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**ENROLMENT KIT**

**Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please write neatly in this document and check accuracy of dates, emails, addresses and phone numbers.**

www.qcm.qld.edu.au admin@qcm.qld.edu.au 07 3191 8532

**ABN: 57 164 451 012 RTO: 40821 CRICOS: 03466G**

**WELCOME ENROLMENT KIT**

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| **INSTRUCTIONS:**  **If fillable, please follow the instructions below:**   1. **Make sure you SAVE IT TO YOUR COMPUTER.** 2. **Do not open from an email and complete as your answers WILL NOT SAVE.** 3. **You will need to download the FREE Adobe Reader to complete this form:** [**https://get.adobe.com/reader/**](https://get.adobe.com/reader/) 4. **Please complete all sections and return via email to: admin@qcm.qld.edu.au** |

**INFORMATION:**

The QCM Enrolment kit outlines the structure of the courses on offer at QCM, how each course is delivered and the fee structure of each course.

It also includes the expectations that students are required to follow, and a number of forms that students (and parents or guardians if applicable) will be required to complete, sign and return.

* Qualifications
* Delivery models
* Privacy Information
* Rights and responsibilities
* Enrolment form
* Consent forms – Legislation and Permission
  + Legislation
  + Authority to release to a third party
  + Permission to store USI
  + Permission to photograph
  + Permission for use of student’s work and sound and/or vision
  + Computer Usage
  + Medical information
* Complaints and appeals policy
* Fee and refund information
* Fees

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|  | QUEENSLAND COLLEGE OF MUSIC (40821) QUALIFICATIONS | | | | | | | | |
| The amount of training varies with the qualification however all qualifications require individual practice time, rehearsals, performances, and individual study time. | | | | | | | | | |
| **Qualification** | | | **Terms** | **Weeks per term** | | **Hours per week** | **Additional hours** | | **Available to:** |
| CUA20620 Certificate II in Music | | | 4 | 9 | | 4 | Individual practice time, rehearsals, performances, and individual study time. | | School, Adult, External |
| CUA30920 Certificate III in Music | | | 4 | 9 | | 6 | School, Adult, External |
| CUA40920 Certificate IV in Music | | | 4 | 9 | | 20 | School, Adult, External, CRICOS, RPL |
| CU50820 Diploma of Music | | | 4 | 9 | | 20 | Adult, External, CRICOS, RPL |
| CUA60520 Advanced Diploma of Music | | | 4 | 9 | | 20 | Adult, External, CRICOS, RPL |
| The level of qualification and the units of competency will be discussed with you at the time of the audition. Audition details can be found on the website [www.qcm.qld.edu.au](http://www.qcm.qld.edu.au) | | | | | | | | | |
| **Qualification** | | **Weeks** | | | **Hours per week** | | | **Available to:** | |
| Intermediate General English | | 42 | | | 20 | | | Adult, CRICOS | |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821) DELIVERY MODELS |
| Students study with QCM in different ways. Some students attend the College, some high school  students study in their school using QCM resources and some students are distance music education  students.  1. A **student** can attend the College for up to 20 hours a week for four, 8 week terms.  *RPL can be negotiated but is not available for High School students.*  2. A **senior high school student** **studying music at school** can attend the College for one day a week  for four, 8 week terms.  *RPL is not available for High School students.*  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.  *RPL is not available for High School students.*  4. A student 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.  *RPL can be negotiated.* | |

**PRIVACY INFORMATION**

**Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

**How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

**How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

• administration of VET, including program administration, regulation, monitoring and evaluation

• facilitation of statistics and research relating to education, including surveys and data linkage

• understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER’s behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER’s Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

**Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Queensland College of Music to:

• request access to your personal information

• correct your personal information

• make a complaint about how your personal information has been handled

• ask a question about this Privacy Notice

Queensland College of Music

12 Annerley Rd Woolloongabba QLD 4102

PO Box 882 Woolloongabba QLD 4102

Phone: 07 3191 8532

Email: admin@qcm.qld.edu.au

Website: www.qcm.qld.edu.au

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|  | QUEENSLAND COLLEGE OF MUSIC (40821) RIGHTS AND RESPONSIBILITIES OF LEARNERS STUDYING ON QCM’S CAMPUS |
| * **Complete assessments before the end of each term. You will be given due dates for your assessments and will be expected to complete by the due date.** * **If you will be absent, please contact QCM admin on** [admin@qcm.qld.edu.au](mailto:admin@qcm.qld.edu.au) , Ph: 07 3191 8532 **AND YOUR INSTRUMENTAL TEACHER** to register your absence. (You will be supplied with instrumental teacher contact details). Please arrange a makeup lesson with your teacher and inform QCM. * A file will be created for you that will store your **Learner Guides and Assessment Booklets**. It will be kept in a filing cabinet in the QCM Admin area. You will be shown the location of your file on Orientation day.   **Please make sure you place your Learner Guides and Assessment Booklets in your File AT THE END OF EACH CLASS. Please do not take them home.**   * **When not in formal lectures, instrumental lesson or practice time, please remain in the computer or lecture room, completing your assessments.** You will be guided in this by your teacher. * **Bring own stationery** – pens, pencils, rulers, notepad, labelled with your name. We will place your stationery kit on file with your documents for the duration of the course. * **Please purchase and bring a USB to each class.** Bring your laptop or tablet if you have one. * **Please do not download items or play online games using the QCM wireless, on your own or QCM devices**. Excess wireless usage will result in student being banned from access to wireless internet. * **Keep all areas tidy and pack up equipment when you have finished with it and put your rubbish in the bin**  Make sure you pay your invoices on time, within 14 days of invoice being issued. There will be a 2% interest charge per month on late invoices. | |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)  **RIGHTS AND RESPONSIBILITIES OF LEARNERS** | |
| **RIGHTS** | | **RESPONSIBILITIES** |
| * Access to a safe learning environment * Access to personal records and results * Personal information to remain private and confidential * Quality training, resources and equipment * To provide feedback on training and assessment * Assessment that is fair and flexible and that offers RPL opportunities and adjustment of assessment task * To constructive feedback on assessment tasks and an opportunity to resubmit * Educational and support services including literacy and numeracy support * Access to complaints and appeals processes | | * **Complete all assessment by the end of the term** * \* Attend all classes, undertake personal and group practices as scheduled and report absences to the College * \* Dress in a manner that reflects well on the College with attention to personal appearance and hygiene * Participate in public performances as requested * Complete all assessment tasks as required and within timelines stated * Abide by the policies and procedures of the Queensland College of Music. \* The College has procedures in relation to reporting hazards, incidents and injuries, dealing with emergencies and accessing First Aid facilities. * Take the initiative to consult and negotiate with trainers when problems arise * Behave in an acceptable manner, use appropriate language and respect all learners * \* Ensure a safe learning environment for everyone. No alcohol, drugs or smoking on the property * \* Respect for College property and the property of others. No eating or drinking when working at computers or with instruments * Inform QCM of change to contact details * Pay fees in a timely manner. There will be a 2% interest charge per month on late invoices. * Conserve resources |

\*Indicates on campus responsibilities

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|  | | QUEENSLAND COLLEGE OF MUSIC (40821)  **ENROLMENT FORM**  **Please complete all details on this enrolment form. This will be used to enrol you in the course you are seeking and provide statistical data as required by our registration as a training organisation.** | | | | |
| **NAME OF QUALIFICATION APPLYING FOR:**  CUA20620 Certificate II in Music  CUA30920 Certificate III in Music  CUA40920 Certificate IV in Music  CUA50820 Diploma of Music  CUA60520 Advanced Diploma of Music  Intermediate General English | | | | | | |
| **STATUS:**  Vet Student Loan  RPL  Full Time attending QCM campus  High School Student attending QCM campus  External Student including Distance.  International Student.  Partner School Student | | | | | | |
| **SUBSIDY INFORMATION (Office Use Only)** | | | | | | |
| Certificate 3 Guarantee  Higher Level Skills  Concession  Non concession | | | | | | |
| **PERSONAL DETAILS:** | | | | | | |
| Title: | First Name: | | | | | |
| Middle Name: | | | | Last Name: | | |
| Date of Birth: / / | | | | Current School Year (at date completing enrolment form) (if applicable):  9.  10  11  12 | | |
| I identify my gender as: | | | | Instrument (if vocalist put vocal): | | |
| USI: | | | | LUI (school students only): | | |
| Medicare Card Number | | | Individual Reference Number on Medicare Card.  The IRN appears on the left of the cardholder's name on the Medicare Card and distinguishes the individuals named on the card. | | |  |
| **RESIDENTIAL ADDRESS:** | | | | | | |
| Street: | | | | | | |
| Suburb: | | | | Postcode: | State: | |
| **Postal Address:**   As above **OR** Fill out details below | | | | | | |
| Street: | | | | | | |
| Suburb: | | | | Postcode: | State: | |
| **CONTACT DETAILS:** | | | | | | |
| Telephone: | | | | Mobile: | | |
| Student Email: | | | | | | |

