



Queensland College of Music Pty Ltd (40821)

STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

POLICIES AND PROCEDURES 2021

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INTRODUCTION

About this RTO

The legal name for this RTO is the Queensland College of Music Pty Ltd. Fit and Proper Person declarations have been made by the key decision makers. An organisational chart is maintained to indicate key personnel and duty statements are updated to reflect responsibilities. Trainers and Assessors responsible for each qualification are listed on the respective Training and Assessment Strategies (TAS). The TAS lists available resources.

The scope of registration lists all qualifications and units of competency this RTO is able to deliver. Validation checklists are used with industry and other providers is part of continuous improvement.

The qualifications delivered will provide individuals with well-developed skills and a broad knowledge base in the music industry.

Data is captured through an AVETMISS compliant software system. Learners are supported in gaining a USI.

More information about this RTO can be found throughout this document.

The VET Quality Framework

The VET Quality Framework (VQF) is the nationally agreed quality framework for vocational education and training. As a framework, it provides the platform for the continuous improvement of registered training organisations.

The VET Quality Framework is made up of-

- Standards for Registered Training Organisations - www.asqa.gov.au
- Australian Qualifications Framework V2. www.aqf.edu.au
- Fit and Proper Person Requirements <http://www.comlaw.gov.au/Series/F2011L01341>
- Financial Viability Risk Assessment Requirements www.comlaw.gov.au/Series/F2011L01405
- Data Provision Requirements. www.comlaw.gov.au/Series/F2013L00160

The *Standards for Registered Training Organisations 2015* are the legislated standards that a training organisation must comply with in order to be registered and to maintain that registration in any state or territory. The Standards for RTOs 2015 consist of –

- Standard One: Responsive to industry and learner needs
- Standard Two: Quality assurance
- Standard Three: Secure and accurate certification
- Standard Four: Accessible information about services
- Standard Five: Informed and protected learners
- Standard Six: Fair complaints handling
- Standard Seven: Effective governance and administration
- Standard Eight: Legal compliance

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STANDARD ONE

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

1.1 The RTO's training and assessment strategies and practices, including the amount of training they provide are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

1.2 The RTO determines the amount of training they provide to each learner with regard to:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery
- and where a full qualification is not being delivered, the number of units being delivered as a proportion of the full qualification.

1.3 The RTO has, for all of its scope of registration and consistent with its training and assessment strategies, sufficient

- trainers and assessors to deliver the training and assessment
- educational and support services to meet the needs of learners undertaking the training and assessment
- learning resources to enable learners to meet the requirements for each unit of competency and which are accessible to the learner regardless of location or mode of delivery
- facilities whether physical or virtual and equipment to accommodate and support the number of learners undertaking the training and assessment.

1.4 QCM Pty Ltd meets all requirements specified in CUA Creative Arts and Culture Training Package

The QCM Pty Ltd has documented **training and assessment strategies** for CUA20615 Certificate II in Music Industry, CUA30915 Certificate III in Music Industry, CA40915 Certificate IV in Music Industry, CUA50815 Diploma in Music Industry and CUA60515 Advanced Diploma of Music Industry. Music studies are consistent with the requirements of CUA Creative Arts and Culture Training Package and enable each learner to meet the requirements for each unit of competency for which they are enrolled.

Through an **audition process** and interview the existing skills, knowledge and experience of learners is considered in developing individual learning plans and where required an LLN test as evidence of Australian Core Skills Framework level 3/4. All delivery focuses on time to practise individual skills, to create, to perform, to evaluate and enhance music knowledge and skills within a safe and supportive environment. Individual learning needs are continually reviewed, and new goals established to ensure improved musicianship.

Some theory aspects related to musicianship will be accessed through computer learning resources. Face-to-face 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 vocal interest or specialist instrument. Guest speakers and specialist musicians and representatives from the music industry will support the training staff.

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The amount of training varies with the qualification however all qualifications require individual practice time, rehearsals, performances, and individual study time.

Qualification	Terms	Weeks per term	Hours per week	Additional hours
CUA20615 Certificate II in Music Industry	4	8	4	Individual practice time, rehearsals, performances, and individual study time.
CUA30915 Certificate III in Music Industry	4	8	6	
CUA40915 Certificate IV in Music Industry	4	8	20	
CU50815 Diploma of Music Industry	4	8	20	
CUA60515 Advanced Diploma of Music Industry	4	8	20	

Trainers and assessors have:

- TAE40116 Certificate IV in Training and Assessment
- vocational qualifications at least to the level being delivered or can demonstrate equivalence
- industry currency in the relevant units of competence.
- specialist instrumental trainers/tutors will be qualified and recognised by industry in their speciality and will be currently performing, recording or working within the Music Industry.

Specialist instrumental trainers are under supervision and will be required to hold the TAESS000014 Enterprise Trainer – Presenting Skill Set or its successor or Certificate IV in Training and Assessment.

All trainers and assessors will be required to have verified qualifications on file and references, resumes and industry experience noted on a trainer and assessor **profile**. The CEO, a Justice of the Peace, or a Commissioner for Declarations will verify copies of qualifications. Trainers and assessors involved in delivering and assessing Music qualifications will be responsible for keeping an accurate and up-to-date record of currency activities on their profile relative to the delivery and assessment they undertake.

The trainer/assessor profile will be updated in October each year in consultation with the Director. All trainers and assessors will be required to have a professional learning plan. QCM Pty Ltd is committed to assisting trainers and assessors maintain current knowledge relating to the Music Training Package, the Music Industry and the requirements of quality competency-based training and assessment.

All trainers and assessors will participate in an **Induction Program** on employment by the RTO and at the beginning of each year. The induction procedure will include an introduction to the:

- VET Quality Framework (VQF)
- qualifications provided by the RTO and details of the relevant training products
- roles and responsibilities of an RTO under the VQF
- trainer and assessor **duties** and responsibilities including professional development
- relevant policies and procedures of QCM Pty Ltd

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- competency-based training and assessment principles of assessment and rules of evidence
- relevant commonwealth and state legislation

Educational and support services are available through QCM Pty Ltd. The audition process ascertains musicianship and LLN needs can be ascertained through a **diagnostic test** developed by the RTO. Services may include study support, learning resource centres, flexible scheduling, learning materials in alternative formats.

QCM Pty Ltd is inclusive of all students regardless of race, impairment, or any other factor. Trainers, assessors and learners in their induction to the RTO, will be made aware of the RTO's learning support and educational service for learners.

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.

The preferred learning styles of students will be considered within the delivery context, the development of resources and the assessment tools used. All practical activities will take place in small groups with an experienced trainer demonstrating, mentoring and seeking to empower learners to take responsibility for their learning, to self-assess and to act on constructive feedback within a culturally respectful learning environment.

Learning resources consist of Learner Guides and Assessment tasks and complementary resources for each unit or cluster of units. Learning resources have been acquired with industry consultation. External resources can be accessed by the RTO eg performance space, Copyright lawyers, current recording artists. Learning resources are adjusted where necessary to meet the individual learning needs of students.

Facilities and equipment have been acquired with industry consultation and are listed on the Training and Assessment Strategy. The learning and assessment will be conducted in the classroom, on specialist instruments, in recording studios and at public performances.

