Diploma of Screen (CUF50401)
Diploma of Screen and Media (CUF50107)

POLICIES & PROCEDURES FOR STUDENTS

16 September 2010
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**Attendance**

Students are expected to attend all lectures unless they are sick or have exceptional circumstances. Working on an assignment is not an acceptable reason to miss class. Students are expected to work on assignments before or after class or on weekends, unless specific class times have been scheduled for practical projects. Work experience is not an acceptable reason to miss class (see “Employment / Work Experience” policy).

A record of attendance is kept for all classes. Students are also expected to attend field trips that have been scheduled in lieu of their normal lecture. Non-attendance at these compulsory field trips will be recorded as an absence. Should there be exceptional circumstances that hinder a student from attending a field trip, then this should be discussed with the lecturer well in advance. This will then allow the QSFT to give the personnel at the field trip venue a clear indication of exactly who will be attending.

(The Confirmation of Enrolment document that students receive at the beginning of the semester confirms the classes that the student will be attending. Classes have been determined according to class numbers. Hence, if a class for an Area of Study is scheduled for both an afternoon and an evening, students must attend the class that they have been enrolled in – for fairness and equity to all students, NO swapping between afternoon and evening classes is permitted, whatever the reason.

**Hours of Study**

Full time students undertake a workload of 4 Areas of Study and it is suggested that approximately 40 hours per week should be allocated to study. (40 hours includes lectures, demonstrations, field trips, assignments and home study.) A part-time student undertakes 1 to 3 Areas of Study, and it is suggested that an approx workload would be between 8-30 hours per week.

Lectures are normally held from 6pm to 9pm, Monday to Thursday with an Area of Study scheduled for the same evening every week.

*Note: For Austudy, Youth Allowance, completion of the Diploma over a 2 year period is considered full-time.

** Overseas students: Students on an overseas student visa must study full-time (not part-time). For overseas students, full-time study is 5 Areas of Study each semester, i.e. 20 hours of lectures per week.

**Mobile Phones**

As a courtesy to other students and the lecturer, students should please put mobile phones on silent and if there is a need to take a call please leave the room to do so.

**Assignment Standards**

All written assignments must be typed and must have an official cover page that is to be collected from the student common room.

All assignments must be handed in (with a cover sheet) to the front desk by 1.30pm (2 - 5pm class) and by 5-30pm (6 – 9pm class) on or before the due date. The school reserves the right not to mark late assignments - depending when handed in during the semester. Extensions can only be granted in exceptional circumstances. (See Unit of Competency Assessment guide for details of this).

**NOTE:** Assignments are receipted at the front office when handed in – this is for students’ protection. Students MUST sign their blue Cover Sheets. Your assignment will be signed off on the Assignment receipt form as proof of handing-in.
If required, **video assignments** must be handed in on a quality brand DVD or mini DV tape (whichever the assignment stipulates). The DVD or DV tape must be a copy of your master and must have a label listing:

- your name and student number
- Area of Study & Unit(s)
- assignment number/title
- lecturer’s name
- due date

If required, **audio assignments** must be handed in on a quality brand CD. The CD must be a copy of the master and must have a **typed** label listing:

- your name and student number
- Area of Study/Unit(s)
- assignment number/title
- lecturer’s name
- due date

**Conditions of Assessment**

For fairness, equity and consistency of marking, students are required to hand their work in on time. If there is a problem that hinders you from handing your work in on time, then the situation must be detailed on an Extension of Due Date for Assignment Request form and submitted to your Lecturer (before the due date), who will then make a decision. If your assignment is handed in after the due date (without a request for extension) this will be considered as a re-submission.

**Assessment Procedures**

Assessment will be conducted in an open, accountable and transparent manner with particular emphasis on the aspects of fairness and equity for all. Assessment practices will enable the student to take full advantage of credit obtained from previous study, etc. Assessment will incorporate alternative approaches to suit people who would otherwise be disadvantaged by cultural background, language ability or personal disabilities. Students will be advised at the commencement of their program of their assessment requirements. All assessment work must be completed by due dates to be eligible for marking. Students are expected to complete all assessment items on or by the due dates (unless an extension has been granted). In particular, tests are expected to be taken on the dates specified and assignments are expected to be submitted by the due dates. Students, who breach the above, shall be issued with an unsuccessful result for that assessment item.

