|  |
| --- |
| **STUDENT HANDBOOK** |
| **Name of RTO** | **QUEENSLAND COLLEGE OF MUSIC PTY LTD** |
| **RTO Number** | **40821** | **CRICOS Number** | **03466G** |
| **ABN** | **57164451012** |
| **Address** | **12 Annerley Road, Woolloongabba 4102** |
| **Phone Number** | 07 319 185 32 |
| **Email** | admin@qcm.qld.edu.au |
| **Website** | [https://www.qcm.qld.edu.au](http://www.qcm.qld.edu.au)  |
| **Key Personnel** | **Name:** | **Position:** | **Contact details:** |
| **Matthew Kim** | **PEO** | **07 3896 1588** |
| **Susan Kim** | **Director** | **0409888714** |
| **Mandy Yen** | **Principal Administrator****Student Support Officer** | **07 31918532****0478152107** |
| **Purpose of Handbook** | The purpose of this handbook is to ensure that you are provided with information that will assist you through your time at the Queensland College of Music Pty Ltd (QCM). It is important that you read and understand all contents of this Handbook as it outlines policies and procedures that govern the professional operation of the College. At the Induction you will be asked to sign that you have read this Handbook and understand your rights and responsibilities. At the time of the induction, you will be provided with a timetable and materials appropriate for your course. |
| **QCM as a Registered Training Organisation in Australia** | The scope of training that QCM as a registered training organisation (RTO) is able to deliver is listed at <http://www.training.gov.au> , the database on Vocational Education and Training in Australia. As an RTO we comply with the VET Quality Framework (VQF), which comprises:* the Standards for Registered Training Organisations 2015
* the Australian Qualifications Framework (AQF),
* the data provision requirements,
* the Fit and Proper Person Requirements, and
* the financial Viability Risk Assessment Requirements.

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**QCM is a Registered Training Organisation which means our courses are accredited under 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> . |
| **QCM as a CRICOS provider** | QCM as a provider of education and training to overseas students, are required to operate in compliance with the Education Services to Overseas Students (ESOS) Act, the National Code and the Vocational Education and Training Act.The Department of Education, Skills and Employment (DESE) is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:* The ESOS legislation and recent reforms
* The National Code
* The Overseas Students Ombudsman
* The Tuition Protection Service​

