

## STUDENT HANDBOOK

<b>Name of RTO</b>	<b>QUEENSLAND COLLEGE OF MUSIC PTY LTD</b>		
<b>RTO Number</b>	<b>40821</b>	<b>CRICOS Number</b>	<b>03466G</b>
<b>ABN</b>	<b>57164451012</b>		
<b>Address</b>	<b>107 Quay Street, Brisbane 4000</b>		
<b>Phone Number</b>	<b>07 3191 8532</b>		
<b>Email</b>	<b>admin@qcm.qld.edu.au</b>		
<b>Website</b>	<a href="https://www.qcm.qld.edu.au">https://www.qcm.qld.edu.au</a>		
<b>Key Personnel</b>	<b>Name:</b>	<b>Position:</b>	<b>Contact details:</b>
	<b>Matthew Kim</b>	<b>PEO</b>	<b>0411211227</b>
	<b>Susan Kim</b>	<b>Director</b>	<b>0409888714</b>
	<b>Mandy Yen</b>	<b>Principal Administrator Student Support Officer</b>	<b>07 3191 8532</b>
<b>Purpose of Handbook</b>	<p>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.</p> <p>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.</p>		
<b>QCM as a Registered Training Organisation in Australia</b>	<p>The scope of training that QCM as a registered training organisation (RTO) is able to deliver is listed at <a href="http://www.training.gov.au">http://www.training.gov.au</a>, the database on Vocational Education and Training in Australia.</p> <p>As an RTO we comply with the VET Quality Framework (VQF), which comprises:</p> <ul style="list-style-type: none"> <li>• the Standards for Registered Training Organisations 2025</li> <li>• the Australian Qualifications Framework (AQF),</li> <li>• the data provision requirements,</li> <li>• the Fit and Proper Person Requirements, and</li> <li>• the financial Viability Risk Assessment Requirements.</li> </ul> <p>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.</p>		

	<p><b><u>AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)</u></b></p> <p>RTOs 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.</p> <p><b><u>VET QUALITY FRAMEWORK</u></b></p> <p>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 <a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a> .</p>
<p><b>QCM as a CRICOS provider</b></p>	<p>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.</p> <p>The Australian Government through the Department of Education is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:</p> <ul style="list-style-type: none"> <li>• The ESOS legislation and recent reforms</li> <li>• The National Code</li> <li>• The Overseas Students Ombudsman</li> <li>• The Tuition Protection Service</li> </ul> <p>Further information about students' rights and obligations under the ESOS Framework can be found in <a href="#">ESOS Framework Student Fact Sheet</a></p> <p>Further information about overseas student health cover (OSHC) can be found in the Department of Immigration and Border Protection's <a href="#">Overseas Student Health Cover (OSHC)</a></p> <p><a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Department of Education, Australian Government</a></p> <p>The objectives of the National Code are to:</p> <ul style="list-style-type: none"> <li>• Support the ESOS framework and the effective administration of the framework</li> <li>• Establish and safeguard Australia's international reputation as a provider of high-quality training</li> <li>• Ensure education and training meets nationally consistent standards</li> <li>• Ensure the integrity of registered providers</li> <li>• Protect the interests of overseas students</li> <li>• Ensure appropriate consumer protection mechanisms exist</li> <li>• Ensure student welfare and support services meet nationally consistent standards</li> <li>• Support providers in monitoring student compliance with visa conditions.</li> </ul>

<p><b>Student Visa Conditions</b></p>	<p>Vocational Education and Training Sector visa (subclass 500) <a href="#">Subclass 500 Student visa</a> allows students to stay in Australia to study a full-time vocational education and training course. 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).</p> <p>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 website <a href="#">Immigration and citizenship</a> with the most important listed below:</p> <ul style="list-style-type: none"> <li>• The student Visa holder must remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).</li> <li>• The student Visa holder must make satisfactory course progress according to the policies of QCM.</li> <li>• 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.</li> <li>• 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.</li> <li>• Any family members of school age (between 5 and 18 years) living in Australia must attend school in Australia.</li> <li>• The student Visa holder must maintain health insurance for themselves and their family members while in Australia</li> </ul>
<p><b>About QCM</b></p>	<p>The aim of QCM is to:</p> <ul style="list-style-type: none"> <li>• Support learners to gain personal excellence in music and to develop high levels of musicianship while living and working in communities.</li> <li>• 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.</li> <li>• Use a consultative approach with learners, trainers and industry to allow for continuous improvement</li> <li>• Maintain records and evidence in an accurate, confidential and current manner</li> <li>• Provide quality training and assessment specialising in the Music Industry</li> <li>• Employ staff with the necessary qualifications and currency and with opportunities for ongoing professional development</li> </ul> <p>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.</p>