If, for whatever reason, the RTO cannot maintain the relevant resources to deliver the Training Package, the RTO will provide students with alternative opportunities to complete the course and the related qualification without any impact on costs to students. There will be an agreement with students before enrolment to this effect.

1.5 The RTO's training and assessment practices are relevant to the needs of industry and informed by industry engagement.

1.6 The RTO implements a range of strategies for industry engagement and systematically uses the outcomes of that industry engagement to ensure the industry relevance of:

- Training and assessment strategies, practices and resources
- The current industry skills of trainers and assessors.

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Specialist instrumental and vocal trainers and assessors provide valuable input into training and assessment strategies being used by QCM Pty Ltd as they are currently working, performing and recording in the Music Industry. A range of industry experts were initially contacted to validate and provide feedback on training and assessment strategies.

A checklist to guide **validation** is used and comments incorporated in changes made to training and assessment strategies and practices.

The QCM Pty Ltd has formed an Industry Advisory Committee consisting of:

- Mr Matthew Kim – CEO Queensland College of Music
- *Mr Sam Nicolosi* Ex General Manager, Creative Industries Skills Council
- *Mrs Andrea Smith* – Applause Genie
- *Mrs Sandra Harrington* – Vocational Education Consultant and LLN specialist

This committee will meet twice a year and will provide valuable industry advice to the RTO in relation to training and assessment strategies, practices, resources and the current industry skills of trainers and assessors. Additional members are invited to join meetings to discuss specific aspects of the music industry. Minutes of all meetings are documented, and suggestions implemented by the Director of the College.

Public performances will also ensure feedback from performers, members of the audience and industry representatives who attend the performance.

QCM Pty Ltd is a member of the Queensland Music Teachers Association and ACPET. The College hosted an Australian tour of the Kruger Brothers (a world acclaimed acoustic music band) in November 2014.

Feedback from industry, employers, learners, partners and trainers and assessors will be sought each year.

1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in the Music Training Package.

QCM Pty Ltd determines the learning needs of applicants at the time of audition and noted on enrolment. Learners for whom English is a second language, a diagnostic test will be conducted to ascertain their ACSF level and adapt resources, assessment instruments and assessment methods as required. Support is available to learners and assessment methods adjusted to meet their needs. Learners requiring additional individual lessons for instrumental or vocal studies will be required to negotiate time and fees with the relevant specialist trainer. A learner requiring additional recording time may be required to pay extra studio fees.

1.8 The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- complies with the assessment requirements of the CUA Creative Arts and Culture Training Package

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- is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

1.9 The RTO implements a plan for on-going systematic validation of assessment practices and judgements that includes for each training product on the RTO’s scope of registration:

- when assessment validation will occur
- which training products will be the focus of the validation
- who will lead and participate in validation activities
- how the outcomes of these activities will be documented and acted upon?

1.10 Each training product is validated at least once every five years with at least 50% of products validated within the first three years of each five-year cycle, taking into account the relative risks of all of the training products on the RTO’s scope of registration, including those risks identified by the VET Regulator.

1.11 Systematic validation of assessments practices and judgements is undertaken by one or more persons who are not directly involved in the delivery of the training product being validated and who collectively have-

- vocational competencies and current industry skills relevant to the assessment being validated
- current knowledge and skills in vocational teaching and learning
- trainer and assessment qualifications and credentials.

1.12 The RTO offers recognition of prior learning to individual learners.

Principles of assessment and rules of evidence as implemented by QCM Pty Ltd include:

Principles of Assessment	Rules of Evidence.
<p>Fairness</p> <ul style="list-style-type: none"> • Reasonable adjustment processes • Assessment requirements clearly articulated • Results may be appealed 	<p>Validity</p> <p>Assessor is assured that the learner demonstrates the required knowledge and skills</p>
<p>Flexibility</p> <ul style="list-style-type: none"> • Informing learners of RPL procedures • Addressing learner needs • Using a range of assessment methods 	<p>Sufficiency</p> <p>The quality and quantity of assessment evidence enables a judgement of competency to be made</p>
<p>Validity</p> <ul style="list-style-type: none"> • Application of skills and knowledge in a range of contexts and through a number of 	<p>Authenticity</p> <p>Evidence presented is verified as the learner’s</p>

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performances <ul style="list-style-type: none"> Assessment matrix provides assessor instructions and aligns unit/s requirements to the assessment 	own work
Reliability <ul style="list-style-type: none"> Clear benchmarks provided for assessors Solutions provided for theory responses Moderation processes when there is more than one assessor 	Currency Evidence that is presented is from the present or very recent past.

QCM Pty Ltd will annually validate assessment practices, policies and procedures of the RTO and assessment judgements focusing on random samples from the qualification/s currently being delivered. The validation process will focus on comparing assessment evidence to the requirements of the unit/s to ensure that competency decisions have been based on sound practices, meets all relevant requirements and satisfies the principles of assessment and the rules of evidence.

The validation activities will be chaired by the CEO or delegate and will involve participation by relevant Industry Advisory Committee members, none of whom are involved in delivery of the qualifications and who have current industry skills, vocational teaching skills and Training and Assessment qualifications. Outcomes will be documented on the Validation Checklist and actions followed up by the Director and reported to the CEO within 30 days.

The validation calendar may need to be adjusted if advice received from moderation, student feedback, the Industry Advisory Committee or ASQA identifies particular risks related to a training product. The Industry Advisory Committee meetings will include sessions to examine the assessment system to ensure QCM Pty Ltd is graduating students with the skills and knowledge required by the music industry.

Validation calendar

June 2015	CUS50109 Diploma of Music <ul style="list-style-type: none"> Training and Assessment Strategies CUSOHS301A Follow occupational health and safety procedures CUFCMP501A Manage and exploit copyright arrangements CUSIND501A Apply music knowledge and artistic judgement CUSMCP402A Develop techniques for composing music CUSMLT501A Refine aural-perception skills 	
June 2016	CUA40915 Certificate IV in Music Industry <ul style="list-style-type: none"> BSBCRT401 Articulate, present and debate ideas BSBIPR401 Use and respect copyright BSBSMB301 Investigate micro-business opportunities CUAMPF304 Make a music demo CUAMPF405 Develop instrumental techniques 	
June 2017	CUA 30915 Certificate III in Music Industry CUA 20915 Certificate II in Music Industry	
	BSBWHS201	Contribute to health and safety of self and others

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	CUACMP301	Implement copyright arrangements
	CUAIND303	Work effectively in the music industry
	CUAMLT302	Apply knowledge of style and genre to music industry practice
	CUAMCP301	Compose simple songs or musical pieces
	CUAMPF304	Make a music demo
	CUAMPF301	Develop technical skills in performance
	CUAMPF404	Perform music as part of a group
	CUAMPF406	Perform music as a soloist
	CUAMPF302	Prepare for performances
	BSBSUS201	Participate in environmentally sustainable work practices
	BSBWOR203	Work effectively with others
	CUAIND201	Develop and apply creative arts industry knowledge
	CUAMLT201	Develop and apply musical ideas and listening skills
	CUAMPF201	Play or sing simple musical pieces
	CUAMPF204	Play or sing music from simple written notation
	BSBWOR202	Organise and complete daily work activities
June 2018	CUA40915 Certificate IV in Music Industry	
	CUAMPF302	Prepare for performances
	CUAMPF401	Rehearse music for group performances
	CUAMPF404	Perform music as part of a group
	CUAMPF406	Perform music as a soloist
	CUARES402	Conduct Research
	BSBSUS201	Participate in environmentally sustainable work practices
	BSBLDR403	Lead team effectiveness
	BSBCRT401	Articulate, present and debate ideas
	BSBIPR401	Use and respect copyright
	BSBSMB301	Investigate micro-business opportunities
	CUAWHS302	Apply work health and safety practices
	CUAMCP402	Develop techniques for composing music
	CUAMPF304	Make a music demo