Further information about students’ rights and obligations under the ESOS Framework can be found in [ESOS Framework Student Fact Sheet](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014%282%29.pdf)  and information relating to overseas student health cover (OSHC) [OSHC factsheet](https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf) **The** [**National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.**](http://www.comlaw.gov.au/Details/F2010C00313) The objectives of the National Code are to:* Support the ESOS framework and the effective administration of the framework
* Establish and safeguard Australia’s international reputation as a provider of high-quality training
* Ensure education and training meets nationally consistent standards
* Ensure the integrity of registered providers
* Protect the interests of overseas students
* Ensure appropriate consumer protection mechanisms exist
* Ensure student welfare and support services meet nationally consistent standards
* Support providers in monitor student compliance with visa conditions.
 |
| **Student Visa Conditions** | Vocational Education and Training Sector visa (subclass 500) allows students to stay in Visa Summary FeaturesAustralia to study a full-time vocational education and training course.​ Visa Summary RequirementsThey T They may be able to get this visa if enrolled as a student in a registered vocational education and training course such as offered by QCM (40821). If student Visa holders do not uphold their visa conditions, their visa may be cancelled, and they may have to leave Australia. A full list of conditions is available from the Department of Home Affairs <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>* The student Visa holder must remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
* The student Visa holder must make satisfactory course progress according to the policies of QCM.
* The student Visa holder must advise QCM of their Australian address within seven days of arriving in Australia, and within seven days of any change of address.
* The student Visa holder must maintain enough money to pay for travel, tuition and living expenses for themselves, their spouse and their dependent children for the duration of their stay in Australia.
* Any family members of school age (between 5 and 18 years) living in Australia must attend school in Australia.
* The student Visa holder must maintain health insurance for themselves and their family members while in Australia
 |
| **About QCM** | The aim of QCM is to:* Support learners to gain personal excellence in music and to develop high levels of musicianship.
* 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 QCM will have gained the necessary skills and personal attributes considered essential for gaining employment and participating effectively in the Music Industry. The College focuses on providing opportunities for everyone to achieve their learning outcomes by ensuring its practices are inclusive and undertakes all activities in an ethical manner; honestly, fairly and with a duty of care for the skill development of each individual learner. |
| **Facilities and resources** | QCM is located at 12 Annerley Road, Woolloongabba, a suburb of Brisbane in Queensland Australia. Bus, train and ferry services are available to the College and parking is available on site. The College has a range of musical instruments, but students are required to supply and maintain their own instruments (other than piano and drums) and own laptop. Ten practice rooms are available as well as function rooms, lecture rooms, access to internet, a text and reference library, and student kitchen/lunchroom with microwave, refrigerator and tea and coffee making facilities. The area around the College is well-serviced with cafes, coffee shops, and restaurants. |
| **Studying in Australia** | Australia is a diverse multicultural society comprised of people from many backgrounds. The current population is approximately 26 million and approximately one-third were born overseas. Approximately 123,680 people are employed in cultural and creative industries. The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar ($1). Australian dollar notes come in denominations of $5, $10, $20, $50 and $100. Coins are issued in denominations of 5c, 10c, 20c, 50c, $1 and $2. Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay $1.95 for an item priced $1.97, but $2 for an item priced $1.99.You can withdraw your money at automatic teller machines (ATMs) which can be found all over Australia. It is generally free to withdraw money from an ATM that is associated with your financial provider. Be aware that if you use another provider's ATM they will usually charge you a fee. The ATM will advise you of the fee at the point of withdrawal. Even if you haven’t set up a bank account before you get here, most ATMs recognise international cards, so you will be able to use your credit or debit card from your home country. Just remember that there are fees associated with withdrawing money from your home account including transaction fees and the currency exchange rate. These vary by provider so check with your home financial provider before you arrive in Australia. |
| **Living costs** | **Accommodation**House rentals $415 per weekUnit rentals $395 per weekHomestay - $200-300 per week

|  |
| --- |
| **South Brisbane Student Accommodation**Adalong Student Guest House, 81 Stephens Road, 0438676582Urbanest, 60 Tribune Street (03) 99778088Southbank Campus Apartments, 7 Hope Street (07) 38463949Unilodge, 125 Colchester Street (07) 35055700 |

**Phone and Internet Services**Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet. It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. You can choose a prepaid or contract mobile phone. If you choose a contract service, for internet you will receive a modem, and just like a phone service contract, you pay a monthly rate to get a certain data allowance. To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.Other living costs to consider include groceries, electricity, transport and entertainment. It is suggested that the minimum annual cost of living for a single person is approximately $21,000.If you experience financial difficulties while studying, you can talk to the Student Support Officer or your Australian Agent. |
| **Preparing to come to Australia** | You will need to bring the following documents with you:* Valid passport with student visa
* Your letter of offer
* Copy of your electronic Confirmation of Enrolment form
* Certified true copy of your birth certificate, passport and visa.
* Your home address in English
* Overseas Students Health Cover