**Reasonable Adjustment**

A reasonable adjustment is an alteration of the assessment to accommodate the needs of the student without compromising the integrity of the competence to be demonstrated. For adjustments to be reasonable, they need to be appropriate for the particular student in a particular situation.

Adjustments may be made to assessments to ensure they are equitable for all persons, taking account of cultural and linguistic needs. Under the Disabilities Discrimination Act 1992, all training organisations have obligations to adjust their services to meet the needs of clients with a disability. A request for a reasonable adjustment may be made directly by the student to the teacher or through the Head of School. If a request for a reasonable adjustment is refused, or the student is not satisfied with the adjustment made, the student may lodge a grievance with the School Board of Directors.
Assessment Variations/Extensions

It is important that students talk to their lecturer if they are having difficulty meeting due dates for assessment items. Lectures will take into account emergency situations and unforeseen circumstances for students seeking an extension. The length of the extension will be at the discretion of the Lecturer. However, if the extension affects the student’s close of study date, or requires additional teaching hours, this must be authorised by the Head of School. A doctor’s certificate must be produced to verify illness (or other documentary evidence, where applicable). Where marking occurs on work submitted after the due date without an approved extension from the Lecturer, a re-submit may not be allowed.

Deferred Assessment

Students must apply to the Head of School, in writing for a deferred assessment, giving the reason for the request. The application is to be made at least seven (7) days prior to the due date of the assessment, except in emergency circumstances or in cases of serious illness or injury. A doctor’s certificate must be produced to verify illness/injury. If the assessment date has passed, the application must be made within three (3) working days of the concluding date on the medical certificate.

Retesting Arrangements

If a student is deemed as unsuccessful after their first attempt at any assignment task, they are entitled to receive feedback from the lecturer, amend their work and resubmit their work for re-assessment or be retested only on those parts deemed “unsuccessful”. In exceptional circumstances (e.g. illness/accident, learning difficulties) a student may apply, in writing, to the Head of School to be given a third attempt at assessment. Final results will be provided to students within 21 days after the Institute is satisfied that the student has successfully completed the competency/module.

Re-evaluation of Assessment Item

If the student is dissatisfied with the result of an assignment task, they may submit a written application for re-evaluation of the result to the Head of School. This request must be lodged, together with the scheduled charge, within 14 days of notification of the result. If the result is upgraded to successful, the student will be refunded the scheduled charge. If the student is dissatisfied with the re-evaluation outcome, they have a further right to appeal.

Appeals Against Assessment Decision

Should a student disagree with the result awarded for their assessment, they should first apply for a re-evaluation of their assessment. If they are still dissatisfied, they may lodge an appeal with the Head of School.

Cheating & Plagiarism

Students are expected to exhibit honesty and ethical behaviour in undertaking assessment requirements of units. If there is evidence of cheating in an exam, a student’s result will be penalised accordingly or they may be excluded from the school.
All assignments are to be completed individually unless otherwise specified in the Unit of Competency Guide.

In individual assignments, students are expected to complete their own work. Plagiarism is the act of taking and using somebody else’s work as one’s own. Plagiarism occurring in assessment items is regarded as cheating. Any of the following acts constitute plagiarism unless the work is appropriately acknowledged:

- copying the work of another student
- directly copying any part of another’s work
- summarising the work of another
- using or developing an idea derived from another person’s work
- using experimental results obtained by another.

Students caught cheating or plagiarising will be results as not yet competent and will have to resubmit assignments. Cheating and plagiarising are serious offences and will not be tolerated.