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	CUAMPF405	Develop instrumental techniques
June 2019	CUA50815 Diploma of Music Industry	
	CUAMPF503	Perform accompaniment/ CUAMPF407 Develop vocal techniques
	CUAMPF505	Develop technical skills and expand repertoire
	CUAMPF507	Provide musical leadership in performance
	CUAWRT503	Write about music
	CUAMCP402	Develop techniques for composing music
	CUAMPF401	Rehearse music for group performances
	CUAMPF404	Perform music as part of a group
	CUAMPF410	Perform music from written notation
	CUAIND501	Apply music industry knowledge
	BSBCRT501	Originate and develop concepts
	CUACMP501	Manage copyright arrangements
	CUAIND402	Provide freelance services
	CUAPPR505	Establish and maintain safe creative practice
	CUAMLT501	Refine aural-perception skills
	CUAMPF406	Perform music as a soloist
	CUAMPF501	Prepare a program for performance
June 2020	CUA 30915 Certificate III in Music Industry CUA 20915 Certificate II in Music Industry	
	BSBWHS201	Contribute to health and safety of self and others
	CUACMP301	Implement copyright arrangements
	CUAIND303	Work effectively in the music industry
	CUAMLT302	Apply knowledge of style and genre to music industry practice
	CUAMCP301	Compose simple songs or musical pieces
	CUAMPF304	Make a music demo
	CUAMPF301	Develop technical skills in performance
	CUAMPF404	Perform music as part of a group
	CUAMPF406	Perform music as a soloist
	CUAMPF302	Prepare for performances

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	BSBSUS201	Participate in environmentally sustainable work practices
	BSBWOR203	Work effectively with others
	CUAIND201	Develop and apply creative arts industry knowledge
	CUAMLT201	Develop and apply musical ideas and listening skills
	CUAMPF201	Play or sing simple musical pieces
	CUAMPF204	Play or sing music from simple written notation
	BSBWOR202	Organise and complete daily work activities
Ongoing through 2021	CUA60515 Advanced Diploma of Music	

Where more than one trainer/assessor are involved in delivery and assessment of the same unit of competency, **moderation** of assessment judgements will be conducted each term. This will also provide an opportunity to discuss the usefulness of assessor instructions, model answers and assessment criteria and any improvements that may be required.

Students are enrolled in the relevant units of competency on commencement of the qualification and student information entered into the Student Data Management System (Axcelerate). Results are available to students at the end of each term, recorded on the student profile, entered into Axcelerate and into SLIMS for current high school students. Trainers and Assessors verify that accurate and up-to-date information is recorded. Recordings of individual musical performances will be valuable evidence to be retained by instrumental and vocal specialists.

Student results show the unit code, title and date achieved. The final assessment outcome for each unit of competency will be documented on the student profile and entered into Axcelerate and SLIMS if required. Results indicate if the competency is attained or continuing, gained through RPL or credit transfer. Once all units are recorded as competent a qualification or a statement of attainment will be printed, entered into the Qualifications register and retained by the RTO for 30 years.

All completed student assessment items for each student will be securely retained until the appeal period ends (six months after completing or withdrawing from the qualification). After the appeal period ends, the assessor's marking guide and observation checklists and completed student assessment items for 10 students or 10% of the students (whichever is greater) enrolled within the qualification will be retained for 12 months. A master copy of all versions of assessment tools will be retained for the life of the relevant version of the qualification.

QCM Pty Ltd has **RPL procedures** that use evidence from formal, non-formal and informal learning and experience as a musician. RPL procedures are outlined on the website, at the time of audition, through the Learner's Handbook and the Enrolment Kit. Students will be informed of the most suitable qualification and RPL process for them at the time of the audition. The Director is responsible for RPL decisions based on the evidence provided by candidates.

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Learners receiving recognition for some units of competency will have their training and assessment plan adjusted. RPL procedures are not available for high school students.

1.13 The RTO's training and assessment is delivered only by persons who have:

- vocational competencies at least to the level being delivered and assessed
- current industry skills relevant to the training and assessment
- Current knowledge and skills in vocational training and learning

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

1.14 As of July 1, 2019 training and assessment is delivered only by persons who have TAE40116.

1.15 As of July 1, 2019 assessors require TAESS00001 Assessor Skill Set or its successor if involved in assessment only.

1.16 The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment

QCM Pty Ltd has key trainers and assessors who hold the relevant qualifications, experience, knowledge and skills. Specialist instrumental or vocal trainers and tutors can provide private instrumental lessons to students however they are supervised with a person who holds the music qualification and the Certificate IV in Training Assessment. Tutors however are involved in delivery of some units of competency in conjunction with the key personnel. Specialist trainers are required to hold TAESS00014.

1.17 Where the RTO, in delivering training and assessment, engages an individual who is not a trainer or assessor, the individual works under the supervision of a trainer and does not determine assessment outcomes.

1.18 The RTO ensures that any individual working under the supervision of a trainer:

- holds the appropriate training and assessment credentials as specified in Schedule 1
- has vocational competencies to level being delivered and assessed
- has current industry skills directly relevant to the training and assessment being provided

1.19 Where the RTO engages any individual under Clause 1.17, it ensures that the training and assessment complies with Standard 1.

1.20 Without limiting Clauses 1.17-1.19, the RTO:

- determines and puts in place the level of supervision required and any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence.
- ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under supervision.

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QCM Pty Ltd ensures all full-time trainers and assessors acquire the current Certificate IV in Training and Assessment and specialist instrumental trainers are encouraged to acquire TAESS00014 Enterprise Trainer – Presenting Skill Set or CUASS00047 Music Tutor Skill if they do not have the Certificate IV in Training and Assessment.

The RTO will provide professional development relating to the Music Training Package and competency-based training and assessment and will require trainers and assessors to document industry currency, musical performances and other relevant activities on a trainer/assessor profile. A record of all professional development is to be retained by trainers and recorded on the staff profile.

Instrumental trainers working under supervision will work with a qualified assessor to collect assessment evidence from learners. Informal meetings will be held with instrumental trainers and a record kept of the key topics discussed. The Director is responsible for the quality of training being delivered and making final decisions about assessment results.

Partner schools delivering on behalf of QCM Pty Ltd are not required to determine assessment outcomes, but music trainer is required to hold TAESS00014 Enterprise Trainer – Presenting Skill Set or Certificate IV in Training and Assessment. Partner schools are visited each term and a record of visits is maintained. During the visit time, the QCM representative checks on assessment tasks with students, provides feedback and outlines any resubmissions that are required. Completed assessments will be verified by the Director before results are recorded.

1.21 -1.24 Relates to delivery of any AQF qualification or skill set from the Training and Education Package.