<b>Facilities and resources</b>	QCM is located at 107 Quay Street a suburb of Brisbane in Queensland Australia. Bus and train services are available to the College and some 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. Practice rooms are available as well as lecture rooms, access to internet, a text and reference library, and student kitchen/lunchroom with microwave, refrigerator and tea and coffee making facilities.
<b>Studying in Australia</b>	<p>Australia is a diverse multicultural society comprised of people from many backgrounds. The current population is 27 million and 31.5% approximately were born overseas. According to the 2021 Census, around 282, 000 people were employed in cultural and creative industries with about 95,700 industries involved.</p> <p>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.</p> <p>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.</p>
<b>Living costs</b>	<p><b>Sample Accommodation</b></p> <p>Urbanest Southbank \$230 a week <a href="#">Urbanest Student Accommodation in South Bank!</a>  Southbank Campus Apartments \$250 a week <a href="#">Southbank Campus Apartments</a>  <a href="#">Student Accommodation South Bank   UniLodge</a> \$319 a week</p> <p><b>Phone and Internet Services</b></p> <p>Australia has a range of phone and internet services available. 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.</p> <p>Other living costs to consider include groceries, electricity, transport and entertainment. The Department of Home Affairs suggest that the minimum annual cost of living for a single person is approximately \$24,000.</p> <p>If you experience financial difficulties while studying, you can talk to the Student Support Officer or your Australian Agent.</p>
<b>Preparing to come to Australia</b>	<p>You will need to bring the following documents with you:</p> <ul style="list-style-type: none"> <li>• Valid passport with student visa</li> <li>• Your letter of offer</li> </ul>

	<ul style="list-style-type: none"> <li>• Copy of your electronic Confirmation of Enrolment form</li> <li>• Certified true copy of your birth certificate, passport and visa.</li> <li>• Your home address in English</li> <li>• Overseas Students Health Cover</li> </ul> <p>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.</p> <p>You will need to declare any prescription medication that you are bringing into Australia.</p>
<p><b>Course information</b></p>	<p>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.</p> <p>Qualifications available include CUA40920 Certificate IV in Music, CUA50825 Diploma of Music, CUA60525 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</p> <p>The duration of each music qualification 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. Enrolment in each music qualification is recorded as 52 weeks of the year with holidays indicated between term. Approximately twenty students can be enrolled between the qualifications.</p> <p>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.</p> <p>Students must satisfy the English proficiency and musical expertise, through an audition and diagnostic test, required by QCM. A visual/audio recording of two or three contrasting pieces of your choice is to be submitted with your 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.</p> <p>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.</p>

<p><b>Unique Student Identifier (USI)</b></p>	<p>All learners enrolling in a qualification with QCM will be required to supply the College with a Unique Student Identifier (USI). 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.</p> <p><b>Step 1</b> – Get at least one form of ID from the following list</p> <ul style="list-style-type: none"> <li>• Driver’s licence</li> <li>• Medicare card</li> <li>• Australian Passport</li> <li>• Birth certificate – full certificate required</li> </ul> <p style="background-color: #e0e0e0; padding: 2px;">           Visa for international students, Certificate of Registration by Descent, Citizenship Certificate, ImmiCard         </p> <p><b>Step 2</b> – Go to <a href="http://www.usi.gov.au/Pages/default.aspx">http://www.usi.gov.au/Pages/default.aspx</a> and click on Create your USI</p> <p><b>Step 3</b> – Agree to terms and conditions</p> <p><b>Step 4</b> – Fill in your personal and contact details</p> <p><b>Step 5</b> – Enter the requested details as shown on your form of ID</p> <p><b>Step 6</b> – Set your USI account password and questions for security</p> <p><b>Step 7</b> –Your USI will now be displayed on the screen</p> <p><b>Step 8</b> – Write down your USI in a safe place or enter into your phone</p> <p><b>Step 9</b> – Your USI will also be sent to you by email, phone or to your mailing address</p> <p><b>Step 10</b> – Provide QCM with your USI number at time of enrolment</p>
<p><b>Formalising enrolment</b></p>	<p>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.</p> <p>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.</p> <p>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.</p>
<p><b>Course Delivery</b></p>	<p>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.</p> <p>Individual instruction will be provided to students according to their specialist instrumental or vocal interest. Guest speakers and specialist musicians and representatives from the Music Industry will support the training staff.</p> <p>The focus of the program is on notation, composition, individual and group performances, critical reflection on performances and musicianship. Specialist areas of study may include classical and contemporary piano, violin and flute, drums, guitar, vocal and choral performances. Students will be required to perform on at least three occasions in front of an audience.</p>