**RPL (Recognition of Prior Learning) and Credit Transfer**

**RPL** in the form of credit will be given for demonstrable expertise, and relevant experience to an extent that is consistent with the unit of competency standard/ critical aspects of assessment that are measured against Performance Criteria. Applicants who wish to be considered for RPL must request this in writing using the QSFT’s RPL application form. This form should be completed in conjunction with the QSFT’s Guide to RPL document. Both the Guide to RPL and RPL application form are available from the QSFT or from the Front Office. Applications for RPL will only be accepted from people who are either current students or have submitted an application for admission to the QSFT.

It is advisable that applicants discuss their RPL application with the Head of School first to determine whether RPL is likely and what documentation/evidence is required. Undocumented applications will not be considered.

When you submit your application for RPL, there is a $30 non-refundable application fee, plus a conditional deposit of $150 for RPL Applications. The overall cost will depend on the rigour involved in the assessment and could range between 25% - 75% of the tuition fees for one Area of Study.

**Credit Transfer** is the recognition of a result for a unit of competency or a module/subject from a nationally recognised training package or accredited course that has been successfully completed at another Registered Training Organisation within Australia, or from a recognised University.

There is no charge for a Credit Transfer application, however they will only be accepted from people who are either current students or have submitted an application for admission to the QSFT. Applicants who wish to apply for Credit Transfer should request this in writing using the QSFT’s Credit Transfer Request form which must also include certified copies of the results for the unit(s) where credit transfer is being sought. Should a student withdraw from the semester prior to the third teaching week of the semester in which Credit Transfer is being sought, then no Credit Transfer result will be recorded for the student.

**Note for overseas students:**

Should an Overseas student apply and successfully gain RPL or Credit Transfer (and the course length remains the same, i.e. 4 semesters), then students will still be required to undertake a study load each semester that is equivalent to 20 contact hours per week. Should the extent of the RPL or Credit Transfer granted shorten the overall length of the course (i.e. less than 4 semesters), then the student will need to undertake a study load equivalent to 20 contact hours per week for each of the required semesters of the reduced length course. In this situation if an overseas student is granted RPL or Credit Transfer prior to
the Confirmation of Enrolment document (eCoE) being issued, then a notation will be made on the eCoE in regard to the reduced course duration. If the RPL or Credit transfer is granted after a student has been issued their visa, then the qsft will notify the relevant government authorities of the revised course finishing date.

Withdrawal from a Unit
Failure to provide written notification to the School of a withdrawal from the Unit(s) for an Area of Study by the end of the fifth teaching week will result in a Not Yet Competent result for the Unit(s) on your academic record.

It is at the Lecturer’s discretion whether or not an assignment extension is granted. Assignment extensions MUST be requested in advance of the due date and MUST be detailed on an Extension of Due Date for Assessment Request form. If they are requested on or after the due date they will not be accepted or approved.

Deferred exams may be granted in special circumstances only. Requests are to be directed to the Head of School. This should be done in advance of the exam time. If this is not possible due to exceptional circumstances, then it must occur within two days of the exam. Deferred exams attract a fee of $55(inc GST) per exam.

Literacy and Numeracy Assistance
The QSFT will endeavour to identify students with literacy and/or numeracy difficulties and assist students where appropriate. Assistance may involve internal adjustment of learning/assessment materials and/or assistance from an outside agency (this may be on a fee for service basis).

Students should take responsibility to detail specific learning/assessment requirements on the Enrolment Form, subsequent Unit Selection Forms and the Assessment Plan for each Area of Study. Should a student be experiencing any concerns regarding their learning and/or assessment requirements during the semester, then they should make an appointment with the Head of School to discuss the situation.

Mailing Address
Confirmation of enrolment and other important information are sent to:
- Australian students - the permanent address listed on the application or unit selection form
- Overseas students - the Brisbane address listed on the application or unit selection form unless the student advises the office to do otherwise.

Note for Overseas students: It is the student’s responsibility to advise the School of any address or phone number changes - this is one of the requirements of an overseas student’s visa and they will need to sign a letter at the beginning of their course to confirm their understanding of this matter.

