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| **LEARNER HANDBOOK** |
| **Name of RTO** | **QUEENSLAND COLLEGE OF MUSIC PTY LTD** |
| **RTO Number** | **40821** |
| **CRICOS Number** | **03466G** |
| **ABN Number** | 57164451012 |
| **Phone Number** | 07 319 185 32 |
| **Email** | admin@qcm.qld.edu.au |
| **Website** | [https://www.qcm.qld.edu.au](http://www.qcm.qld.edu.au)  |
| **Key Personnel** | **Name:** | **Position:** | **Contact details:** |
| **Matthew Kim** | **CEO** | **3896 1588** |
| **Susan Kim** | **Director** | **0409888714** |
| **Mandy Yen** | **Administrator** | **31918532** |
| **Registration****Details** | Our scope of training is listed at <http://www.training.gov.au> , the database on Vocational Education and Training in Australia. As a Registered Training Organisation (RTO) we comply with the VET Quality Framework (VQF), which comprises:* the Standards for Registered Training Organisations 2015
* the Australian Qualifications Framework (AQF),
* the data provision requirements,
* the Fit and Proper Person Requirements, and
* the financial Viability Risk Assessment Requirements.
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| **Purpose of this Handbook** | The information contained in this Handbook is to enable clients to understand their rights and responsibilities and ensure ease of access to all the relevant information. This Handbook will help you make informed decisions and develop an understanding regarding the assistance available.The aim of the Queensland College of Music Pty Ltd is to:* Support learners to gain personal excellence in music and to develop high levels of musicianship while living and working in communities in a manner that reflects Christian values.
* Provide qualifications and statements of attainment to an increasing number of learners who are inspired to develop knowledge and skills which prepare them for employment and lifelong learning in the Music Industry.
* Use a consultative approach with learners, trainers and industry to allow for continuous improvement
* Maintain records and evidence in an accurate, confidential and current manner
* Provide quality training and assessment specialising in the Music Industry
* Employ staff with the necessary qualifications and currency and with opportunities for ongoing professional development

We strive to ensure all learners who complete a qualification with The Queensland College of Music will have gained the necessary skills and personal attributes considered essential for gaining employment and participating effectively in the Music Industry.The Queensland College of Music focuses on providing opportunities for everyone to achieve their learning outcomes by ensuring its practices are inclusive. The Queensland College of Music undertakes all activities in an ethical manner; honestly, fairly and with a duty of care for the skill development of each individual learner. |
| **GENERAL INFORMATION** |
| **Vocational Education and Training (VET)** | Vocational Education and Training (VET) is ‘education and training for work’ and part of a broader educational network in Australia that includes schools, universities and adult and community education.**AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)**RTO’s such as us offer VET certificates within the Australian Qualifications Framework (AQF). The AQF is Australia’s system of nationally accredited vocational education and training. This framework provides the standards for Australian qualifications. It describes the outcomes for learners in each level and type of qualification and the pathways to and through formal qualifications.**VET QUALITY FRAMEWORK** The Queensland College of Music is a Registered Training Organisation (RTO), which means our courses are accredited under the VET Quality Framework (VQF).The required standards are defined in the VET Quality Framework (VQF). The regulatory authority audits RTOs to ensure compliance against these standards. These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system. You can find the current version of these conditions and standards at <http://www.asqa.gov.au> .The Queensland College of Music adheres to this system and does all within its power to remain compliant. From time to time industry representatives, trainers, third party partners and learners will be surveyed and their cooperation will assist this organisation in remaining compliant. |
| **Enrolment** | Prior to course commencement, the client is required to undertake an audition to enable the RTO to determine their knowledge, skills and experience in the Music Industry and so ensure individual talent is fostered, individual learning goals established and application for Recognition of Prior Learning (RPL) submitted. After the audition clients will complete an Enrolment form. This enrolment data is maintained on an AVETMISS compliant program.All learners enrolling in a qualification with QCM Pty Ltd will be required to supply the College with a Unique Student Identifier (USI). Follow the steps below to create your USI account.**Step 1 –** Get at least one form of ID from the following list* Driver’s licence
* Medicare card
* Australian Passport
* Birth certificate – full certificate required
* Others-

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| Visa for international students, Certificate of Registration by Descent, Citizenship Certificate, ImmiCard |

