

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		
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Registration Details	<p>Our scope of training is listed at http://www.training.gov.au , the database on Vocational Education and Training in Australia.</p> <p>As a Registered Training Organisation (RTO) we comply with the VET Quality Framework (VQF), which comprises:</p> <ul style="list-style-type: none"> • 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 • VET Student Loans Act 2016 		
Purpose of this Handbook	<p>The information contained in this Handbook is to enable students 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 and any government subsidies that may be available to you.</p> <p>The aim of the Queensland College of Music Pty Ltd is to:</p> <ul style="list-style-type: none"> • Support learners to gain personal excellence in music and to develop high levels of musicianship while living and working in communities. • 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.

	<p>VET Student Loans (VSL) program is governed by the <i>VET Student Loans Act 2016</i> and the VET Student Loans Rules 2016. Eligible students studying CUA50820 Diploma of Music with the Queensland College of Music (RTO 40821) can apply for a VET Student Loan (VSL) to fund all or part of their tuition fees. The loan does not cover the cost of audition, resources, administration and uniform costs. In addition, a 20 percent loan fee applies to VET Student Loan for full fee paying students which will be added to your VET Student Loan. The VSL is an agreement between the student and the government. The student debt remains a personal debt until it is repaid.</p>
<p>Enrolment</p>	<p>Prior to enrolment in Certificate III, IV, Diploma or Advanced Diploma, the learner 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 and individual learning goals established. In some cases it may be necessary to undertake a LLN test to determine your academic eligibility. After the audition students will complete an Enrolment form. This enrolment data is maintained on an AVETMISS compliant program. All learners enrolling in a qualification or applying for Recognition of Prior Learning (RPL) with QCM Pty Ltd will be required to supply the College with a Unique Student Identifier (USI).</p> <p>Follow the steps below to create your USI account.</p> <p>Step 1 – Get at least one form of ID from the following list</p> <ul style="list-style-type: none"> • Driver’s licence • Medicare card • Australian Passport • Birth certificate – full certificate required • Others- <div style="background-color: #e0e0e0; padding: 5px; border: 1px solid black;"> <p>Visa for international students, Certificate of Registration by Descent, Citizenship Certificate, ImmiCard</p> </div> <p>Step 2 – Go to http://www.usi.gov.au/Pages/default.aspx and click on Create your USI</p> <p>Step 3 – Agree to terms and conditions</p> <p>Step 4 – Fill in your personal and contact details</p> <p>Step 5 – Enter the requested details as shown on your form of ID</p> <p>Step 6 – Set your USI account password and questions for security</p> <p>Step 7 –Your USI will now be displayed on the screen</p> <p>Step 8 – Write down your USI in a safe place or enter into your phone</p> <p>Step 9 – Your USI will also be sent to you by email, phone or to your mailing address</p> <p>Step 10 – Provide QCM Pty Ltd with your USI number at time of enrolment</p> <p>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.</p>

Delivery models	<ol style="list-style-type: none"> 1. A domestic adult student will attend the College for 20 hours a week for four, 9 week terms if studying Certificate IV, Diploma or Advanced Diploma in Music. 2. A senior high school student studying music at school can attend the College for one day a week for four, 9 week terms. 3. A senior high school student can be in a school music class where the school has an agreement with QCM to deliver training on its behalf. QCM provides all learning materials and assessment items to the supervising teacher. All work is assessed to determine competency by QCM staff. 4. A learner can apply to study with QCM as a distance music education student. QCM provides all learning materials and assessment items to the student. All work is assessed to determine competency by QCM staff. Students will be required to forward videos of performances and evidence of instrumental instruction, practice and rehearsal. QCM requires the distance student to have a private instrumental teacher who can provide information to QCM as required.
Course Information	<p>COURSE AIMS</p> <p>Students 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.</p> <p>Students are able to enrol in CUA20620 Certificate II in Music, CUA30920 Certificate III in Music, CUA40920 Certificate IV in Music, CUA50820 Diploma of Music or CUA60520 Advanced Diploma of Music 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.</p>
Course Delivery	<p>Students attending classes on site will be involved in face to face to instruction which 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.</p> <p>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 audience.</p>