Privacy
No details whatsoever regarding students will be released to any party (with the exception of regulatory bodies/authorities - who will need to request the information in writing) without the written permission of the student concerned. Students will be asked to indicate on the Enrolment Form and subsequently on the Unit Selection Form each semester whether their phone number and/or email address can be given out for industry work experience/opportunities and/or to other students (who are enrolled in the same Area of Study) - if a student wishes to alter these permission details, they should do so in writing. Students’ phone numbers and/or email addresses will not be given out to people over the phone - if a student has given permission for their phone number and/or email address to be
released, it will only occur if the person requiring the information, makes the request in person or in writing.

To protect a student's privacy, no phone messages will be taken by QSFT and passed onto students.

NOTE: Currently enrolled students who are under 18 years old should be aware that the parent/guardian who countersigns their enrolment form and subsequent Unit Selection Forms may be contacted should there be concerns regarding the student’s enrolment.

**Overseas students:** The information provided by an overseas student to the QSFT may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

**Results (Official)**

At the end of each semester students will receive an updated Statement of Academic Record (results) that lists the results of Units for a student since their enrolment. A student's progress in a Unit will be recorded using the following:

- J - Competency achieved
- L - Unsatisfactory to date
- R – Recognition of Prior Learning granted
- K - Satisfactory to date, unit not complete
- M - Not yet competent
- C – Credit Transfer
- W - Withdrawn
- granted

**Validation of results**

Assignment tasks that are deemed achieved contribute towards the overall result of competency as listed in the mark sheets and that relate to the Performance Criteria of the Elements of Competency listed”. Students will receive a copy of the completed mark sheet which will indicate whether the task was achieved or not achieved. Tasks that have been deemed not achieved will need to be resubmitted for further assessment and students are required to sign the re-submit part of the mark sheet to verify that reassessment is required and knowledge of the details of the reassessment (a photocopy of the mark sheet will be given to students). The exam cover sheet is also signed as an acknowledgment of undertaking the exam. The original of all feedback sheets will be kept on a student’s academic file and a copy of these sheets will be given to students for their record.

Students will receive their Statement of Academic Record/Qualification within 21 days of receiving the final feedback sheet or undertaking the final exam that is required for the Assessment Validation.

NOTE: The Official Results for the Diploma of Screen or Diploma of Screen and Media are based on competency. Competency in all Units for the course is required to achieve the Diploma of Screen or Diploma of Screen and Media qualification and can only be achieved when ALL assessment is satisfactorily completed. Should a piece of assessment not be received or undertaken by the student, then the student cannot gain competence for the relevant Unit in that semester.

**Performance level assessment**

Performance Level Assessment (PLA) is an added value (unofficial) component to provide you with a more comprehensive assessment of your abilities and recognition of your efforts. It is a supplementary report that provides additional information to employers and universities concerning the achievement you demonstrated, whilst undertaking your training at QSFT.
All students will automatically be enrolled in the PLA component of this course, unless there is a situation of exceptional circumstance. If this is the case, you must request, in writing to the Head of School to be excluded from participating in obtaining a PLA result.

PLA is a holistic evaluation of your performance during your study program. It is only applicable when you have demonstrated competency in this course. Those who receive a J will also be allocated one of the following reporting codes:

**PD** = Distinction (GPA =6.5)
You have demonstrated an exceptional level of performance against a range of PLA criteria.

**PC** = Credit (GPA=5)
You have demonstrated an advanced level of performance against a range of PLA criteria.

**J** = Competent (GPA=4)
You have demonstrated competency at the required AQF level.

The criteria shown below have been selected to evaluate your performance level in this course:

1. Originality, creativity and innovation
2. Resource planning and use.
3. Depth and breadth of knowledge and skills acquired.

PLA (although not an official result) is your opportunity to be recognised for the additional proficiency and effort that you bring to your studies. Performance information provided to you during your study of the course is a means of encouraging you to achieve your fullest potential.