Pack clothing which is cool and light for the summer months (December to February) and warm for the winter months (June to August). Most students dress casually and QCM will provide you with a College t-shirt.You will need to declare any prescription medication that you are bringing into Australia. |
| **Course information** | Students seeking enrolment in music qualifications should have a love of music and a desire to increase their instrumental or vocal skills. Students will be required to provide their own instrument, other than piano or drums. 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 and to evaluate and enhance knowledge and skills within a safe and supportive environment. Students will gain knowledge of the Music Industry and skills relevant to the workplace and further study. Qualifications available include **CUA40920** Certificate IV in Music, **CUA50820** Diploma of Music or **CUA60520** Advanced Diploma of Music and **Intermediate General English** with course content outlined in a Training and Assessment Strategy and displayed on the College’s website. The duration of Music courses is one year, broken into four 9-week terms, for each qualification, with 20 hours per week in supervised face-to-face classes and an additional 32 hours per term allocated to private practice time, rehearsals, performances and attendance at concerts. An extra two weeks is added to term 4 for assessment completion and annual concert.Students must satisfy the English proficiency and musical expertise, through an audition, required by QCM. A visual/audio recording of two or three contrasting pieces of your choice is to be submitted with your music application. Students whose first language is not English are required to have sat the IELTS test or equivalent and meet the specified standard for English. Overseas students need an IELTS level of 5.0 to study Certificate IV or proof that the medium of instruction at school has been in English with a satisfactory grade in English in final examinations or a copy of a Certificate or Statement of Attainment from another Registered Training Organisation in Australia. **Intermediate General English** students will study for five hours a day for four days a week over a period of 42 weeks with 12 weeks of holidays (4 weeks between each trimester) and be expected to undertake 4 hours a week of private study. The entry point for Intermediate General English will be IELTS4.5 or equivalent with the macro skills of listening, speaking, reading and writing being at level 4 of the Australian Core Skills Framework.Student suitability for studying at QCM will be based on evidence received from application materials such as audition materials, copies of English language test results, and discussions with the student or the agent. |
| **Unique Student Identifier (USI)** | All learners enrolling in a qualification with QCM will be required to supply the College with a Unique Student Identifier (USI). A USI account will contain all your nationally recognised training records and results from 01/01/15 onwards. The benefit of this system is easy access for you to your training records and results. Follow the steps below to create your USI account.**Step 1 –** Get at least one form of ID from the following list* Driver’s licence
* Medicare card
* Australian Passport
* Birth certificate – full certificate required

|  |
| --- |
| 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 with your USI number at time of enrolment  |
| **Formalising enrolment** | On receipt of an initial expression of interest, students will be provided with an Application for Admission form. This form will be submitted to QCM with the required attachments including audition recording. Within two weeks, QCM will notify a student of the outcome of the application and a Letter of Offer will be forwarded outlining conditions of enrolment, fees payable and course commencement dates. The Acceptance of Offer letter will act as a written agreement entered into and signed by the student. Students must be 18 years or older.Upon receipt of the offer, an Electronic Confirmation of Enrolment (ECoE) will then be provided to enable the student to apply for the student visa. An invoice for the full fees and charges will be issued on receipt of the agreement or two weeks prior to commencement. Students may select to pay one term in advance. |
| **Course Delivery** | Theory classes will be conducted at the College and complemented with computer learning resources. Face-to-face instruction will take place in training rooms supported by practice rooms and access to function rooms at the Diana Plaza Hotel.Individual instruction will be provided to students according to their specialist instrumental or vocal interest. Guest speakers and specialist musicians and representatives from the Music Industry will support the training staff. The focus of the **music 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.The focus of **Intermediate General English** is on learning strategies, language knowledge, listening skills, reading, writing, pronunciation and presentation skills. The program aims to prepare people for vocational and/or university studies in Australia with a focus on music performance and music businessAt the commencement of each term the Director will review student programs to ensure that each student will complete their course within the expected duration of study. Student results will be monitored each term and interviews held with students regarding progress and the setting of targets for the following term. QCM will systematically monitor students’ compliance with student visa conditions relating to attendance, progress and completion dates. A student not achieving competency at the end of a term in the specified units of competency will be unable to progress to term two until competency has been achieved. Trainers will work with students individually until competency has been achieved and study can continue.If students are unlikely to complete their studies within the time period allocated an extension may be granted. An extension may be granted on the basis of compassionate or compelling circumstances such as medical condition or an approved suspension of study. The Director will be responsible for permitting an extension based on the circumstances presented. |
| **Assessment**  | Assessment is competency-based which is a system used to assess a person's knowledge and skills as demonstrated in a relevant context. You will compile a portfolio of evidence through a variety of assessment methods including oral and written responses, observations, research projects, audio/video recordings, evaluations and reviews and the maintenance of a music journal. All learners are given the opportunity to revisit assessment to obtain competence.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.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.A student may be excluded from achieving competency for any of the following reasons: * Unauthorised absence from class, rehearsals and performances.
* Non-submission of assignments
* Academic misconduct
* General misconduct

Trainers and assessors have a responsibility to: * prepare and present material at an appropriate standard
* inform you of assessment requirements
* assess your work fairly, objectively and consistently
* provide constructive feedback in a timely manner
* be available if you require extra assistance or clarification of tasks
 |
| **Recognition of Prior Learning (RPL) and Credit Transfer** | The College recognises and accepts AQF qualifications and Statements of Attainments issued by other Australian RTOs 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.QCM provides opportunities for students to seek RPL.* 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.

