with relevant staff.

- The Academy will seek the student's consent before referring or disclosing information to an external support service unless disclosure is required or permitted by law or necessary to respond to a serious and imminent safety concern.
- A student may decline an offered support service, although the Academy will explain any likely impact on course participation or completion.

09

Student responsibilities

Students are expected to engage with agreed support arrangements, communicate early when difficulties arise, attend required activities, complete learning tasks, and provide accurate information needed to implement a requested adjustment or support strategy.

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Complaints and review

A student who is dissatisfied with a support decision, including a reasonable adjustment decision, may seek review under the Complaints and Appeals Policy.

Related legislation and standards

- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005
- Anti-Discrimination Act 1991 (Qld)
- Privacy Act 1988 (Cth) and the Australian Privacy Principles

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

Büchner Haus Academy

Noosa, QLD

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