



Student Handbook

WELCOME

Thank you for enrolling with DermEd. We are committed to providing an excellent learning experience that equips you with practical, industry-relevant skills. This handbook outlines key information, policies, and expectations to ensure your time with us is productive and rewarding.

ABOUT DERMED

DermEd specialises in providing industry-leading training in advanced dermal therapies and medical-grade laser education. Our mission is to deliver high-quality education in a supportive and professional environment.

Why Choose DermEd?

- Expert trainers with real-world industry experience
 - Practical, hands-on education focused on skill application
 - Supportive learning environments
 - State-of-the-art equipment for immersive training
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BEFORE YOU ENROL

Training Overview

DermEd offers specialised non-accredited training programs designed to provide practical skills in dermal therapies and laser applications. Upon completion of a course, students will receive a **Certificate of Completion** to recognise their participation and achievement.

COURSE ENROLMENT

Course Fees and Payment

Fees are outlined before enrolment and must be paid according to agreed terms. Payment plans may be available upon request.

Course Amendments

- **Deferrals:** Students may defer their enrolment by notifying DermEd in writing.
- **Withdrawals:** Students wishing to withdraw must provide notice to ensure eligibility for refunds, if applicable.

Refund Policy

Details regarding refunds due to deferral, withdrawal, or unforeseen circumstances will be provided during enrolment.

PRIVACY AND CONFIDENTIALITY

DermEd respects your privacy and manages your personal information in accordance with relevant legislation. Personal details will not be shared without consent, except where required by law.

STUDENT RESPONSIBILITIES

Code of Conduct

Students are expected to:

- Demonstrate professional behaviour at all times
- Attend scheduled sessions punctually
- Show respect for trainers, peers, and equipment
- Abide by all DermEd safety protocols

Attendance

Regular attendance is essential to successfully complete the training. If unable to attend, students should notify DermEd as early as possible.

Uniform and Presentation

Students are expected to maintain professional standards of personal presentation appropriate for a clinical training environment.

TEACHING AND LEARNING

Training Format

Courses are structured with a focus on hands-on practical learning. Participants are required to complete all practical training components to receive a **Certificate of Completion**.

Learning Support

Our team is here to support your learning. If you require additional assistance, please discuss this with your trainer.

WORKPLACE HEALTH AND SAFETY

Safety is a priority at DermEd. Students must:

- Follow all safety procedures outlined during training
- Use equipment responsibly and as instructed
- Report any hazards or incidents immediately

Injury and Incident Reporting

All injuries or safety incidents must be reported to the trainer immediately for appropriate action.

OPINIONS, ISSUES AND IMPROVEMENTS

Complaints and Appeals

DermEd aims to provide a positive learning experience; however, we recognise that issues may arise. If you have a complaint or wish to appeal a decision:

1. Discuss the matter informally with your trainer.
 2. If unresolved, submit a formal complaint in writing to DermEd administration.
 3. A resolution will be sought within a timely manner, with clear communication throughout the process.
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FINAL WORDS

We are committed to helping you gain valuable skills that can be applied in the real world. Should you have any questions or need further information during your course, do not hesitate to contact us.

Thank you for choosing DermEd as your education partner.