QCM Pty Ltd does not deliver these qualifications or skill sets, however, TAESS00014 is available through the Advanced Diploma of Music in which the two relevant units of competency are identified as electives.

1.25

To deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), the RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation).

1.26 The RTO must ensure that:

- where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement within a period of one year from the date the replacement training product was released on the National Register.
- where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the

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National Register

- where a skill set, unit of competency is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register
- a new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register

1.27 The requirements specified in 1.26 do not apply where a training package requires the delivery of a superseded unit of competency.

QCM Pty Ltd is committed to ensuring that qualifications being delivered are current on the National Register. Any changes to a training product will be noted in the September of each year to ensure the clients entering the Music program the following year will be undertaking the latest version of the Training Package. Changes to units that are deemed equivalent will automatically be added to the scope of registration by ASQA. Application to extend scope will be made by QCM to ASQA for any other units or training products that require replacement.

STANDARD TWO

The operations of RTO are quality assured.

2.1 The RTO ensures it complies with these Standards at all times, including where services are delivered on its behalf. This applies to all operations of an RTO within its scope of registration.

2.2 The RTO systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1 and systematically evaluates and uses the outcomes of evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected, validation outcomes, client trainer and assessor feedback and complaints and appeals.

QCM Pty Ltd develops, implements, monitors and evaluates quality training and assessment strategies and practices that meet Music Training Package requirements. This includes third parties such as schools who deliver on behalf of QCM Pty Ltd.

QCM Pty Ltd uses the following processes to monitor the operations of the RTO-

- quality indicator data
- validation and moderation outcomes
- Industry Advisory meetings
- **learner feedback**
- **trainer and assessor feedback** including third party providers
- annual internal audit/self-assessment against compliance

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- **complaints and appeals**

Feedback and validation outcomes focusing on delivery and performance data and any complaints or appeals received will be prepared as a written report for the CEO including recommendations for changes. The Director will be required to implement the identified recommendations within a period of two months.

The objective of an internal audit is to ensure that the practices and procedures of the QCM Pty Ltd are compliant with the VQF. RTO personnel will complete the internal audit checklist by collecting objective evidence against the Standards such as:

- examining documents and systems such as training and assessment strategies and practices, policies and procedures, learner handbooks, relevant components of business plans, trainer/assessor qualifications, record management procedures
- examining records of actual training conducted
- perusing a sample of learner files
- analysing resources for delivery and assessment required by the relevant Training Package or course, including assessment tools
- questioning relevant personnel to further explore evidence
- holding interviews with trainers, learners, third party providers
- observing processes such as assessment and learning activities; and
- inspecting facilities and equipment.

The CEO and Director review internal audit reports and act on any opportunities for improvement. They will ensure that any alterations or revisions to stated policies and procedures of the RTO are circulated, understood and implemented consistently throughout the RTO.

2.3 The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.

2.4 The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf and uses these to ensure that the services delivered comply with these Standards at all times.

Music qualifications may be delivered by Queensland secondary schools as third party providers under the scope of registration held by QCM or via a regional hub as a third party provider under the scope of registration held by QCM. Third party arrangements are only in place for Certificate II, III and IV in Music Industry.

A written **agreement** is in place with the schools or regional hub. Teachers are able to deliver qualifications in their school or campus and are required to meet the human resource requirements of QCM. The third party is provided with all learning and assessment materials and assessment evidence is forwarded to QCM for competency decisions to be made. The third party nominates a person to provide educational support and monitoring and/or to provide time and access to resources for the learner.

A delegate from QCM visits partners each term and maintains a record of visits. During the visit students are provided with the opportunity to submit assessments, clarify feedback and receive assistance in preparing resubmissions to forward to QCM for assessment.

Written agreements with third party providers will include the following:

- the name and address of both organisations

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- the name of the chief executive officer (CEO) of both organisations
- the name and contact details of the primary contact at the other organisation
- the program offered, including the relevant Training Package qualification including code and the units of competency, including the code and title
- a list of services offered by the other organisation
- a statement outlining the level of service offered by QCM Pty Ltd
- a statement acknowledging that the RTO is always responsible for training, assessment and certificates issued in its name
- signatures of the CEOs of both organisations
- dates for the period of the agreement
- fees related to the agreement

Learners can be distance music education students with QCM. Such students or their parents if the learner is under 18, apply for an audition and enrolment in a qualification. In this case no individual is responsible for delivery or for assessment. All learning materials are forwarded to the student by QCM and assessment items are returned to QCM by the student for feedback and competency decisions. Students are required to have a private instrumental teacher however that person acts as a workplace supervisor and makes no decisions related to assessment. QCM may communicate with the private instrumental teacher as to student progress.

The VET Regulator will be notified of all agreements within 30 days of the agreement being entered into or the agreement coming to an end by using a *Notification of Material Change or Event Form*.

The RTO shall maintain a Register of Partnership Agreements, forward a copy of the agreement to the other organisation and ensure that responsibilities are understood. It is the responsibility of QCM Pty Ltd to monitor training and assessment services and educational support services provided by third party providers to ensure compliance with the VET Quality Framework.

QCM monitors the delivery of the qualification/s by third party providers in the following manner:

- Music teachers within the schools and regional hubs are required to meet the human resource requirements of trainers
- Music teachers in the school and regional hubs are required to participate in an induction process where their responsibilities are clearly outlined. All relevant documentation is to be signed and submitted to QCM prior to undertaking training.
- QCM provides all resources required for delivery and assessment.
- Assessment outcomes are verified by a delegated trainer and assessor from QCM Pty Ltd
- QCM can require partners to participate in moderation and validation processes and review procedures
- All completion data is forwarded to QCM for verification prior to the printing of certificates or statements of attainment. QCM is responsible for submitting results to the student learning account and retaining work samples and copies of certificates and statements issued.
- A QCM supervisor visits partners each term, observes and reviews practices, monitors student's progress and documents visits. The visit record is signed and dated by the third-party provider representative, the QCM visiting representative and the CEO for QCM.
- Partners are made aware of the need to cooperate with ASQA, comply with QCM policies and procedures, VQF standards, conduct induction for learners, advise learners of fees and record keeping as required by QCM Pty Ltd
- All complaints and appeals are directed to QCM Pty Ltd

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- QCM is responsible for all advertising and marketing and any advertising by the third-party provider must be approved by the CEO of QCM Pty Ltd or his delegate.

STANDARD THREE

The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

3.1 The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course..

3.2 All AQF certification documentation issued by an RTO meets requirements of Schedule 5.

3.3 AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

3.4 Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

QCM Pty Ltd accepts certification issued by other RTOs and issues its own **Certificates and Statements** of Attainment according to the requirements of ASQA. Fraudulent copies of qualifications and statements of attainment are prevented by the use of paper that cannot be copied and the use of the QCM logo and identifier.

Trainers and assessors maintain accurate and current records of each learner's progress towards and achievement of competencies on a manual learner profile. These records are forwarded for entry on the RTO's data management system each term after verification by the Director. The data recorded will be printed out and returned to the trainer and assessor for checking. Once approved as accurate, the RTO administrator is notified to this effect.