Where Credit Transfer or RPL is granted before the issue of a VISA, the course duration will be indicated on the Confirmation of Enrolment (CoE),Where Credit Transfer or RPL is granted after the issue of a VISA, the amended course duration will be reported via PRISMS within 14 working days and a new CoE will be issued. |
| **Attendance and progress**  | When a student is absent from QCM for more than five days without approval, or when they are not consistently attending the course, participating in practice time, rehearsals and public performances, QCM will contact and counsel the student and issue applicable warning letters. * Where the student has been absent for five consecutive scheduled study days the Principal Administrator will notify the Director and send an email or letter advising the student to contact QCM immediately or it will be assumed that they are no longer studying. If a response has not been received within seven days of the date of the letter the student’s enrolment will be cancelled.
* At the end of each term an attendance report is printed, and Music Journal checked. Letters will be issued to all students who are below 80% attendance and/or participation. QCM attendance requirement is 80% or greater for scheduled classes per term, practices, rehearsals and performances.
 |
| **Course Fees** |

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Course fees** | **Individual units** |
| Certificate IV | $12,600  | $900 |
| Diploma | $14,400  | $900 |
| Advanced Diploma  | $15,000 | $1000 |
| Intermediate General English | $340 per week |

**Additional Charges*** Application fee$150
* Resource fee $100 per term 400
* Audition fee 70
* Replacement certificate or statement 25
* QCM T-shirt 40

The application and audition fee are payable at the time of completing the application and is non-refundable.On confirmation of enrolment, fees for the first term will be invoiced two weeks prior to commencement. This amounts to 25% of the total cost of the qualification. Each quarter fees will be paid in advance and written notice of the next fee payment will be provided to students four weeks before the due date. For fees paid in advance QCM will address learner fee protection through the Tuition Protection Service to ensure prepaid fees can be refunded if QCM is neither able to provide the qualifications for which a student is enrolled or find a suitable equivalent courseAdditional fees and charges may be required for studio fees and additional private individual lessons for instrumental and vocal studies that a student requests.**Late payment of Fees** Should fees remain overdue for more than 14 days QCM will send a second letter requesting payment and the final letter sent will inform the student of the College’s intention to report them for non-payment of fees to Department of Home Affairs via PRISMS. The normal appeals process applies, and Home Affairs are notified after the 20-day period has passed if no appeal has been lodged. Whilst student fees are outstanding students may not be permitted to attend their scheduled class until such time as the outstanding fees have been paid.  |
| **Refund policy** | All refunds are subject to the refund policy except the application fee and the audition fee. Applications for refunds will be in writing and processed as follows:* Payment requisition details will be issued for PEO’s approval
* A refund will be issued when approved
* Details will be entered into the student record file
* A signed cheque/electronic / bank draft refund will be raised and dispatched as per instructions.
 |
| **Records Management** | * Files are stored for the legislated period of time and electronic files are backed up regularly.
* Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential and stored securely. Information collected is confidential and will not be disclosed to third parties without your consent, except to meet government or regulatory authority requirements.
* Students have access to personal records upon request. In all cases QCM will require proof of identity to protect the privacy of all student information.

You are obliged to keep the College 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. |
| **Training Outcomes and pathways** | All delivery and assessment is geared towards the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package. Pathways include higher level qualifications, employment as musician, composer, music tutor and employment allied to the cultural industries.  |
| **Issuance of Qualifications** | By the end of your training program, your assessor will have provided QCM 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 and the Director will verify that the code, qualification and other information is correct before printing.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. QCM will maintain a record of all qualifications/Statements of Attainment issued for a period of 30 years. Replacement records incur a $25 charge. |
| **Complaints and appeals** | 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. 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.**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:
	1. Resolve the issue if possible, documenting the issue, its cause, actions taken, and decisions made in the secure Complaints, Grievances and Appeals Register.
	2. 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:
	1. they may use the support of a third party in progressing the complaint/grievance,
	2. they can either put the complaint/grievance in writing themselves using the form provided by QCM, or
	3. they can be assisted to write the complaint/grievance. In this case
		1. note whether the complainant wants the support of a third party
		2. ensure the complainant signs and dates the form
		3. 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 Directorenter it into the secure Complaints, Grievances and Appeals Register.b. if the complaint is in relation to the Director-forward it to the CEOenter 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.  |
| **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.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. |