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| QCM Enrolment Form (continued) | | | | |
| **SCHOOL CONTACT DETAILS (IF APPLICABLE):** | | | | |
| School Name: | | | School Contact Name: | |
| Contact Telephone: | | | Contact Email: | |
| **EMPLOYMENT DATA:** Of the following categories, which BEST describes your current employment status? | | | | |
| Full-time employee  Part-time employee  Not employed (not seeking work)  Self- employed  Employer  Employed – unpaid worker  Unemployed (seeking F/T work  Unemployed (seeking P/T work  Student | | | | |
| **LANGUAGE AND CULTURAL DIVERSITY:** | | | | |
| In which country were you born? | | Australia City of birth: | | |
| Other | City: | | | Country: |
| **Visa Status:**  Permanent Resident  Holiday  Visitor  Temporary Resident  Student  NZ Citizen  Do you have Australian citizenship?  Yes  No | | | | |
| Do you speak a language other than English at home?  No  Yes | | | | |
| Please specify language: | | | | |
| How well do you speak English?  Very well  Well  Not well  Not at all | | | | |
| Do you identify as being of Aboriginal or Torres Strait Islander origin?  No  Yes, Aboriginal  Yes, Torres Strait Islander | | | | |
| **SCHOOLING:** | | | | |
| Are you still attending secondary school?  Yes  No | | | | |
| Indicate the highest COMPLETED level of schooling and the year of completion.  Year 12 or equivalent Year: ……….  Year 11 or equivalent Year: ……….  Year 10 or equivalent Year: ……….  Year 9 or equivalent Year: ……….  Year 8 or equivalent Year: ………. | | | | |
| **PREVIOUS QUALIFICATIONS ACHIEVED:** | | | | |
| Have you successfully completed any of the following qualifications?  Yes  No  If yes, tick the applicable box or boxes.  Bachelor degree or higher  Diploma  Certificate IV or Advanced Certificate  Certificate III or trade certificate  Certificate II | | | | |