When the learner nears achievement of sufficient competencies for award of the full qualification, the trainer and assessor check student achievements against the qualification packaging rules. When the student has achieved the requirements for completion of the qualification, a completed student profile (manual copy and electronic copy) is checked by the Director. The Administrator will be notified to record achievement of the qualification. Every learner will be awarded a Qualification or Statement of Attainment in accordance with the Australian Qualifications Framework (AQF).

Hard copies of learner's profiles and copies of certificates/statements of attainment will be retained in the learner file and certificates/statements of attainment noted in the Register of Qualifications.

AQF qualifications issued by QCM Pty Ltd contain the following information-

- Name, RTO code and logo of Queensland College of Music Pty Ltd
- Code and title of the qualification
- NRT logo

Statements of Attainment contain the following information-

- Name, RTO code and logo of Queensland College of Music Pty Ltd
- List of units of competency showing full title and national code

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- Authorised signatory
- NRT logo
- The words 'A statement of attainment is issued by a RTO when an individual has completed one or more accredited units' and 'these competencies form part of [code and title of qualification]

The RTO will ensure that, where the language used for delivery and assessment of the qualification is other than English, that language is noted on the qualification or statement of attainment.

Students are enrolled in the relevant units of competency on commencement of the qualification and student information entered into the Student Data Management System (Axcelerate). Results are available to students at the end of each term, recorded on the student profile, entered into Axcelerate and into SLIMS for current high school students. Trainers and Assessors verify that accurate and up-to-date information is recorded. Recordings of individual musical performances will be valuable evidence to be retained by instrumental and vocal specialists.

Student results show the unit code, title and date achieved. The final assessment outcome for each unit of competency will be documented on the student profile and entered into Axcelerate and SLIMS if required. Results indicate if the competency is attained or continuing, gained through RPL or credit transfer. Once all units are recorded as competent a qualification or a statement of attainment will be printed, entered into the Qualifications register and retained by the RTO for 30 years.

All completed student assessment items for each student will be securely retained until the appeal period ends (six months after completing or withdrawing from the qualification). After the appeal period ends, the assessor's marking guide and observation checklists and completed student assessment items for 10 students or 10% of the students (whichever is greater) enrolled within the qualification will be retained for 12 months. A master copy of all versions of assessment tools will be retained for the life of the relevant version of the qualification.

All certificates and statements are forwarded to learners within at least 21 days of completion or withdrawal and fee payment. A record of all AQF qualifications and statements of attainment issued is retained by QCM through an external database for 30 years. All qualifications and statements of attainment issued by the RTO will be recorded in the "Register of Qualifications Issued". Reports of qualification and statement of attainment records are available to the VET regulator as requested.

Learners have access to their records. Trainers and assessors will provide access to a learner's own records, including records of results, Certificates or Statements of Attainment on request by the learner and replacement copies of certification documentation at a cost of \$20. Information about a learner, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without their written permission and that of their parent or guardian if the learner is less than 18 years of age. Where a learner consents to disclosure of information, this consent is kept on the Register of Consent. People external to the RTO who act on its behalf, e.g. on complaints committees or technical experts in internal audits, are made aware of these procedures before they begin work in the RTO.

The competencies and qualifications each learner is enrolled in will be kept on AVETMISS compliant software and accessed only by the Administrator and the Training Manager. All electronic records are backed up as part of the RTO's management system.

Records of results, qualifications and Statements of Attainment for learners currently enrolled are stored in individual learner files at a central location. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in another place or in a fireproof and flood-proof safe.

3.5 The RTO accepts and provides credit to learners for units of competency where these are evidenced by AQF certification documentation issued by any other RTO or AQF authorised issuing organisation or authenticated VET transcripts issued by the Registrar.

QCM provides credit for learners who have undertaken and completed equivalent studies previously. For such credit to be given the Director would be required to analyse the equivalence of the study completed with the relevant unit of competency and would authenticate the information on the document presented by contacting the issuing organisation. A student's USI transcript contains training outcome data submitted to the national collection by the student's RTO as a true record of the training undertaken by the student since 2015, including completions and non-completions. As such, a student's USI transcript is a valid way to authenticate the training undertaken by a student, comparable to calling the issuing RTO.

Where a learner presents with AMEB exam results, the Director will be required to map the skill level related to musicianship against the performance criteria, required skills and knowledge of the relevant units of competency. Results of the candidate and the mapping undertaken by the Director will be retained on the learner file as evidence towards the relevant unit/s.

3.6 The RTO meet the requirement of the Student Identifier scheme, including:

- verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student identifier for any purpose
- ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual unless an exemption applies under the Student Identifiers Act 2014.
- ensuring that where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment whichever occurs first, that the results of the training and assessment will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar
- ensuring the security of the Student Identifiers and all related documentation under its control, including information stored in student management systems.

QCM Pty Ltd will require all learners to provide a USI at the time of enrolment. Queensland high school students will also be required to provide a LUI. The College will verify the USI and gain consent to store the USI in the College's database. No qualification or statement of attainment will be issued unless the USI has been verified and consent received.

Learners will be informed of the process below to create a USI account.

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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 eg 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

QCM enrolment data is AVETMISS compliant. Information relating to USI details is secured from loss, damage or unauthorised access by being kept in a locked cabinet and retained on a computer database. Access to computer stored data is restricted to two designated people and backup copies of data is securely stored.

The RTO has effective administrative and records management systems in place to secure the accuracy, integrity and currency of all records, to keep documentation up to date, and to safeguard any confidential information obtained by the RTO and committees, individuals or organisations acting on its behalf.

STANDARD FOUR

Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

4.1 Information whether disseminated directly by the RTO or on its behalf, is both accurate and factual and:

- accurately represents the services it provides and the training products on its scope of registration
- includes its RTO code
- refers to another person or organisation in its marketing only if the consent of that person or organisation has been obtained

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- uses the NRT logo only in accordance with the conditions of use specified by the regulator
- makes clear where a third party is recruiting prospective learners for the RTO on its behalf
- distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party
- distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO
- includes the title and code of any training product as published on the National Register, referred to in that information
- only advertises or markets a non-current training product while it remains on the RTO's scope of registration
- only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- includes details about any government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment and does not-
 - guarantee that a learner will successfully complete a training product on its scope of registration
 - or a training product can be completed in a manner which does not meet requirements
 - or a learner will obtain a particular employment outcome where there is outside the control of the RTO.

QCM Pty Ltd provides learners and prospective learners information about its services through its website www.qcm.qld.edu.au, Facebook, brochures and **learner handbook** and partnership agreements where training and educational services are being delivered on behalf of QCM. QCM only delivers nationally recognised training leading to the issuance of AQF certification documentation. Information is updated regularly by the Training Manager who is responsible for marketing.

Facebook statistics, feedback from students and trainers and surveys issued in relation to the Quality Indicators provide valuable data that informs improvements.

As a Pre-Qualified Supplier with the Queensland Department of Employment, Small Business and Training, QCM provides students with information relating to courses, requirements and fees related to qualifications under the Certificate 3 Guarantee.

As an approved VET Student Loan provider for the Diploma of Music Industry, QCM has policies and procedures in relation to –

- Access and equity
- Enrolment and eligibility for the VSL
- Marketing specific to VSL
- Recording and reporting
- Withdrawal procedures
- Review and re-credit procedures
- The Tuition Protection Scheme.