	<p>At 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.</p> <p>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.</p> <p>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.</p>
<b>Assessment</b>	<p>Assessment is competency-based which is a system used to assess a person's knowledge and skills as demonstrated in a relevant context.</p> <p>You will compile a portfolio of evidence through a variety of assessment methods including oral and written responses, observations, research projects, audio/video recordings, evaluations and reviews and the maintenance of a music journal. All learners are given the opportunity to revisit assessment to obtain competence.</p> <p>The Queensland College of Music liaises with people in the music industry in an effort to confirm that the current materials, training and assessment reflects industry needs, covers knowledge and skills to meet employment and skill demands of industry.</p> <p>All assessment tasks are validated and moderated to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.</p> <p>A student may be excluded from achieving competency for any of the following reasons:</p> <ul style="list-style-type: none"> <li>➤ Unauthorised absence from class, rehearsals and performances.</li> <li>➤ Non-submission of assignments</li> <li>➤ Academic misconduct</li> <li>➤ General misconduct</li> </ul> <p>Trainers and assessors have a responsibility to:</p> <ul style="list-style-type: none"> <li>• prepare and present material at an appropriate standard</li> <li>• inform you of assessment requirements</li> <li>• assess your work fairly, objectively and consistently</li> <li>• provide constructive feedback in a timely manner</li> <li>• be available if you require extra assistance or clarification of tasks</li> </ul>

<b>Credit Transfer and Recognition of Prior Learning (RPL)</b>	<p><b>Credit Transfer</b> 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.</p> <p><b>RPL</b> 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.</p> <p>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.</p>																	
<b>Attendance and progress</b>	<p>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.</p> <p>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.</p> <p>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.</p>																	
<b>Course Fees</b>	<table border="1"> <thead> <tr> <th>Qualification</th> <th>Course fees</th> <th>Individual units</th> </tr> </thead> <tbody> <tr> <td>Certificate IV</td> <td>\$12,600</td> <td>\$900</td> </tr> <tr> <td>Diploma</td> <td>\$14,400</td> <td>\$900</td> </tr> <tr> <td>Advanced Diploma</td> <td>\$15000</td> <td>\$1000</td> </tr> <tr> <td>Intermediate General English</td> <td>\$10000</td> <td></td> </tr> </tbody> </table>	Qualification	Course fees	Individual units	Certificate IV	\$12,600	\$900	Diploma	\$14,400	\$900	Advanced Diploma	\$15000	\$1000	Intermediate General English	\$10000			
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	<p>The application and audition fee are payable at the time of completing the application and is non-refundable.</p> <p>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.</p> <p>For fees paid in advance QCM will address learner fee protection by holding current membership of an approved 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 course</p> <p>Additional fees and charges are charged for additional private individual lessons for instrumental and vocal studies that a student requests. Private instrumental lessons will be charged if instrumental teacher is not notified of non-attendance.</p> <p><b>Late payment of Fees</b> 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 of the need to report them for non-payment of fees to the Director.</p> <p>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.</p>
<b>Refund policy</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• Payment requisition details will be issued for PEO's approval</li> <li>• A refund will be issued when approved</li> <li>• Details will be entered into the student record file</li> <li>• A refund will be via electronic bank transfer.</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>• Files are stored for the legislated period of time and electronic files are backed up regularly.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>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.</p>