	<p>A learner who completes less than the total number of competencies will receive a Statement of Attainment.</p>
<p>Course Fees</p>	<ul style="list-style-type: none"> • Fees and charges are invoiced in advance each term. Invoices will include course fees for a term and any administration and resource costs for the term. • Invoices must be paid within 14 days of issue. Late payment will attract a 2% interest charge per month. • Pre-paid term fees and charges are non-refundable once a learner has received learning materials and assessment resources for that term. • Prepaid fees by students studying Diploma of Music are 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. <p>The following information can be found on the website:</p> <ul style="list-style-type: none"> • 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 <p>Certificate 3 Guarantee and Higher Skills Queensland College of Music has the following State Government subsidies available to eligible learners. The subsidy represents the level of government contribution for a qualification and varies between qualifications based on a number of factors.</p> <p>Given the benefits that accrue to individuals from training, students undertaking Certificate III level training and non-concessional students undertaking lower-level vocational training, will be required to contribute to the costs of their training through a co-contribution fee.</p> <p>The co-contribution fee is determined by QCM, and may be paid on behalf of the student by the employer or another third party, but cannot be paid or waived by QCM, or any organisation related to QCM, unless approved by the Department.</p> <p>Certificate 3 Guarantee:</p> <ul style="list-style-type: none"> • CUA20620 Certificate II in Music • CUA30920 Certificate III in Music <p>Eligibility: The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III qualification.</p> <ul style="list-style-type: none"> • Aged 15 years or older • A Queensland resident and an Australian citizen, permanent resident or humanitarian visa holder, or a temporary resident with the necessary visa and on the pathway to permanent residency • No longer at school

	<ul style="list-style-type: none"> Do not hold or are not currently undertaking a Certificate III or higher qualification (not including qualifications completed at school and foundation skills training). Are unemployed and seeking work or working on a full-time, part-time or casual basis. <p>Higher Level Skills:</p> <ul style="list-style-type: none"> CUA50820 Diploma in Music <p>Eligibility: This program is open to any Queensland resident aged 15 years or over, who is no longer at school and is an Australian or New Zealand citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate IV or higher-level qualification, not including qualifications completed at school and foundations skills training.</p> <p>VET Student Loans As an approved provider, eligible students may apply for a VSL for the Diploma of Music. Students are to access relevant information on the QCM website and are advised to read the Information booklet provided by the government to ensure they understand their rights and obligations. https://www.dese.gov.au/vet-student-loans/vet-information-students/information-vet-student-loans-students</p>
Refund policy	<p>Term fees including administration and resource costs for a term are non-refundable. Once fees and charges are paid for a term and the learner has received learning resources and assessment materials for the term, fees and charges will not be refunded if the student fails to attend class or submit work for assessment.</p> <p>Once enrolled in a term learners need to be committed and complete the relevant units of competency for the term. If a learner withdraws after paying fees for a term, but fails to complete the term, they may choose to enrol in another term within a twelve-month period and fees will be credited to the new term. If a learner chooses to withdraw from the College and does not seek to return a Statement of Attainment for any completed units of competency will be issued and no refunds will be paid.</p> <p>The following information can be found on the website:</p> <ul style="list-style-type: none"> payment terms, including the timing and amount of fees and charges to be paid refund policy a guarantee that if QCM 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. withdrawal procedures for students accessing VET Student Loan and the process for seeking fees to be re-credited.
Relevant Legislation	<p>The Queensland College of Music will comply with Commonwealth and State legislation and regulatory requirements relevant to its operations. All staff and students are to be informed of legislative and regulatory changes that affect the services delivered by QCM</p>

	<p>Pty Ltd. Legislation includes but is not limited to:</p> <ul style="list-style-type: none"> ➤ Workplace Health and Safety ➤ Anti-Discrimination including equal opportunity ➤ The National Vocational Education and Training Regulator Act 2011 ➤ Standards for Registered Training Organisations 2015 ➤ VET Student Loans Act 2016 ➤ Copyright ➤ Privacy
<p>Workplace Health and Safety (WHS)</p>	<p>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.</p>
<p>Access and Equity</p>	<p>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 are available to assist learners with special needs and all trainers/assessors and learners are required to adhere to our access and equity policy.</p> <p>The Queensland College of Music-</p> <ul style="list-style-type: none"> ➤ 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 <p>In the case of QCM receiving more VET Student Loan applications for the Diploma of Music than they have the capacity to serve, selection of suitable applicants will be based on:</p> <ul style="list-style-type: none"> (i) time of student enrolment (first in, first enrolled) (ii) musical and academic ability to meet course requirements

	<p>(iii) VSL availability to student</p> <p>(iv) deferment considerations.</p>
Recognition of Prior Learning (RPL) and Credit Transfer	<p>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 . Students 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.</p> <p>The Queensland College of Music provides opportunities for students to seek RPL and credit transfers.</p> <ul style="list-style-type: none"> ➤ Credit Transfer means credit towards a qualification granted to students 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. Students 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 students the opportunity to apply for RPL. Students 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.
Records Management	<p>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.</p> <p>Students 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.</p> <p>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. Students should be advised that if they do not receive any correspondence due to incorrect contact details they are fully responsible.</p>
Plagiarism, Collusion, Cheating	<p>Definitions</p> <p>Plagiarism – Is to take someone's words or ideas or other materials and present them as your own.</p> <p>Collusion – Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include.</p>