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QCM does not

- refer to other people or organisations in its marketing
- use third parties for recruitment purposes
- deliver on behalf of another RTO
- deliver units enabling learners to obtain a licensed or regulated outcome

In marketing VSL, QCM will not:

- represent that a VSL is not a loan or does not have to be repaid,
- offer or provide a benefit or cause a benefit to be offered or provided which would be reasonably likely to induce a person to apply for a VET Student Loan for a course,
- when cold calling another person to market, advertise or promote a course, mention the possible availability of VET Student Loans for students undertaking the course ,
- use contact details received from another person to contact a student (or prospective student) to market, advertise or promote a course or enrol the student in a course, and in so doing mention the possible availability of a VET Student Loan
- mention the possible availability of a VET student Loan via social media

STANDARD FIVE

Each learner is properly informed and protected.

5.1 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf and
 - any work placement arrangements

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- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation
- the learner's rights, including:
 - details of the RTO's complaints and appeals process and if the RTO or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner's obligations:
 - in relation to the repayment of any debt to be incurred under the VSL scheme arising from the provision of services
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product and
 - any materials and equipment that the learner must provide
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services

5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including fees that must be paid to the RTO and payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's rights to obtain a refund for services not provided by the RTO in the event the arrangement is terminated early or the RTO fails to provide the agreed services

5.4 Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangement or a change in ownership or changes to existing third-party arrangements.

QCM Pty Ltd provides information relating to services, rights and responsibilities of learners and the RTO through its website, Facebook, brochures and Learner Handbook. A prospective client may contact the College after reading information on the website and express an interest in studying with the College. The client will be required to attend an audition and through the audition and interview process the appropriate training is determined for individuals. Cross credits are noted at this time and RPL process and charges are discussed, and costs related to gap training. Information relating to fees, administration and material charges and payment terms and conditions is available on the website, in the enrolment kit and via individual emails forwarded to prospective clients.

Information related to VSL is provided in a brochure and via the QCM website. A student who is successful in enrolling in the Diploma of Music is provided with information on eligibility requirements, tuition fees and associated costs, the process for applying for the VSL and their responsibilities, obligations and rights if they choose to apply for the loan.

As part of the enrolment process, QCM will issue a VET Student Loan Fee Notice and a Commonwealth Assistance Notice within designated timeframes.

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QCM will retain all information provided to a student during the enrolment period for a period of five years.

Payment for auditions is required at the time of the audition and is non-refundable. Learners will be invoiced per term before training commences. The first term will include course fees for the term, any administration and resource charges and individual instrumental lessons requested. Fees do not attract GST. The invoice will detail the qualification being undertaken and itemise costs for the term. A receipt will be issued on receipt of payment.

No refund is paid if a learner fails to attend for the term. Once enrolled in the term learners need to be committed and aim to 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.

Payment is required within 14 days of invoice being issued. Payment can be made by direct debit or bank transfer. A 2% late fee payment will be added to invoices not paid within 14 days. A payment plan can be negotiated with the Director if the learner is unable to meet training costs.

Learners are further informed of their rights and responsibilities, training and assessment plans and information contained in the Learner Handbook and through an Induction Program on commencement of their course.

STANDARD SIX

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

6.1 The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff or
- a learner of the RTO

6.2 The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

6.3 The RTO's complaints policy and appeals policy:

- ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- are publicly available
- set out the procedure for making a complaint or requesting an appeal
- ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
- provide for review by an appropriate party independent of the RTO and complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

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6.4. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal the RTO:

- informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required and
- regularly updates the complainant or appellant on the progress of the matter.

6.5 The RTO securely maintains records of all complaints and appeals and their outcomes and identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

6.6 Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training and assessment, and does not have in place a specific complaints and appeals policy the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

QCM Pty Ltd has details of complaints and appeals policies documented in the Learner Handbook and learners are informed through the **Induction Program**.

The RTO will provide an induction program for all learners on commencement of their course. This will include:

- orientation procedures
- course information, including content and vocational outcomes
- fees and charges, including refund policy
- provision for language, literacy and numeracy assistance
- learner support, welfare and guidance services
- learner rights and obligations
- appeals and complaints procedures
- recognition of AQF qualifications and statements of attainment issued by other RTOs
- access to records.

A student choosing to access the complaints, grievances and appeals processes will retain their enrolment with QCM Pty Ltd while the process is on-going, and no charge will be made for the process.

A **complaint or grievance** can be made to the RTO regarding the conduct of:

- QCM, its trainers, assessors or other staff
- students of the RTO
- any third parties providing services on behalf of the College.

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An **appeal** can be made to the College to request a review of a decision, including assessment decisions. Appeals should be made to the trainer/assessor in the first instance but can also be made to Director or Training Manager of QCM. Appeals to review a decision will be conducted by an external and independent person or body with appropriate expertise.

Policy Statement

1. Any staff member can receive a complaint, assessment appeal or grievance and where possible resolve immediately.
2. All complaints, grievances and assessment appeals are heard and resolved within 10 calendar days of receipt.
3. If QCM considers that more than 10 calendar days are required to process and finalise the complaint, grievance or assessment appeal, the complainant or appellant will be informed of the reasons for the extended time frame in writing and will be regularly updated on the progress of the matter.
4. QCM will maintain a secure Complaints, Grievances and Appeals Register, documenting all complaints, grievances and assessment appeals received, as well as actions taken, and decisions made.
5. QCM will undertake a continuous improvement process that includes reviewing both the details in the Complaints, Grievances and Appeals Register, and the complaints, grievances and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.
6. Appropriate records of all complaints, appeals and grievances will be maintained by QCM for a period of seven years.

Internal Stage of Procedures

1. On receipt of a verbal complaint/grievance or assessment appeal:
 - a. Resolve the issue if possible, documenting the issue, its cause, actions taken, and decisions made in the secure Complaints, Grievances and Appeals Register.
 - b. If the issue cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the issue, but a written record of the complaint is required.
2. To put a complaint/ grievance in writing, advise the complainant that:
 - a. they may use the support of a third party in progressing the complaint/grievance,
 - b. they can either put the complaint/grievance in writing themselves using the form provided by QCM, or
 - c. they can be assisted to write the complaint/grievance. In this case
 - i. note whether the complainant wants the support of a third party
 - ii. ensure the complainant signs and dates the form
 - iii. identify the person assisting in the writing, their role at QCM and

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signature.

3. On receipt of a written complaint/grievance/assessment appeal:

- a. if the complaint/grievance is not in relation to the Director-
forward it to the Director
enter it into the secure Complaints, Grievances and Appeals Register.
- b. if the complaint is in relation to the Director-
forward it to the CEO
enter it into a separate secure Complaints, Grievances and Appeals
Register, which is kept separate from the main Register.
- c. send a prompt written acknowledgement to the complainant.
- d. provide a written notice of a decision, including the reason for the decision
and the process for appealing the decision.

All formal complaints will be heard and decided within 10 working days of the receipt of the written complaint/grievance and the decision communicated to all parties in writing within 5 working days of the decision. All recommendations will be implemented. All records of findings are available to the complainant only.

Formal appeal procedure

A person dissatisfied with the outcome of the complaint/grievance procedure may initiate a 'formal appeal' where an independent person or body independent of and external to QCM Pty Ltd, with appropriate expertise will be appointed to hear the 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,

The appellant will be provided with a written notice of the appeal decision including the reasons for the decision and advice about how to have the decision reviewed.