**Step 2 –** Go to <http://www.usi.gov.au/Pages/default.aspx> and click on Create your USI**Step 3** – Agree to terms and conditions**Step 4** – Fill in your personal and contact details**Step 5** – Enter the requested details as shown on your form of ID**Step 6** – Set your USI account password and questions for security**Step 7** –Your USI will now be displayed on the screen**Step 8** – Write down your USI in a safe place or enter into your phone**Step 9** – Your USI will also be sent to you by email, phone or to your mailing address**Step 10** – Provide QCM Pty Ltd with your USI number at time of enrolment On completion of the Enrolment form and participation in the Induction you will be asked to sign that you have read this Handbook and understand your rights and responsibilities.Once enrolled into a course, the learner will be provided with a timetable and those materials appropriate for the enrolled course.  |
| **Course Information** | COURSE AIMSClients seeking enrolment in music qualifications should have a love of music and a desire to increase their instrumental or vocal skills. The course aims to provide participants with an opportunity to improve their musicianship within their selected specialist field.The course focuses on time to practise individual skills, to create, to perform as a member of a group and to evaluate and enhance knowledge and skills within a safe and supportive environment. Students will gain knowledge of the Music Industry and employability skills to equip them with skills relevant to the workplace. Clients are able to enrol in **CUA20615** Certificate II in Music Industry, **CUA30915** Certificate III in Music Industry, **CUA40915** Certificate IV in Music Industry or **CUA50815** Diploma of Music Industry according to their current knowledge, skills and experience as a musician. Details relating to each qualification can be found on the website <http://www.qcm.qld.edu.au> . Information is provided on the duration of each qualification. Learners will be required to undertake additional hours of personal and group practice and performance as well as study time to complete assessment requirements. Individual learning needs are continually reviewed and new goals established to ensure improved musicianship. |
| **Course Delivery** | Face to face to instruction will take place in training rooms supported by practice rooms and access to recording areas. Individual instruction will be provided to students according to their specialist instrumental or vocal interest. Guest speakers and specialist musicians and representatives from the Music Industry will support the training staff. The focus of the program is on notation, composition, individual and group performances, critical reflection on performances and musicianship. Specialist areas of study may include classical and contemporary piano, violin and flute, drums, guitar, vocal and choral performances. Students will be required to perform on at least three occasions in front of an audienceIt is intended that learners will complete a minimum of three units of competency per term. Clients can enrol for individual units. A learner who completes less than the total number of competencies will receive a Statement of Attainment.  |
| **Course Fees** | Learners will be invoiced per term. The first term will include course fees for the term, administration and resource costs for the full program. These charges are non-refundable.The following information can be found on the website:* the total amount of all fees including audition fee, course fees, administration fees, materials fees and any other charges
* RPL charges
* the cost for individual units of competency
* the fees and charges for additional services, including such items as issuance of a replacement certification documentation, studio fees and additional individual lessons for instrumental and vocal studies
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| **Refund policy** | First term course fees including administration and resource costs for the full program are non-refundable. Once fees and charges are paid for a term they will not be refunded.No refund is paid if a learner fails to attend for the term. Once enrolled in the term learners need to be committed and complete at least three units of competency per term. If they withdraw, they can choose to enrol in another term within a twelve-month period or leave and receive a statement of attainment. The following information can be found on the website:* payment terms, including the timing and amount of fees to be paid and any non-refundable administration fee
* a guarantee that if the RTO is unable to provide services for which the learner has prepaid, the learner will be placed into an equivalent course with an appropriate provider or if an equivalent course cannot be found the learner will be refunded any pre-paid fees for services yet to be delivered
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| **Relevant Legislation** | The Queensland College of Music will comply with Commonwealth and State legislation and regulatory requirements relevant to its operations. All staff and clients are to be informed of legislative and regulatory changes that affect the services delivered by QCM Pty Ltd. Legislation includes but is not limited to:* Workplace Health and Safety
* Anti-Discrimination including equal opportunity
* The National Vocational Education and Training Regulator Act 2011
* Standards for Registered Training Organisations 2015
* Copyright
* Privacy
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| **Workplace Health and Safety (WHS)** | The safety of trainers/assessors and learners is of primary importance. The Queensland College of Music observes all WHS legislation. No trainer/assessor or learner is to place themselves or other people in a position that contravenes WHS requirements. You have obligations to complete all training in a safe manner. |
| **Access and Equity** | The Queensland College of Music is committed to access and equity principles and processes which relate to admissions, delivery methods, assessment and support arrangements for learners with literacy and numeracy needs. Client selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all learners to participate in VET training without discrimination. Qualified support staff is available to assist learners with special needs and all trainers/assessors and learners are required to adhere to our access and equity policy.The Queensland College of Music-* promotes access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race
* ensures training services are delivered in a non-discriminatory, open and respectful manner
* trains all staff members so that they are appropriately skilled in access and equity issues
* provides reasonable access to learners of all levels
* conducts learner selection for training opportunities in a manner that includes and reflects the diverse client population
* provides culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals
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| **Recognition of Prior Learning (RPL) and Credit Transfer** | The College recognises and accepts AQF qualifications and Statements of Attainments issued by other Australian RTOs. Under national recognition guidelines, the Queensland College of Music recognises the qualifications issued by other Australian RTO’s and will grant an exemption for all previous training resulting in a competent result where the unit of competency can be identified . Clients are required to indicate their intention to apply for exemption at the time of enrolment and will be informed regarding the results of their application and any further evidence required.The Queensland College of Music provides opportunities for clients to seek RPL and credit transfers. * Credit Transfer means credit towards a qualification granted to clients on the basis of outcomes gained by a client through participation in courses or training with another RTO. Credit Transfer is available to any client enrolling with the QCM Pty Ltd.
* RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification. Clients may apply for RPL on the basis of previous and or current experiences or training in the Music Industry. All trainers/assessors have the capacity to offer clients the opportunity to apply for RPL. Clients are required to indicate their intention to apply for RPL upon enrolment and complete the required documentation. They will then be informed as to the results of their application and if any further evidence is required.
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| **Records Management** | Files are stored for the legislated period of time and electronic files are backed up regularly.Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential and stored securely. Information collected is confidential and will not be disclosed to third parties without your consent, except to meet government or regulatory authority requirements. Clients have access to personal records upon request. In all cases the Queensland College of Music will require proof of identity to protect the privacy of all client information.You are obliged to keep the Queensland College of Music informed of your current contact details and to inform us immediately of any change in these details. Clients should be advised that if they do not receive any correspondence due to incorrect contact details they are fully responsible. |
| **Plagiarism, Collusion, Cheating** | **Definitions*****Plagiarism*** – Is to take someone’s words or ideas or other materials and present them as your own.***Collusion*** – Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include. * Unauthorised and unacknowledged joint authorship in an assessment task
* Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment

***Cheating*** in an assessment – Is to seek to obtain an unfair advantage ***Referencing*** - Referencing is a standardised method of acknowledging the sources of information and ideas and other material used in an assignment. The Queensland College of Music requires learners to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which reassessment may be requested. If you wish to express a complaint or appeal an assessment decision you are to follow the Queensland College of Music’s complaints/appeals procedure.Countering plagiarism, collusion and cheating is the shared responsibility of staff and learners. Trainer/assessors: * are responsible for explaining referencing, and for identifying and reporting plagiarism, cheating and collusion.
* must not engage in any activity whereby they knowingly collude with learners for the purposes of plagiarism and/or cheating on a set assessment task.
* must report suspected plagiarism to the Chief Executive Officer (CEO) of the College.

The learner must:* avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
* not present work done in collusion with another person or persons as solely their own work.
* not engage in any situation whereby the learner knowingly attempts, or assists another learner to attempt, to gain an unfair advantage
* submit written assessment pieces, including journals with the assessment booklet signed by the learner(s) to attest that the work submitted is their own and that they are aware of the relevant policy and procedure on plagiarism, collusion and cheating.

 Some methods for avoiding plagiarism include:* developing referencing skills
* giving credit whenever you quote from someone's actual spoken or written words or use another person's ideas, opinions, or theories in an assignment or essay or make use of statistics, graphs drawings etc
* using quotation marks around everything that comes directly from a text or article
* summarising ideas and arguments in own words - don't just rearrange a few words here and there
* checking that original ideas are correctly paraphrased and acknowledged
* checking summary against the original text
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| **Complaints and appeals** | Any person wishing to make a complaint against QCM Pty Ltd concerning its conduct as an RTO or appeal an assessment decision shall have access to the complaints and appeals procedure. Separate interviews will be held with both the person making the complaint and the person the complaint is about. The procedure describes the steps in lodging an informal complaint or appeal and a formal complaint or appeal.**Informal complaint or appeal:*** the initial stage of any complaint or appeal shall be to communicate directly with a representative of QCM Pty Ltd who if able to resolve the issue, will make a decision and record the outcome
* person(s) dissatisfied with the outcome of the complaint or appeal to the representative may then complain or appeal to the Director, who if able to resolve the issue will record the outcome. The Director will at this time review the evidence used to make an assessment decision in the case of an appeal.
* person(s) dissatisfied with the outcome of the complaint or appeal to the Director may initiate a ‘formal complaint or appeal’.