 |
| **Your privacy** | We take your privacy very seriously and comply with the collection, use and disclosure of student information as governed by the *Privacy* *Act 1988*, the *Queensland Information Privacy Act 2009* a*nd* the Australian Privacy Principles of March 2014.In some cases, we will be required by law to make participant information available to government or regulatory authorities. In all other cases we ensure that we will seek your written consent.The relevant Privacy Principles are summarised as:* **Collection:** We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
* **Use and disclosure:** Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
* **Data quality:** We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
* **Security:** We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
 |
| **STUDENT SERVICES & SUPPORT** |
| **Diverse Student Learning****Needs** | QCM 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, English proficiency and previous experiences. Trainers will ask questions that reveal the general language level of students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. This information will be used to inform delivery of training and assessment. Your trainer can organise support when required.Some examples of the type of support that we can offer include:**LITERACY*** Providing assistance with essential writing tasks.
* Considering the use of group exercises for assessments.
* Providing examples and models of completed tasks.
* Ensuring that documents and forms are written and formatted in plain English.
* Using clear headings, highlighting certain key words or phrases.
* Providing explanations of all technical terms used.

**LANGUAGE*** Presenting information in small chunks and speaking clearly, concisely and not too quickly.
* Giving clear instructions in a logical sequence.
* Providing practical examples and demonstrations.
* Encouraging clarifying questions.
 |
| **Reasonable Adjustments** | If a student 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. 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. Validation procedures ensure that reasonable adjustment has not affected the integrity of the assessment.The requirement to provide adjustment for people with a disability applies to all areas and phases of study, including: * admission and enrolment,
* access to learning materials,
* attendance at classes,
* assessment.

Once an assessment of needs has been made by the Trainer/Assessor or Director– the Trainer/Assessor or Director will in consultation with the learner and relevant staff devise an individual learning plan. The learner will advise the Trainer/Assessor or Director if any problems arise relating to Reasonable Adjustment in a timely manner. Where a concern is raised about the reasonableness of an adjustment, the matter can be referred informally to the Director. |
| **Welfare and Guidance Services and Student Support** | QCM ensures that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies is invited to discuss the issues with their Trainer, or another member of the College.The Director provides regular interviews with students and trainers to monitor progress and attendance and arranges additional assistance as needed, the opportunity to resubmit assessments, and arranges extra tuition on specialist equipment as required. The student support officer will assist the students with issues relating to welfare and accommodation services and provide access to additional personnel who may assist.Furthermore, learners seeking welfare assistance or guidance on other matters may make an appointment at any time to see the Principal Administrator/Student Support Officer who will seek to direct them to the most appropriate person to provide free advice.Assistance is also available if you need help with-* time management
* setting and achieving goals
* motivation
* ways of learning
* coping with assessments
* caring for self
* performance anxiety.

Students who have medical issues that could affect their performance in the program should identify this at the time of enrolment.The College will implement effective procedures in responding to critical incidents and offer appropriate support and counselling services. Critical incidents could include serious injury, illness or death of a student, severe aggression, assault, natural disaster, emergencies or drug or alcohol abuse. The student support officer will ensure that access is provided to services within the community to meet student needs and such referrals will not be charged.In the case of an emergency such as a car accident, fire or theft a student can call Emergency services on 000 for ambulance, police or fire services. Other community support service numbers will be provided at the induction.  |
| **RESPONSIBILITIES OF LEARNERS** |
| **Code of conduct** | Learners have a responsibility:* to attend all classes, undertake personal and group practices as scheduled
* to dress in a manner that reflects well on the College
* participate in public performances as requested and complete all assessment tasks as required and within timelines stated
* to abide by the policies and practices of the Queensland College of Music
* to take the initiative and consult with trainers when problems arise
* to conduct themselves in a proper manner and to respect the diversity of learners at the Queensland College of Music
* to ensure a safe, friendly and supportive learning environment for everyone
 |
| **Authentic assessment submissions** | All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students’ work, or in any way mislead a trainer/assessor about their knowledge, ability, or the amount of original work they have done. The learner must:* avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
* not present work done in collusion with another person or persons as solely their own work.
* not engage in any situation whereby the learner knowingly attempts, or assists another learner to attempt, to gain an unfair advantage
* submit written assessment pieces, including journals with the assessment booklet signed by the learner(s) to attest that the work submitted is their own and that they are aware of the relevant policy and procedure on plagiarism, collusion and cheating.