External Stage of Procedures

The external stage of the grievance procedure is available to an appellant seeking a review of the appeal decision.

Each party to a review, may be accompanied or assisted by another person at a cost to the party.

An independent person or body independent of and external to QCM Pty Ltd, with appropriate expertise will be appointed to hear the external appeal. The person or body will:

- have no personal or professional interest in the outcome of the appeal,
- have no influence on QCM's policy development or organisational structure,
- be financially and administratively independent of QCM Pty Ltd,

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Written notice of the decision on review will be given to each party, with notice to include the reasons for the decision.

The VET Student Loans Ombudsman will act as the external dispute resolution body to conduct investigations and make recommendations in relation to VET loan assistance provided to Diploma of Music students, and compliance by VET providers with the Act, and any legislative requirements. The Ombudsman will report on its investigations and recommend providers and others take action, or stop certain behaviour, to address identified problems and provide redress to affected students. All recommendations will be implemented by QCM.

Flow chart of complaint and appeal process

Stage 1 – Informal complaint
An informal complaint can be lodged by speaking directly with a member of staff at QCM. If the student considers the matter is serious the matter can be discussed with the CEO of the College.
Stage 2 – Formal complaint
In the case of the complaint relating to a serious matter a complaint form is to be completed and details of the issue outlined. The matter will be investigated and acted on in 10 days. If no resolution can be met the complaint moves to Stage 3.
Stage 3 – Appeal of decision
If a student is dissatisfied with the outcome of the formal complaint procedure, an appeal maybe lodged and the appeal form completed and submitted, detailing the reasons for the appeal. An independent person or body independent of and external to QCM Pty Ltd, with appropriate expertise will be appointed to hear the appeal.
Stage 4 – External mediation
The external stage of the grievance procedure is available to an appellant seeking a review of the appeal decision. The VET Student Loans Ombudsman will act as the external dispute resolution body to conduct investigations and make recommendations in relation to VET loan assistance and compliance by QCM.
Written notice of the decision on review will be given to each party, with notice to include the reasons for the decision and recommendations for QCM to implement.

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STANDARD SEVEN

The RTO has effective governance and administration arrangements in place.

7.1 The RTO ensures that its executive officer or high managerial agent are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times and meet each of the relevant criteria specified in the **Fit and Proper Person** Requirements.

7.2 The RTO satisfies the **Financial Viability Risk Assessment Requirements**

7.3 Where the RTO requires either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection.

7.4 The RTO holds **public liability insurance** and has a copy of a certificate of currency that covers the scope of its operations throughout the registration period.

7.5 The RTO provides accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time.

The mission of QCM Pty Ltd is to provide outstanding learning and assessment for all learners and staff regardless of faith or culture built on examples of Jesus Christ. The College aims to develop vocational education knowledge and skills in music using the God given talents of its learners.

This RTO aims to:

- Support learners to gain personal excellence in music 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
- Operate profitably with sound business planning
- Use a consultative approach to allow for continuous improvement
- Meet stakeholder needs
- Maintain documentation and evidence in an accurate and current manner
- Provide quality training and assessment specialising in the music industry area
- Employ staff with the necessary qualifications and currency and with opportunities for ongoing professional development
- Maintain a Business Plan so that short term and long-term goals are achieved with positive feedback on key performance indicators

Governance

QCM Pty Ltd has an **organisational chart** identifying key personnel responsible for the services of the RTO. The RTO also has **duty statements** for each position identified on the organisational chart. The CEO is legally responsible and accountable for all operations of the RTO and will work closely with the Director and Administrator. The CEO, with the Director, will ensure that the organisation complies with the Standards at all times. The CEO and Director of this RTO are aware that the VET Quality Framework is legislated, and that real cost penalties apply to breaches of any of these standards. They are also aware that Regulator decisions about cancellations, sanctions, renewal rejections, registration conditions and other administrative conditions against RTOs are also published on the Australian Skills Quality Authority (ASQA) website.

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Viability, including financial viability.

The QCM is a family business owned and conducted by the Kim family with Joseph Jin-Sung Kim and Susan Soon-Ki Kim as Directors and shareholders and Matthew Kim as Chief Executive Officer. Shareholdings within the organisation are held by Samdoo Corporation Pty Ltd (85.20%) and Sung-Do Pty Ltd (7.4%) and Susan Soon-Ki Kim (7.4%). Both Samdoo Corporation Pty Ltd and Sung-Do Pty Ltd are financially viable, with Samdoo operating successfully for over 30 years.

Business planning for the RTO has identified potential clients, fee structures, essential costs and likely profit to ensure short term viability and long term financial investment.

The RTO will provide the following information to learners via the website, brochures and Facebook and at the time of enrolment:

- the total amount of all fees including audition fee, course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable fees
- 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
- 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
- the options available to learners who are deemed not yet competent on completion of training and assessment and
- the organisation's refund policy.

Prepaid fees by students studying Diploma of Music Industry and protected through the Tuition Protection Scheme in the event that QCM ceases delivery or is unable to fully deliver the approved course of study that a VSL student is enrolled in. QCM will seek to place the learner in an equivalent course in an appropriate location for the student however, if such a course cannot be found, the learner is paid a refund or re-credit of any prepaid tuition fees paid for the original course or parts of the course, which were not completed due to QCM's default

AVETMISS data and Quality Indicator data will be provided in a timely manner as requested. AVETMISS data will be forwarded in February each year and Quality Indicator data in June annually for the previous calendar year. Learners will be required to complete the Learner Engagement Survey in October or on withdrawing from the course. *Declaration on Compliance* will be submitted annually. Compliance documentation will form part of the internal audit conducted by the College.

Data reporting for VSL

1. QCM is required to report data on the census day for all students studying in approved courses who are eligible to apply for a VET Student Loan for a part of a course or unit of study. Information reported will include any tuition fees deferred for all or part of the fees accessed through VSL.

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Payment of tuition fees from students for units of study/parts of courses should be reported against Data Element [381 Amount paid up front](#).

The amount of VETSL debt for a unit of study/part of course should be reported against Data Element [558 HELP debt amount](#).

The total amount charged for a unit of study/part of course is reported against Data Element [384 Total amount charged](#).

2. QCM will submit and verify data as required by the Secretary such as -

- student data – information on student enrolments, and the personal details of students eligible for a loan
- course data – information on the approved courses
- units of study completions and course completion submissions

3. All student enrolment and course completion data is quality checked and confirmed as accurate and complete by the Director of QCM. Data must be certified via the lodgement of a Statutory Declaration signed by the Chief Executive Officer. Statutory Declarations will be submitted every six months by 7 July and 7 January (for the preceding six months.)

.Data reporting timeframes

Data type	Reporting timeframe
Student enrolment data	Monthly based on census day by the 7 th of the following month
Course completions	Monthly based on completion month by the 7 th of the following month
Unit of study completions (ongoing)	Quarterly

Financial reporting

1. QCM will provide the Secretary with general purpose financial statements for each financial year within three months after the end of the financial year. The financial statements will be:

- prepared by a qualified accountant,
 - audited by an independent qualified auditor.
2. (i) The financial statements will be accompanied by the following:
- a report by the auditor,
 - a copy of the auditor's independent declaration,
 - a declaration by a qualified accountant or auditor that the provider has, as at the date of the

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declaration, complied with all statutory obligations.