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| QCM Enrolment Form (continued) | | |
| **DISABILITY:** | | |
| Do you consider yourself to have a disability, impairment or a long term health condition?  Yes  No  If yes, please indicate the areas of disability, impairment or long-term health conditions.  Hearing  Physical  Intellectual  Mental  Vision  Learning  Acquired Brain Impairment  Medical Condition  Other | | |
| If other, please specify: | | |
| **REASONS FOR STUDY:** | | |
| Of the following categories, which BEST describes your main reason for undertaking this qualification?  To get a job  To develop my existing business  To start my own business  To try for a different career  To get a better job or promotion  To get extra skills for my job  It is a job requirement  To get into another course of study  For personal interest/ self-development  Other | | |
| If Other please specify: | | |
| **EXTERNAL STUDENTS ONLY** | | |
| **Both yourself as a student and your school are in a partnership with Queensland College of Music for the duration of your training.** | | |
| **TERMS AND CONDITIONS:** | | |
| I confirm that I have read and accept the terms and conditions related to this enrolment as outlined in the Learner Handbook. | | |
| Participant Signature: | | Date: |
| (or type SIGNED BY ME and FULL NAME) | | |
| ***For students under the age of 18:*** | | |
| Parent/Guardian Name: | | |
| Phone: | Parent/Guardian Email: | |
| Parent/Guardian Signature: | | Date: |
| (or type SIGNED BY ME and FULL NAME) | | |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)  **LEGISLATION and PERMISSION FORMS** | |
| **LEGISLATION**  QCM Pty Ltd. abides by the following legislation and expects the same of its learners.   * 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 | | |
| 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 | | |
| **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.  I hereby authorise QCM to release 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. | | |
| **PERMISSION TO STORE USI FOR STUDENTS**  The Australian Government requires all students participating in vocational education qualifications to have a Unique Student Identifier (USI). The Queensland College of Music is required to collect and verify a student’s USI for the purpose of reporting on training activities and to issue a qualification.  ………………………………………………………………………………………………………………………………….… (Full name)    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 (40821) stated within the Handbook and outlined at the Induction.  I hereby authorise QCM to release 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.I give permission for the Queensland College of Music as a registered training organisation to store my USI in the College’s database. | | |
| Student Signature: | | Date: |
| (or type SIGNED BY ME and FULL NAME) | | |
| ***For students under the age of 18:*** | | |
| Parent/Guardian Name: | | |
| Parent/Guardian Signature: | | Date: |
| (or type SIGNED BY ME and FULL NAME) | | |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)  **PERMISSION FORMS and COMPUTER USAGE** | |
| **PHOTOGRAPHIC & MEDIA CONSENT FORM**  I hereby consent to the collection and use of my personal images by photography or video recording.  I acknowledge these may be used on the Queensland College of Music Pty Ltd website, in newsletters and publications.  I further acknowledge that my image may be used by the College to promote the College in the future.  I understand that no personal information, such as names, will be used in any publications unless express consent is given.  I also understand that my consent can be withdrawn at any time in writing to the Director at Queensland College of Music Pty Ltd. | | |
| **PERMISSION FOR USE OF STUDENT’S WORK AND SOUND AND/OR VISION**  Please read this consent form carefully. By signing the form you are agreeing to allow the Queensland College of Music Pty Ltd, acting to use sound and/or vision of you, the student, or your work for any use, within the limits of item 5. However, if circumstances change in the future and you wish to withdraw your consent, it is your responsibility to contact the Queensland College of Music Pty Ltd in writing and inform them of your wishes.  This document gives the Queensland College of Music Pty Ltd (‘QCM’), permission to use works created by students in the course of their studies, or to use sound and/or vision of the student, for purposes associated with the promotion of the Queensland College of Music Pty Ltd.  This does not mean that you, the student, lose ownership rights over your works — simply that the Queensland College of Music Pty Ltd has permission to use your works for the purposes mentioned. Please be aware that work created by you may contain the work of a third party that may be subject to copyright. Permission must be obtained before any copyright work of a third party can be published.   1. During the course of my studies provided by the Queensland College of Music Pty Ltd, I may create works that attract intellectual property rights (for example, copyright). These works may form part of my academic assessment or my studies generally. 2. These works might include my written work, photographs, videos, films, music, performance, computer programmes, web sites, or any other works I create. 