**Formal complaint or appeal:**The formal complaint or appeals process is implemented if a grievance cannot be resolved informally. All formal complaints and appeals will be heard and decided within 10 working days of the receipt of the written complaint/appeal. An independent person or body, independent of and external to QCM Pty Ltd, will be appointed to hear the external complaint or appeal. The person or body will:* have no personal or professional interest in the outcome of the complaint or appeal
* have no influence on QCM’s policy development or organisational structure
* be financially and administratively independent of QCM Pty Ltd.

QCM Pty Ltd will appoint such private conciliator, mediator or dispute resolution counsellor to hear formal complaints as required. The complainant/appellant shall be given an opportunity to present his/her case to the independent person or body and may be accompanied by one other person as support or as representation. A decision will be communicated to all parties in writing within 5 working days of the decision.When reviewing the external complaints handling process, QCM Pty Ltd will ensure the process is impartial, fair and open. The Principal Administrator will keep a [Register of Complaints](file:///%5C%5Cedmund.sec.local%5Cstaffshares%24%5CAllStaff%5CDOCUMENT%20REGISTER%5CREGISTER%20OF%20COMPLAINTS.docx) which documents all informal/formal complaints/appeals and their resolution. Any substantiated complaints/appeals will be reviewed as part of the continuous improvement procedure. If the student chooses to access the complaints and appeals processes QCM Pty Ltd will maintain the student’s enrolment while the complaints and appeals process is ongoing. |
| **Issuance of Qualifications** | By the end of your training program, your assessor will have provided the Queensland College of Music with all assessment records and outcomes relating to your achievement. This information will then be reviewed by the Director who will recommend the issuing of a qualification or statement of attainment and the Director will verify that the code, qualification and other information is correct before printing.All learners who enrol in a qualification and are judged competent in any units are entitled to a Statement of Attainment if they do not fully complete the course. On completion of delivery and assessment operations for a program (or upon cancellation of a learner from the program), the Queensland College of Music will ensure the preparation of statements of attainment for non-graduating learners, from information provided.Statements of Attainment will be issued within 21 days of notification of cancellation. Qualifications will be issued within 21 days from date of completion. It is noted that these timeframes are maximums and every effort shall be taken to issue certification and statements in the shortest possible timeframe. The Queensland College of Music will maintain a record of all qualifications/Statements of Attainment issued for a period of 30 years. Replacement records incur a $20 charge. |
| **Your Privacy** | We take your privacy very seriously and comply with the collection, use and disclosure of client information as governed by the *Privacy* *Act 1988*, the *Queensland Information Privacy Act 2009* a*nd* the Australian Privacy Principles of March 2014.In some cases we will be required by law to make participant information available to government or regulatory authorities. In all other cases we ensure that we will seek your written consent.The relevant Privacy Principles are summarised as:* **Collection:** We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
* **Use and disclosure:** Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
* **Data quality:** We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
* **Security:** We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
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| **Your Feedback** | Feedback from you is pivotal in our efforts to continue to improve the programs that we offer. When you are asked to complete a survey, please take time to give a considered response.  |
| **CLIENT SERVICES & SUPPORT** |
| **Diverse Client Learning****Needs** | The Queensland College of Music aims to identify and respond to the learning needs of all clients. It is our intention that all trainers are to identify, at the start of training, the learning and assessment needs of each individual based on audition and previous experiences. Trainers will ask questions that reveal the general language level of clients, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. This information will be used to inform delivery of training and assessment. Your trainer can organise support when required.Some examples of the type of support that we can offer include:**LITERACY*** Providing assistance with essential writing tasks.
* Considering the use of group exercises for assessments.
* Providing examples and models of completed tasks.
* Ensuring that documents and forms are written and formatted in plain English.
* Using clear headings, highlighting certain key words or phrases.
* Providing explanations of all technical terms used.

**LANGUAGE*** Presenting information in small chunks and speaking clearly, concisely and not too quickly.
* Giving clear instructions in a logical sequence.
* Providing practical examples and demonstrations.
* Encouraging clarifying questions.
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| **Reasonable Adjustments** | If a client meets essential entry requirements, the RTO must make ‘reasonable adjustments’ necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, learning materials or the manner that a theory task is completed. The RTO is committed to ensuring that people with particular learning styles and people with a disability are able to participate in study effectively. Contextualisation of the qualification and reasonableness of delivery modes, resources and assessment tools will ensure the individual needs of learners are met. Validation sessions ensure that reasonable adjustment has not affected the integrity of the assessment.The requirement to provide adjustment for people with a disability applies to all areas and phases of study, including: * admission and enrolment,
* access to learning materials,
* attendance at classes,
* assessment.