 Some methods for avoiding plagiarism include:* developing referencing skills
* giving credit whenever you quote from someone's actual spoken or written words or use another person's ideas, opinions, or theories in an assignment or essay or make use of statistics, graphs drawings etc
* using quotation marks around everything that comes directly from a text or article
* summarising ideas and arguments in own words - don't just rearrange a few words here and there
* checking that original ideas are correctly paraphrased and acknowledged.
 |
| **Transfer to another provider** | A student enrolled with QCM is required to undertake six months of study prior to applying for a transfer to another provider. A letter of release will be provided to students if a transfer is requested.* The College will not charge any fees to the student for issuing a letter of release, if granted, and will advise the student via the letter of release that the student will need to contact Department of Home Affairs to seek advice on whether a new student visa is required.
 |
| **Deferment, suspension, cancellation** | Once enrolled at the College you cannot defer commencement of your studies or suspend studies except on the grounds of illness, supported by a doctor’s certificate, or other exceptional compassionate circumstances beyond your control for example, bereavement. Any deferment, suspension or cancellation of enrolment may have an effect on your visa, and so it is important to contact Department of Home Affairs for advice before taking any action.  |
| **Relevant legislation** | QCM 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 the College. Legislation includes but is not limited to:* Workplace Health and Safety
* Anti-Discrimination including equal opportunity
* The National Vocational Education and Training Regulator Act 2011
* Standards for Registered Training Organisations 2015
* Copyright
* Privacy

Education Services for Overseas Students Act 2000 (the Act amended 1 January 2007)* Education Services for Overseas Students Legislation Amendment (**Tuition Protection** **Service** and Other Measures) Act 2012.
* [Education Services for Overseas Students Amendment (Student Visas and Other Measures) Regulation 2014](http://www.comlaw.gov.au/Details/F2014L00837)
* ESOS Regulations 2001
* The Migration Act 1958/Migration Legislation Amendment (Student Visas Act) 2012
* The [National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](http://www.comlaw.gov.au/Details/F2010C00313)
 |
| **Useful websites** | The Australian Education International website**https**://**internationaleducation**.**gov**.**au**/Department of Home Affairs <https://www.homeaffairs.gov.au/>Overseas Student Health Cover (OSHC) [https://**oshcaustralia**.com.au](https://oshcaustralia.com.au)Australian Skills Quality Authority[www.asqa.gov.au](file:///E%3A%5CQCM%5CCRICOS%5CCRICOS%20policies%20and%20procedures%5Cwww.asqa.gov.au)Medibank – Student Health Cover[www.medibank.com.au](file:///E%3A%5CQCM%5CCRICOS%5CCRICOS%20policies%20and%20procedures%5Cwww.medibank.com.au) Australian Tax Office[www.ato.gov.au](file:///E%3A%5CQCM%5CCRICOS%5CCRICOS%20policies%20and%20procedures%5Cwww.ato.gov.au)Emergency Services Queensland [www.**emergency**.**qld**.gov.au](file:///E%3A%5CQCM%5CCRICOS%5CCRICOS%20policies%20and%20procedures%5Cwww.emergency.qld.gov.au)Tuition Protection Service https://tps.gov.au/Tertiary Education Quality and Standard Agency<https://www.teqsa.gov.au/esos-act>ESOS National Code of Practice[www.dese.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018](http://www.dese.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018)CRICOS **cricos**.education.gov.auThe National Register www.training.gov.au  |

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

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

Student 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: ……………………………………**