

LEARNER HANDBOOK			
Name of RTO	QUEENSLAND COLLEGE OF MUSIC PTY LTD (QCM)		
RTO Number	40821		
CRICOS Number	03466G		
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Registration Details	Our scope of training is listed at http://www.training.gov.au , the database on Vocational Education and Training in Australia. As a Registered Training Organisation (RTO) we comply with the VET Quality Framework (VQF), which comprises: • the Standards for Registered Training Organisations 2025 • the Australian Qualifications Framework (AQF), • the data provision requirements, • the Fit and Proper Person Requirements, and • the financial Viability Risk Assessment Requirements		
Purpose of this Handbook	The information contained in this Handbook is to enable students to understand their rights and responsibilities and ensure ease of access to all 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. The aim of QCM is to: • 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 QCM will have gained the necessary skills and personal attributes considered essential for gaining employment and participating effectively in the Music Industry. QCM focuses on providing opportunities for everyone to achieve their learning outcomes by ensuring its practices are inclusive. QCM 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. <u>AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)</u> RTO’s such as QCM 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. <u>VET QUALITY FRAMEWORK</u> QCM 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. QCM 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.

	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 CUA50825 Diploma of Music with 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.
Enrolment	Prior to enrolment in Certificate III, IV, Diploma or Advanced Diploma, the learner is required to undertake an audition including a diagnostic test, interview and pre-enrolment checklist. These processes will enable QCM to determine student 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 academic eligibility. After the audition and interview students will complete an Enrolment form and participate in an Induction on commencement of their studies. This enrolment data is maintained on an AVETMISS compliant program. Once enrolled into a course, the learner will be provided with a timetable and materials appropriate for the enrolled course. 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). Follow the steps below to create your USI account. Step 1 – Get at least one form of ID from the following list • Driver's licence • Medicare card • Australian Passport • Birth certificate – full certificate required • Others- Visa for International students, Certificate of Registration by Descent, Citizenship Certificate, ImmiCard. Step 2 – Go to http://www.usi.gov.au/Pages/default.aspx and click on Create your USI Step 3 – Agree to terms and conditions Step 4 – Fill in your personal and contact details Step 5 – Enter the requested details as shown on your form of ID Step 6 – Set your USI account password and questions for security Step 7 –Your USI will now be displayed on the screen Step 8 – Write down your USI in a safe place or enter into your phone Step 9 – Your USI will also be sent to you by email, phone or to your mailing address Step 10 – Provide QCM Pty Ltd with your USI number at time of enrolment International students enrolled in a CRICOS accredited school may undertake qualifications with QCM provided the school has registered QCM delivery arrangements of the applicable qualifications and added arrangements to the CRICOS register through the Designated State Authority.

Delivery models	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. Progress is monitored by a QCM representative. 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. Progress is monitored by a QCM representative. 5. A student studying Certificate II does not require an audition. 6. A student studying Certificate III will be required to perform with a group on three occasions and therefore access to a group is essential. 7. All students are to provide their own instruments (other than internal piano students) and are required to record up to 120 hours of practice time in a Music Journal.
Course Information	COURSE AIMS 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. Students are able to enrol in CUA20620 Certificate II in Music, CUA30920 Certificate III in Music, CUA40920 Certificate IV in Music, CUA50825 Diploma of Music or CUA60525 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.
Course Delivery	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. Additional instrumental lessons can be negotiated with QCM. 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. Music business forms an integral part of the program and includes copyright law, business law, career planning and establishing a music business. A learner who completes less than the total number of competencies will receive a Statement of Attainment.
Course Fees	• 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. • Internal students studying Certificates II, III and IV are to complete the qualification in one year and external students in two years. Any additional time will be invoiced \$500 as an extension fee. Internal students studying Diploma of Music have two years to complete the qualification before \$500 fee is charged The following information can be found on the website: • the total amount of all fees including audition fee, course fees, administration fees, materials fees and any other charges. • RPL charges • the cost for individual units of competency • the fees and charges for additional services, including such items as issuance of a replacement certification documentation, studio fees and additional individual lessons for instrumental and vocal studies. Career Start – Job Seekers and Career Boost – Career Advancement. As a Pre-Qualified Supplier with the Queensland Department of Trade, Employment and Training, QCM provides students with information relating to courses, requirements and fees related to qualifications under the Career Start – Job Seekers and Career Boost – Career Advancement. Job Seeker subsidies available to eligible learners include: • CUA20620 Certificate II in Music • CUA30920 Certificate III in Music