	<ul style="list-style-type: none"> ➤ 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 <p>Cheating in an assessment – Is to seek to obtain an unfair advantage</p> <p>Referencing - Referencing is a standardised method of acknowledging the sources of information and ideas and other material used in an assignment.</p> <p>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.</p> <p>Countering plagiarism, collusion and cheating is the shared responsibility of staff and learners. Trainer/assessors:</p> <ul style="list-style-type: none"> ➤ 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. <p>The learner must:</p> <ul style="list-style-type: none"> ➤ 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. <p>Some methods for avoiding plagiarism include:</p> <ul style="list-style-type: none"> ➤ 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
<p>Complaints and appeals</p>	<p>QCM Pty Ltd has a complaints, grievance and appeals policy specific to its RTO operations. The CEO is ultimately responsible for ensuring that the College complies with the VET Quality Framework (VQF). Complaints can made to any member of staff. QCM will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.</p>

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 as clearly shown on the website for QCM. Separate interviews will be held with both the person making the complaint and the person the complaint is about. 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 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.

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.

1.1.1 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 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,

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 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.

	<p style="text-align: center;">Stage 2 – Formal complaint</p> <p>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.</p> <p style="text-align: center;">Stage 3 – Appeal of decision</p> <p>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.</p> <p style="text-align: center;">Stage 4 – External mediation</p> <p>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.</p> <p>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.</p>
<p>Issuance of Qualifications</p>	<p>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.</p> <p>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.</p> <p>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.</p>

Your Privacy	<p>We take your privacy very seriously and comply with the collection, use and disclosure of client information as governed by the <i>Privacy Act 1988</i>, the <i>Queensland Information Privacy Act 2009</i> and the Australian Privacy Principles of March 2014.</p> <p>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.</p> <p>The relevant Privacy Principles are summarised as:</p> <ul style="list-style-type: none"> • <u>Collection</u>: We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected. • <u>Use and disclosure</u>: Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies. • <u>Data quality</u>: 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. • <u>Security</u>: We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Your Feedback	<p>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.</p>
CLIENT SERVICES & SUPPORT	
Diverse Client Learning Needs	<p>The Queensland College of Music aims to identify and respond to the learning needs of all students. 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. Adult learners may undertake a LLN diagnostic test to ensure learner success in understanding of subject concepts and technical skills. This information will be used to inform delivery of training and assessment. Your trainer can organise support when required.</p> <p>Some examples of the type of support that we can offer include:</p> <p><u>LITERACY</u></p> <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Using clear headings, highlighting certain key words or phrases. • Providing explanations of all technical terms used. <p><u>LANGUAGE</u></p> <ul style="list-style-type: none"> • 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.
<p>Reasonable Adjustments</p>	<p>If a client meets essential entry requirements, QCM 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.</p> <p>QCM 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.</p> <p>Validation sessions ensure that reasonable adjustment has not affected the integrity of the assessment.</p> <p>The requirement to provide adjustment for people with a disability applies to all areas and phases of study, including:</p> <ul style="list-style-type: none"> ➤ admission and enrolment, ➤ access to learning materials, ➤ attendance at classes, ➤ assessment. <p>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.</p> <p>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.</p>
<p>Welfare and Guidance Services and Client Support</p>	<p>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.</p> <p>The support service provided is reviewed at the conclusion of each program. The Queensland College of Music ensures that all students 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.</p> <p>Furthermore learners seeking advice on Welfare or Guidance on other matters may make an</p>

	<p>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:</p> <ul style="list-style-type: none"> ➤ time management ➤ setting and achieving goals ➤ motivation ➤ ways of learning ➤ coping with assessments ➤ caring for oneself ➤ performance anxiety. <p>Students who have medical issues that could affect their performance in the program should identify this at the time of Enrolment.</p>
TRAINING SERVICES INFORMATION	
Competency Based Assessment	<p>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.</p> <p>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.</p> <p>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.</p> <p>All learners are given the opportunity to revisit units of competency to obtain competence.</p>
Training Outcomes and pathways	<p>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.</p>
ASSESSMENT SERVICES INFORMATION	
Industry Consultation	<p>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.</p>
Validation and Moderation	<p>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.</p> <p>Validating an assessment task involves checking that the assessment tool produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be</p>



	<p>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.</p> <p>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.</p>
Assessment Appeals	<p>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.</p>
CODE OF CONDUCT	
Responsibilities of learners	<p>Learners on campus have a responsibility:</p> <ul style="list-style-type: none"> • 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
Responsibilities of trainers and assessors	<p>All trainers and assessors have a responsibility to learners to:</p> <ul style="list-style-type: none"> • 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

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

.....
Learner name Signature Date

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