Once an assessment of needs has been made by the Trainer/Assessor or Director– the Trainer/Assessor or Director will in consultation with the learner and relevant staff devise an individual learning plan. The learner will advise the Trainer/Assessor or Director if any problems arise relating to Reasonable Adjustment in a timely manner. Where a concern is raised about the reasonableness of an adjustment, the matter can be referred informally to the Director. |
| **Welfare and Guidance Services and Client Support** | If you have a problem with your program, you should talk to your trainer or contact the Director who will help you find the assistance you need and recommend contacts for career guidance and pathway advice. The support service provided is reviewed at the conclusion of each program. The Queensland College of Music ensures that all clients are supported in their studies to the fullest extent possible, thus any client who is experiencing any difficulties with their studies is invited to discuss the issues with their Trainer, or another member of the Queensland College of Music.Furthermore learners seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Director who will seek to direct them to the most appropriate person to provide free advice relating to:* time management
* setting and achieving goals
* motivation
* ways of learning
* coping with assessments
* caring for oneself
* performance anxiety.

Clients who have medical issues that could affect their performance in the program should identify this at the time of Enrolment. |
| **TRAINING SERVICES INFORMATION** |
| **Competency Based Assessment** | Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge.Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown.You will compile a portfolio of evidence through a variety of assessment methods including: oral and written responses, observations, research projects, audio/video recordings, evaluations and reviews and the maintenance of a music journal.All learners are given the opportunity to revisit units of competency to obtain competence. |
| **Training Outcomes and pathways** | All delivery and assessment is geared towards the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package. |
| **ASSESSMENT SERVICES INFORMATION** |
| **Industry Consultation** | The Queensland College of Music liaises with people in the music industry in an effort to confirm that the current materials, training and assessment reflects industry needs, covers knowledge and skills to meet employment and skill demands of industry. |
| **Validation and****Moderation** | All assessment tasks are validated and moderated to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.Validating an assessment task involves checking that the assessment tool produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) as part of our internal review process. |
| **Assessment Appeals** | All appeals should in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. If re-assessment is not granted, the learner must make contact with the Director who will investigate the matter. If the learner is still not satisfied they will have the opportunity to make a formal appeal using the complaints/appeals procedure.  |
| **CODE OF CONDUCT** |
| **Responsibilities of learners** | Learners have a responsibility:* to attend all classes, undertake personal and group practices as scheduled
* to dress in a manner that reflects well on the College
* participate in public performances as requested and complete all assessment tasks as required and within timelines stated
* to abide by the policies and practices of the Queensland College of Music
* to take the initiative and consult with trainers when problems arise
* to conduct themselves in a proper manner and to respect the diversity of learners at the Queensland College of Music
* to ensure a safe, friendly and supportive learning environment for everyone
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| **Responsibilities of trainers and assessors** | Trainers and assessors have a responsibility to learners to:* prepare and present material at an appropriate standard
* inform learners of assessment requirements
* assess learners’ work fairly, objectively and consistently
* provide constructive feedback to learners in a timely manner
* be available to learners requiring extra assistance or clarification of tasks
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By signing below, I acknowledge that I have read and understood and agree to comply with all of the policies and procedures of the Queensland College of Music Pty Ltd stated within the Handbook.

 I have been informed of the:

* + course details, duration and fees related to my qualification
	+ assessment requirements
	+ my rights and responsibilities
	+ the process for lodging complaints and appeals
	+ services available to me

…………………………… ……………………………………………… ……………………………

Client name Signature Date

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**Authority to release information to a third party**

Completing and signing this form will allow a representative from the Queensland College of Music Pty Ltd to discuss and release aspects of your training records held by QCM to government and regulatory authorities.

Name: …………………………………………………………………………………………………………………………………………….

Contact address: …………………………………………………………………………………………………………………………….

……………………………………………………………………………………………………………………………………………………….

Contact Phone: …………………………………………………………………………………………………………………………….

Email Address: ………………………………………………………………………………………………………………………………..

……………………………..hereby authorises QCM to the release of information to government and regulatory authorities as required relating to a person’s enrolment and completion documentation with the Queensland College of Music Pty Ltd.

**Name: ……………………………………..Signature: ……………………………Date: …………………………………**

***PARENT/GUARDIAN NAME AND SIGNATURE FOR STUDENTS UNDER 18***