<p><b>Issuance of Qualifications</b></p>	<p>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. Once all units are recorded as competent a qualification or a statement of attainment will be printed, entered into the Qualifications register and retained by the RTO for 30 years if achieved prior to 1 January 2015 and 7 years since 1 January 2015.</p> <p>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.</p> <p>Replacement records incur a \$25 charge.</p>
<p><b>Complaints and appeals</b></p>	<p>QCM has a complaints and appeals policy on the website and accompanying forms to complete.</p> <p>A <b>complaint</b> 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.</p> <p><b>An appeal</b> 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.</p> <p>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.</p> <p>Any person wishing to make a complaint against QCM Pty Ltd concerning its conduct as an RTO or appeal an assessment decision shall have access to the complaints and appeals procedure as clearly shown on the website. 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.</p> <p>The formal complaint or appeals process is implemented if a grievance cannot be resolved informally. QCM will provide the overseas students contact details of the appropriate external complaints handling and appeals body- the Overseas Student Ombudsman (OSO)  <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>. Telephone: 1300 362 072.</p>
<p><b>Your privacy</b></p>	<p>We take your privacy very seriously and comply with the collection, use and disclosure of client information as governed by the <i>Privacy Act 1988</i>, the <i>Queensland Information Privacy Act 2009</i> and the Australian Privacy Principles of March 2014.</p> <p>In some cases, we will be required by law to make participant information available to government or regulatory authorities. In all other cases we ensure that we will seek your written consent.</p> <p>The Privacy Policy for QCM can be found on the website.</p>

## STUDENT SERVICES & SUPPORT

<b>Diverse Student Learning Needs</b>	<p>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.</p> <p>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.</p> <p>Some examples of the type of support that we can offer include:</p> <p><b><u>LITERACY</u></b></p> <ul style="list-style-type: none"> <li>• Providing assistance with essential writing tasks.</li> <li>• Considering the use of group exercises for assessments.</li> <li>• Providing examples and models of completed tasks.</li> <li>• Ensuring that documents and forms are written and formatted in plain English.</li> <li>• Using clear headings, highlighting certain key words or phrases.</li> <li>• Providing explanations of all technical terms used.</li> </ul> <p><b><u>LANGUAGE</u></b></p> <ul style="list-style-type: none"> <li>• Presenting information in small chunks and speaking clearly, concisely and not too quickly.</li> <li>• Giving clear instructions in a logical sequence.</li> <li>• Providing practical examples and demonstrations.</li> <li>• Encouraging clarifying questions.</li> </ul> <p>A pre-enrolment check ensures that the needs of students are identified, can be met and that staff have the cultural awareness and socially inclusive training practices necessary to meet the needs of learners. Staff training at the beginning of each year will include professional development in relation to recognising and responding to any discrimination or harassment shown to students.</p> <p>Any form of vilification regarding race and religion, including antisemitism such as stereotyping, social media comments, anti-Zionist rhetoric or the use of offensive symbols is not tolerated. Through duty of care expectations, adherence to anti-discrimination legislation and a robust appeals and complaints procedure, QCM ensures any racism or unconscious bias can be readily addressed.</p>
<b>Reasonable Adjustments</b>	<p>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</p>

	<p>include adjusting the physical environment, learning materials or the manner that a theory task is completed.</p> <p>QCM is committed to ensuring that people with particular learning styles and people with a disability are able to participate in study effectively. Contextualisation of the qualification and reasonableness of delivery modes, resources and assessment tools will ensure the individual needs of learners are met.</p> <p>Validation procedures ensure that reasonable adjustment has not affected the integrity of the assessment.</p> <p>The requirement to provide adjustment for people with a disability applies to all areas and phases of study, including:</p> <ul style="list-style-type: none"> <li>➤ admission and enrolment,</li> <li>➤ access to learning materials,</li> <li>➤ attendance at classes,</li> <li>➤ assessment.</li> </ul> <p>Once an assessment of needs has been made by the Trainer/Assessor or Director– the Trainer/Assessor or Director will in consultation with the learner and relevant staff devise an individual learning plan. Adjusted assessments and plans will be indicated on the student profile.</p> <p>The learner will advise the Trainer/Assessor or Director if any problems arise relating to Reasonable Adjustment in a timely manner. Where a concern is raised about the reasonableness of an adjustment, the matter can be referred informally to the Director.</p>
<p><b>Welfare and Guidance Services and Student Support</b></p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Assistance is also available if you need help with-</p> <ul style="list-style-type: none"> <li>➤ time management</li> <li>➤ setting and achieving goals</li> <li>➤ motivation</li> <li>➤ ways of learning</li> <li>➤ coping with assessments</li> <li>➤ caring for self</li> </ul>