	The subsidy represents the level of government contribution for a qualification and varies between qualifications based on a number of factors and should focus on skills to enter the Music Industry. Students will be required to contribute to the costs of their training through a co-contribution fee which is determined by QCM. Students accessing fee subsidies will be required to pay full fee for each unit of competency which is incomplete within the stated period. Eligibility: Career Start – Job Seekers subsidy supports eligible individuals to complete their first post-school Certificate III qualification. • 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 • 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. Career Boost – Career Advancement Career Boost subsidies available to eligible learners include: • CUA50825 Diploma of Music 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. 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
Refund policy	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. 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. 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 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	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 QCM Pty Ltd. Legislation includes but is not limited to: ➤ Workplace Health and Safety ➤ Anti-Discrimination including equal opportunity ➤ The National Vocational Education and Training Regulator Act 2011 ➤ Standards for Registered Training Organisations 2025, Credential Policies and Compliance Requirements 2025 ➤ VET Student Loans Act 2016 ➤ Copyright ➤ Privacy ➤ Disability Standards for Education 2005
Workplace Health and Safety (WHS)	The safety of trainers/assessors and learners is of primary importance. QCM observes all WHS legislation. No trainer/assessor or learner is to place themselves or other people in a position that contravenes WHS requirements. You have obligations to complete all training in a safe manner.
Access and Equity	QCM 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. The Queensland College of Music- ➤ promotes access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race

	➤ ensures training services are delivered in a non-discriminatory, open and respectful manner ➤ trains all staff members so that they are appropriately skilled in access and equity issues ➤ provides reasonable access to learners of all levels ➤ conducts learner selection for training opportunities in a manner that includes and reflects the diverse client population ➤ provides culturally inclusive language, literacy and numeracy advice and assistance that help in meeting personal training goals ➤ identifies the wellbeing needs of students and provides support as needed in the form of additional tutorials, access to resources and catchup classes as required. 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: (i) time of student enrolment (first in, first enrolled) (ii) musical and academic ability to meet course requirements (iii) VSL availability to student (iv) deferment considerations.
Credit Transfer and Recognition of Prior Learning (RPL)	Credit Transfer means credit towards a qualification granted to students on the basis of outcomes gained through participation in courses or training with QCM or another RTO. QCM 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. If it is satisfactorily determined that the candidate has successfully completed an equivalent training product through another RTO, QCM will inform the student of the Credit Transfer decision and the decision recorded on the student profile, training plan adjusted, and fees revised. RPL is an assessment process that assesses the individual's non-formal and informal learning and experience and achievements from the past five years 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. Music qualifications other than Certificate II have a RPL booklet available outlining the evidence that can be provided RPL procedures are not available to high school students.
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. Privacy and Security Policy can be accessed on the website.

	Students have access to personal records upon request. In all cases the QCM will require proof of identity to protect the privacy of all client information. You are obliged to keep QCM informed of your current contact details and to inform 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.
Plagiarism, Collusion, Cheating	Definitions Plagiarism – Is to take someone’s words or ideas or other materials and present them as your own. Collusion – Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include. ➤ Unauthorised and unacknowledged joint authorship in an assessment task ➤ Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment Cheating in an assessment – Is to seek to obtain an unfair advantage Referencing - Referencing is a standardised method of acknowledging the sources of information and ideas and other material used in an assignment including the use of AI. QCM 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 QCM’s complaints/appeals procedure. Copyright and Intellectual Property policy can be found on the website.
Complaints and appeals	QCM has a complaints and appeals policy on the website and accompanying forms to complete. A complaint can be made to QCM regarding the conduct of QCM, its trainers, assessors or other staff, students of the RTO and/or any third parties providing services on behalf of the College. An appeal including assessment decisions can be lodged via email, website forms or directly to QCM staff. 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. Complaints and appeals 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. 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 will maintain the student’s enrolment while the complaints and appeals process is ongoing, and no charge will be made for the process.