3. The Queensland College of Music Pty Ltd may record sound and/or vision of my works and me whilst I am at college or taking part in college-related activities or performances. I also understand that my name may be used in connection with the works. 4. The Queensland College of Music Pty Ltd understands that I own the intellectual property rights for my works, my sound and my vision, and that this consent form is not meant to transfer my ownership. 5. I give permission to the Queensland College of Music Pty Ltd, to use my works, my sound/vision, and/or my name for:   i. media activities;  ii. promoting and advertising of the Queensland College of Music Pty Ltd and its students;  iii. the Queensland College of Music Pty Ltd publications;  iv. any commercial or other purpose;  v any activities, if any, identified in the attached schedules.   1. The Queensland College of Music Pty Ltd understand that I may choose to give this permission to other people, but I understand that such further consents are subject to the rights given to the Queensland College of Music Pty Ltd in this consent. 2. I understand that by giving this permission, the Queensland College of Music Pty Ltd can use my works, my sound and/or my vision in any way it chooses, for the purposes described above. It may reproduce them in any form, in whole or in part, and distribute them by any medium including the Internet, CD-ROM, or other multimedia uses. 3. I understand that my works, my sound and/or my vision may be kept on file for an indefinite period of time and that they may be used in the future by Queensland College of Music Pty Ltd for the purposes listed in item 5. 4. I warrant that the Queensland College of Music Pty Ltd will not infringe the rights of any third party by exerting its rights given in this consent. 5. I understand that the Queensland College of Music Pty Ltd will not pay me for giving this permission. 6. I understand that the Queensland College of Music Pty Ltd are not bound to use sound or vision of my works or me. 7. If I decide to withdraw my permission at any time, I understand that it is my responsibility to contact the Queensland College of Music Pty Ltd and inform them of my decision in writing.   I agree that if I withdraw my permission, the withdrawal will not be effective immediately where the Queensland College of Music Pty Ltd has entered into contractual obligations in relation to any of my works, sound and/or vision. In such cases my withdrawal will be effective after the contractual obligations come to an end. | | |
| **COMPUTER USAGE POLICY**  For the purposes of this policy, the term “computer” includes all components of a computer work station including associated software, hardware peripherals, website access and emails. QCM will ensure that adequate virus protection software is loaded and active.  Students are **required to:**   * Request permission to access internet sites. * Store personal documents via USB. * Log off and turn off computers when session is finished. * Be mindful of the accumulated size of files they download, recognising the cost of downloading from the internet as an additional expense to QCM.   Students **must not:**   * Load software or store personal information onto QCM computers. * Use computers to access, download or store illegal or offensive files, images, videos. * Log on using another person’s name, password or identification. * Transfer, comment on, store or display any sensitive, confidential or private information. | | |
| **CONSENT FORM** | | |
| I, ………………………………………………………………………………………………………………………………………. (Full name)  (Name of person giving consent & parent/guardian if under 18 years of age)   * Consent to the use of photographs or video footage for use on the Queensland College of Music Pty Ltd website, in newsletters, publications and on social media. * Consent to the use of photographs or video footage being used to promote future QCM events and courses. * Consent to the use of my student work, sound and vision. * I further understand that consent may be withdrawn by me at any time, upon written notice but that QCM may have contractual obligations in relation to any of my works, sound and/or vision. In such cases my withdrawal will be effective after the contractual obligations come to an end. * I give this consent voluntarily. * I agree to abide by the Computer Usage Policy as stated above**.** | | |
| Signature of person giving consent: | | Date: |
| (or type SIGNED BY ME and FULL NAME) | | |
| ***For students under the age of 18:*** | | |
| Parent/Guardian Name: | | |
| Parent/Guardian Signature: | | Date: |
| (or type SIGNED BY ME and FULL NAME) | | |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)  **MEDICAL FORM** | | |
| **STUDENT AND CONTACT DETAILS** | | | |
| Student name: | | | |
| School (if applicable): | | | |
| **EMERGENCY CONTACT**  Please note - parents are automatically the 1st and 2nd emergency contact unless otherwise stated | | | |
| Relationship to the student: (24/7 contact number required) | | | |
| Phone (home): | | Phone (work): | Phone (mobile): |
| Email: | | | |
| **STUDENT’S DOCTOR DETAILS** | | | |
| Name of doctor: | | | |
| Name of medical practice: | | | |
| Address: | | | |
| Email: | | | Phone: |
| **MEDICAL SPECIALIST DETAILS (if applicable)** | | | |
| Name of doctor: | | | |
| Address: | | | |
| Email: | | | Phone: |