	<p>➤ performance anxiety.</p> <p>Students who have medical issues that could affect their performance in the program should identify this at the time of enrolment.</p> <p>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.</p> <p>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.</p> <p>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.</p>
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## RESPONSIBILITIES OF LEARNERS

<b>Code of conduct</b>	<p>Learners have a responsibility:</p> <ul style="list-style-type: none"> <li>• to attend all classes, undertake personal and group practices as scheduled</li> <li>• to dress in a manner that reflects well on the College</li> <li>• participate in public performances as requested and complete all assessment tasks as required and within timelines stated</li> <li>• to abide by the policies and practices of the Queensland College of Music</li> <li>• to take the initiative and consult with trainers when problems arise</li> <li>• to conduct themselves in a proper manner and to respect the diversity of learners at the Queensland College of Music</li> <li>• to ensure a safe, friendly and supportive learning environment for everyone</li> </ul>
<b>Authentic assessment submissions</b>	<p>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.</p> <p>The learner must:</p> <ul style="list-style-type: none"> <li>➤ avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format</li> <li>➤ not present work done in collusion with another person or persons as solely their own work.</li> <li>➤ not engage in any situation whereby the learner knowingly attempts, or assists another learner to attempt, to gain an unfair advantage</li> <li>➤ 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.</li> </ul>

	<p>Some methods for avoiding plagiarism include:</p> <ul style="list-style-type: none"> <li>➤ developing referencing skills</li> <li>➤ 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</li> <li>➤ using quotation marks around everything that comes directly from a text or article</li> <li>➤ summarising ideas and arguments in own words - don't just rearrange a few words here and there</li> <li>➤ checking that original ideas are correctly paraphrased and acknowledged.</li> </ul> <p><b>Copyright and Intellectual Property policy</b> can be found on the website.</p>
<p><b>Transfer to another provider</b></p>	<p>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.</p> <p>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.</p>
<p><b>Deferment, suspension, cancellation</b></p>	<p>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.</p> <p>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.</p>
<p><b>Relevant legislation</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>➤ Workplace Health and Safety</li> <li>➤ Anti-Discrimination including equal opportunity</li> <li>➤ The National Vocational Education and Training Regulator Act 2011</li> <li>➤ Standards for Registered Training Organisations 2025 (including Credential policies and compliance requirements)</li> <li>➤ Copyright</li> <li>➤ Privacy and Plain English Guidelines to Information Privacy</li> <li>➤ Education Services for Overseas Students Act 2000 (the Act amended 1 January 2007)</li> <li>➤ Education Services for Overseas Students Legislation Amendment (<b>Tuition Protection Service</b> and Other Measures) Act 2012.</li> <li>➤ Education Services for Overseas Students Amendment (Student Visas and Other Measures) Regulation 2014</li> <li>➤ ESOS Regulations 2001</li> <li>➤ The Migration Act 1958/Migration Legislation Amendment (Student Visas Act) 2012</li> <li>➤ The National Code of Practice for Registration Authorities and Providers of Education</li> </ul>

	and Training to Overseas Students 2018
<b>Useful websites</b>	<p>The Australian Education International website <a href="#">IE Home</a></p> <p>Department of Home Affairs <a href="#">Department of Home Affairs</a></p> <p>Overseas Student Health Cover (OSHC) <a href="https://oshcaustralia.com.au">https://oshcaustralia.com.au</a></p> <p>Australian Skills Quality Authority <a href="http://www.asqa.gov.au">www.asqa.gov.au</a></p> <p>Medibank – Student Health Cover <a href="http://www.medibank.com.au">www.medibank.com.au</a></p> <p>Australian Tax Office <a href="http://www.ato.gov.au">www.ato.gov.au</a></p> <p>Emergency Services Queensland <a href="http://www.emergency.qld.gov.au">www.emergency.qld.gov.au</a></p> <p>Tuition Protection Service <a href="#"><i>Tuition Protection Service - Department of Education, Australian Government</i></a></p> <p>ESOS National Code of Practice <a href="#">Education Services for Overseas Students (ESOS) Framework - Department of Education, Australian Government</a></p> <p>CRICOS <a href="#">The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)</a></p> <p>The National Register <a href="http://www.training.gov.au">www.training.gov.au</a></p>