(ii) declaration, complied with all statutory obligations relating to the payment of the following where applicable –

- company tax,
- goods and services tax,
- withholding tax, including withholding tax for employees,
- payroll tax,
- superannuation guarantee for employees and,
- an updated and current workers' compensation and public liability insurance policy.

3. Financial documentation is to be uploaded to the Document List' under 'Financial Requirements'. QCM is also required to complete the Financial Performance Detail section for each corresponding financial period and notify the department that annual financial documents have been uploaded.

Notifiable events

1. QCM will notify the Secretary in writing of any of the following:

- a change to the legal name or business as recorded on training.gov.au,
- a change to key personnel and the reason for the change,
- planned changes to the ownership or the corporate structure of the provider,
- any major projects undertaken,
- any major purchases of assets
- inability to pay all of its debts when they become due,
- proceedings are initiated for an order winding up the organisation.

2. QCM will provide the Secretary the following information according to the specified annual date:

- a list of the approved courses offered by QCM -
 - the mode of delivery for each approved course
 - the duration of each approved course
 - the proposed census days for each of the offered approved courses.
 - the expected number of students for each approved course to be offered in the next financial year.
 - the expected amounts of VET Student Loans to be used for each approved course in the next financial year, based on the expected number of students and the courses and loan caps determination.
 - the tuition fees for each approved course to be offered in the next financial year.
 - information about links with industry
 - any other information determined by the Secretary.

3. QCM may submit a request to the Secretary for their conditions of approval to be varied or their fee limits to be increased at any time. A submission may include requests for:

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- the addition or removal of courses included in QCM’s existing VET Student Loans conditions of approval, and/or the increase or decrease of QCM’s annual fee limits during the year of approval or in annual forecasts for the following year.

STANDARD EIGHT

The RTO cooperates with the VET Regulator and is legally compliant at all times.

8.1 The RTO cooperates with the VET Regulator:

- by providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO’s registration
- in the conduct of audits and the monitoring of its operations
- by providing quality/performance indicator data
- by providing information about substantial changes to its operations or any event that would significantly affect the RTO’s ability to comply with these standards within 90 calendar days of the change occurring
- by providing information about significant changes to its ownership within 90 calendar days of the change occurring, and
- in the retention, archiving, retrieval and transfer of records

8.2 The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services and in the conduct of audits and the monitoring of its operations.

8.3 The RTO notifies the Regulator:

- of any written agreement for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first, and
- within 30 calendar days of the agreement coming to an end.

8.4 The RTO provides an annual declaration on compliance with Standards to the VET Regulator and in particular whether it:

- currently meets the requirement of the standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months
- has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the standards.

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8.5 The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

8.6 The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.

QCM Pty Ltd agrees to cooperate with ASQA so that:

- RTO operations are monitored, and external audit requirements undertaken as required
- accurate and timely data is provided as requested
- information about the RTO is current with any changes to operations or ownership being communicated such as:
 - changes to the RTO's legal name or trading name,
 - responsible person and daily contact officer,
 - business address/contact details,
 - commencement and completion of partnership agreements,

QCM Pty Ltd maintains data relating to RTO activities using Accelerate Database program and can provide electronic copies of the following to the VET Regulator as requested:

- business registration records,
- Risk Assessments,
- Fit and Proper Person Documentation,
- Training and Assessment Strategies, resources and equipment information
- Trainer and assessor profiles
- Public Liability Insurance
- partnership agreements
- completion data
- validation, consultation and minutes of meetings
- Quality Indicator surveys
- completed assessment learner samples
- complaints and appeals documentation
- declaration on compliance

QCM Pty Ltd complies with Commonwealth and Queensland legislation and relevant regulatory requirements and informs trainers and assessors and learners through an Induction Program and meeting times.

Examples of legislation include:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Fit and Proper Persons Requirements 2011
- Financial Viability Risk Requirements 2011
- Data Provision Requirement 2011
- VET Student Loan Act 2016
- VET Student Loan Rules 2016
- VET Student Loans (Courses and Loan Caps) Determination 2016
- VET Student Loans (Charges) Act 2016
- VET Student Loans (VSL Tuition Protection Levy) Act 2020

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Other relevant legislation includes:

- Work Health and Safety Act 2011 Qld
- Equal Opportunity in Employment Act 1992
- Anti Discrimination Act 1991 Qld
- Disability Services Act 2006 Qld
- Disability Discrimination Act 1992 Cth
- Racial Discrimination Act 1975 Cth
- Sex Discrimination Act 1984 Cth
- Privacy Act 1988 Cth
- Vocational Education and Training and Employment Act 2000 Qld
- Child Protection Act 1999 Qld
- Youth Justice Act 1992 Qld
- Copyright Act 1968 Cth
- Information Privacy Act 2009 Qld

Glossary

In this document:

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification means an AQF qualification type endorsed in a training package.

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Audit means a systematic, independent and documented process for obtaining evidence to determine whether the activities and related outcomes of a training organisation comply, or continue to comply, with the Standards for Registered Training Organisations. Audits may be:

- internal — conducted by officers of the RTO annually; or
- external — conducted by auditors from other authorities, e.g. ASQA

Australian Qualifications Framework means the framework for regulated qualifications in the Australian education and training system as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education

National Register means the register maintained by the Commonwealth Department responsible for VET

Nationally Recognised Training logo means the logo used nationally to signify training packages

Quality Indicators are surveys and data used to guide continuous improvement and assess the risk rating for the RTO. The three quality indicators measure employer satisfaction, learner satisfaction

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and competency completion rates. RTOs complete the surveys for learner satisfaction and competency completion rates. Annual reports of the data for the previous year are due 30 June each year. Before learners exit they must complete the learner satisfaction survey. Trainers and assessors must contribute to information for the competency completion rate data by the due dates. Dates are not negotiable.

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance with the VQF within a defined scope of registration (see Scope of registration).

Scope of Registration means the training products for which an RTO is registered to issue AQF certification documentation

Standards mean the Standards defined by the National VET Regulator for RTOs

Student Identifier means an identifier assigned to an individual by the Registrar

Training and Assessment Strategies and practices ensure training and assessing enable learners meet the requirements of the training package

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.

Validation is the quality review of the assessment process.

VET Quality Framework means the nationally agreed quality framework for the vocational education and training system agreed to by the ministerial council.

VET Regulator means the national body responsible for matters relating to VET legislation

Acronyms and abbreviations

ACSF	Australian Core Skills Framework
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority - the national VET Regulator
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
DPR	Data Provision Requirements
FPPR	Fit and Proper Person Requirements
FVRAR	Financial Viability and Risk Requirements
LLN	Language, literacy and numeracy
NRT	Nationally Recognised Training logo
QCM	Queensland College of Music Pty Ltd
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SoA	Statement of Attainment
TAE	Certificate IV in Training and Assessment
TAS	Training and Assessment Strategies and practice

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TGA	training.gov.au
UoC	Unit of Competency
USI	Unique Student Identifier
VET	Vocational Education and Training
VQF	VET Quality Framework
VSL	VET Student Loan