	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 may be 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, with appropriate expertise will be appointed to hear the appeal. Stage 4 – External mediation The external stage of the procedure is available to an appellant seeking a review of the appeal decision. The VET Student Loans Ombudsman will act as the external dispute resolution body to conduct investigations and make recommendations in relation to VET loan assistance and compliance by QCM. Written notice of the decision on review will be given to each party, with notice to include the reasons for the decision and recommendations for QCM to implement.
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 or statement of attainment, and the Director will verify that the code, qualification and other information is correct before printing. All learners who enrol in a qualification and are judged competent in any units are entitled to a Statement of Attainment if they do not fully complete the course. Statements of Attainment will be issued within 21 days of notification of cancellation or completion of qualification. It is noted that these timeframes are maximums and require payment of fees before certificates are issued. QCM will maintain a record of all qualifications/Statements of Attainment issued for a period of 30 years prior to 1 January 2015 and 7 years since 1 January 2015. Replacement records incur a \$25 charge.
Your Privacy	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.

	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 Privacy Policy for QCM can be found on the website.
Your Feedback	Feedback from you is pivotal in our efforts to continue to improve the programs that we offer. When you are asked to complete a survey, please take time to give a considered response.
CLIENT SERVICES & SUPPORT	
Diverse Client Learning Needs	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, diagnostic test, interview and previous experiences. 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: <u>LITERACY</u> • 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. <u>LANGUAGE</u> • 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. <u>SUPPORT</u> in the form of additional lessons, tutorials, resources and catchup classes. Outside of class hours, students can access trainers and assessors via email, messaging and telephone. Requests for tutorials or special assistance with assessment can be arranged personally with the trainer. External students have support via email, telephone calls and a visit once a term.
Reasonable Adjustments	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 in which a

	theory task is completed. Reasonable adjustments are made in consultation with the student and/or their parents, guardians or carers, 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 sessions ensure that reasonable adjustment has not affected the integrity of the assessment. The requirement to provide adjustment for people with a disability applies to all areas and phases of study, including: ➤ admission and enrolment, ➤ access to learning materials, ➤ attendance at classes, ➤ assessment. Once an assessment of needs has been made by the Trainer/Assessor or Director– the Trainer/Assessor or Director will in consultation with the learner and relevant staff devise an individual learning plan. Adjusted assessments and plans will be indicated on the student profile. The learner will advise the Trainer/Assessor or Director if any problems arise relating to Reasonable Adjustment in a timely manner. Where a concern is raised about the reasonableness of an adjustment, the matter can be referred informally to the Director.
Welfare and Guidance Services and Client Support	Wellbeing techniques are a feature of the induction process, performance and stagecraft and Diploma studies through the Self Care unit of competency. These are complemented by the knowledge and skills to overcome performance anxiety, support related to accessing music careers, and time management skills to manage studies. QCM 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 QCM. Furthermore, learners seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Director who will seek to direct them to the most appropriate person to provide free advice relating to: ➤ time management ➤ setting and achieving goals ➤ motivation ➤ ways of learning ➤ coping with assessments ➤ caring for oneself ➤ performance anxiety. Students who have medical issues that could affect their performance in the program should identify this at the time of Enrolment.

TRAINING SERVICES INFORMATION

Competency Based Assessment	Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge. Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency-based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown. You will compile a portfolio of evidence through a variety of assessment methods including oral and written responses, observations, research projects, audio/video recordings, evaluations and reviews and the maintenance of a music journal. All learners are given the opportunity to revisit units of competency to obtain competence.
Training Outcomes and pathways	All delivery and assessment is geared towards the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the Music training package.

ASSESSMENT SERVICES INFORMATION

Industry Consultation	QCM liaises with people in the music industry in an effort to confirm that the current materials, training and assessment reflects industry needs, covers knowledge and skills to meet employment and skill demands of industry.
Validation and Moderation	All assessment tasks are validated and moderated (where more than one assessor is involved) to ensure that the tasks and hence the results are reliable, valid and fair. Validating an assessment task involves checking that the assessment tool produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Music Training Package have been met. By reviewing the evidence provided in three submissions from each qualification recommendations can be made for future improvements to the assessment tool, process and/or outcomes

CODE OF CONDUCT

Responsibilities of learners	Learners on campus 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 QCM
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	• 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 College • to ensure a safe, friendly and supportive learning environment for everyone
Responsibilities of trainers and assessors	All trainers and assessors have a responsibility to learners to: • prepare and present material at an appropriate standard • inform learners of assessment requirements • assess learners' work fairly, objectively and consistently • provide constructive feedback to learners in a timely manner • be available to learners requiring extra assistance or clarification of tasks