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| QCM Medical Form (continued) |
| **It is important to answer the following five questions and provide as much information as possible**. |
| 1. Does the student have a pre-existing medical condition  Yes  No |
| If yes, please provide details (e.g. severity, medication, special care required): |
| **For severe medical conditions, please attach an Emergency Action Plan** |
| 2. Has the student been diagnosed with any medical condition, not listed above, that a medical practitioner should be aware of if medical treatment is required (including allergies to medication)?  Yes  No |
| If yes, please provide details (e.g. severity, medication, special care required): |
| 3. Please list any conditions or health issues, not listed above, that the College should be aware of while they are responsible for the health, safety and welfare of the student. |
| **MEDICATION** |
| 4. Please give details of any prescribed medication being taken by yourself/child – include dosage, frequency and any doctor’s instructions: |
| 5. Please give details of any non-prescribed medication being taken by yourself/child (For example: paracetamol, travel sickness tablets, diarrhoea tablets, hay fever/allergy tablets, throat lozenges, vitamins): |

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| QCM Medical Form (continued) | |
| **ADMINISTRATION OF MEDICATION** | |
| All medications must be labelled with the student’s name and kept with the student at all times during their time at the College and clear written instructions with respect to prescribed medication (and non-prescribed medication, if necessary) must be handed to the supervising staff including dosage to be taken, specific storage conditions, time to be taken and details of administration (for example, to be taken with food).  It will be the responsibility of the student to keep his/her own medications, to store securely and appropriately and administer as required. All medication must be supplied in original packaging. In the case of prescribed medication, the medication must be supplied with a doctor’s note confirming the prescription and necessity for a particular condition.  QCM is responsible for the health, safety and welfare of students while they are attending the College and while they are in our care. If the Student becomes ill or has an accident, the  supervising staff will contact the Student’s emergency contact immediately, in advance of treatment being sought. However, this will not necessarily happen:  • for minor illness or injury;  • in the event of an emergency where immediate action is required;  • if the parent or emergency contact cannot be reached;  • if it is impractical to contact the emergency contact before treatment is sought. | |
| **I hereby authorise any of the supervising staff to:**  • obtain, on my child’s behalf, such medical assistance my child may require in the event of an accident or illness; and  • consent to my child receiving any medical or surgical attention deemed necessary by a medical practitioner; and  • administer such first-aid as the supervising staff considers to be reasonably necessary; and  • administer or assist my child administer their medication referred to above, in the event of an emergency situation.  *I accept liability for all costs incurred in obtaining such medical treatment and undertake to reimburse the College the full amount of any costs incurred on my child’s behalf.* | |
| **DECLARATION** | |
| √ I hereby declare that the foregoing medical information is true and correct and includes all relevant information. | |
| Student Signature | Date: |
| (or type SIGNED BY ME and FULL NAME) | |
| ***For students under the age of 18:*** | |
| Parent/Guardian Name: | |
| Parent/Guardian Signature: | Date: |
| (or type SIGNED BY ME and FULL NAME) | |

**COMPLAINTS & APPEALS PROCESS**

A **complaint** 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.

### Policy Statement

1. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
2. All complaints and appeals are heard and resolved within 60 calendar days of receipt.
3. If QCM considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.
4. QCM will maintain a secure Complaints and Appeals Register, documenting all complaints and 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 and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

### Procedures

1. On receipt of a verbal complaint:
   1. Resolve the complaint if possible, documenting the complaint, its cause, actions taken, and decisions made in the secure Complaints and Appeals Register.
   2. If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
2. To put a complaint/appeal in writing, advise the complainant/appellant that:
   1. they may use the support of a third party in progressing the complaint/appeal
   2. they can either put the complaint/appeal in writing themselves using the form provided
   3. they can be assisted to write the complaint. In this case
      1. note whether the complainant/appellant 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/appeal:
   1. if the complaint/appeal is not in relation to the Director
      1. forward it to the Director
      2. enter it into the secure Complaints and Appeals Register.
   2. if the complaint is in relation to the Director
      1. forward it to the CEO
      2. enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.
   3. send a prompt written acknowledgement to the complainant.

*A person(s)* person(s) dissatisfied with the outcome of the complaint or appeal to the Director or CEO may initiate a ‘formal complaint or appeal’ where an independent person or body independent of and external to QCM Pty Ltd, will be appointed to hear the external complaint or appeal. The person or body will:

* have no personal or professional interest in the outcome of the complaint or appeal
* have no influence on QCM’s policy development or organisational structure
* be financially and administratively independent of QCM Pty Ltd.

All formal complaints and appeals will be heard and decided within 10 working days of the receipt of the written complaint/appeal and the decision communicated to all parties in writing within 5 working days of the decision.

The Complaints and Appeals form can be found on the QCM website. **http://www.qcm.qld.edu.au/complaints-procedure/**

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)  **FEE AND REFUND INFORMATION** | |
| * 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.   The following information can be found on the website and attached to this enrolment form:   * 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   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.  **Students on a subsidised course such as the QLD State Government Certificate 3 Guarantee or Higher Level Skills funding may have to pay a gap fee if withdrawing from the course without completion.**  Once enrolled in a term learners need to be committed and complete the relevant units of competency for the term. If a learner withdraw 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.  The following information can be found on the website:   * payment terms, including the timing and amount of fees and charges to be paid * refund policy * a guarantee that if the RTO is unable to provide services for which the learner has prepaid, the learner will be placed into an equivalent course with an appropriate provider or if an equivalent course cannot be found the learner will be refunded any pre-paid fees for services yet to be delivered. | | |
| I, ……………………………………………………………………………………………………………….  (Name of person giving consent & parent/guardian if under 18 years of age)  understand the information provided above**.** | | |
| Signature of person giving consent: | | Date: |
| (or type SIGNED BY ME and FULL NAME) | | |