The following table is designed to give you an understanding of what you need to demonstrate in your assessment to achieve a credit or distinction. The evidence identified as a credit level must first be met before additional evidence at the distinction level is considered.

**Originality, creativity & innovation**

<table>
<thead>
<tr>
<th>Specifications</th>
<th>Suggested Evidence (CREDIT)</th>
<th>Suggested Evidence (DISTINCTION)</th>
</tr>
</thead>
</table>
| Creative use of personal strengths in the management of work tasks | Consistently provides high level, positive input  
|                                                      | Identifies opportunities using strengths based approach  
|                                                      | Evaluates self to identify strengths and areas for improvement  
|                                                      | Ability to explore and understand a range of perspectives  
| Shows ability to overcome constraints to            | Identifies common constraints / roadblocks (personal / professional / organisational)  
|                                                    |                                                                                         | Enthusiastic and proactive  
|                                                    |                                                                                         | Sensitively challenges others to improve outcome  
|                                                    |                                                                                         | Organises effective and appropriate solutions e.g. identifies personnel or personal/professional development  
|                                                    |                                                                                         | Capacity to inspire others  
<p>|                                                    |                                                                                         | Collaborate with stakeholders to engage support to implement innovative solutions |</p>
<table>
<thead>
<tr>
<th>Achieve best practice</th>
<th>Clarifies stakeholder interests (surveys / interviews / observations)</th>
<th>Plans to optimise outcomes for stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>• An ability to implement unique solutions</td>
<td>• Synthesises information from different sources and research</td>
<td>• Utilises lateral thinking in problem solving processes and shares perspectives with others</td>
</tr>
<tr>
<td></td>
<td>• Considers innovative and diverse ideas and their applications</td>
<td>• Customises plan or solution to meet identified needs</td>
</tr>
<tr>
<td>• Demonstrates inclusive practice in all work practices</td>
<td>• Adapts work practices to ensure inclusivity</td>
<td>• Advocates inclusive work practices</td>
</tr>
<tr>
<td></td>
<td>• Values individual differences</td>
<td>• Identifies hidden barriers e.g. taboos, prejudice.</td>
</tr>
</tbody>
</table>

**Resource Planning and Use**

Resources - (Human, Time, Physical, Space, Facilities, Environment, Policies, Techniques, Technology, Procedures, Community, Networks)

<table>
<thead>
<tr>
<th>Specifications</th>
<th>Suggested Evidence (CREDIT)</th>
<th>Suggested Evidence (DISTINCTION)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ability to source resources</td>
<td>Demonstrates a working knowledge of a wide range of resources specific to work area</td>
<td>Collects innovative resources</td>
</tr>
<tr>
<td></td>
<td>• Outlines availability of resources</td>
<td>Up to date, comprehensive resource directory</td>
</tr>
<tr>
<td>• Makes effective use of resources</td>
<td>Demonstrates appropriate, timely and efficient use of a range of resources</td>
<td>Adapts resources in a innovative manner e.g. team members</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Develops new resources</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accesses appropriate shared resources (e.g. technology, facilities, etc)</td>
</tr>
<tr>
<td>• Consistently evaluates the use of resources in a cost effective manner</td>
<td>Monitors and documents use of resources</td>
<td>Demonstrates ability to research, analyse and evaluate resource needs / assets</td>
</tr>
<tr>
<td></td>
<td>• Identifies gaps in costing structures</td>
<td>Introduces measures to address costing problems</td>
</tr>
</tbody>
</table>
### Depth & Breath of Knowledge & Skills Acquired

<table>
<thead>
<tr>
<th>Specifications</th>
<th>Suggested Evidence (CREDIT)</th>
<th>Suggested Evidence (DISTINCTION)</th>
</tr>
</thead>
</table>
| • Researches, analyses & synthesizes knowledge & skills. | • Identifies methods of gathering and organising information.  
• Explores solutions  
• Justifies statements or actions by referring to relevant authorities/theories/standards/legislation | • Applies appropriate information gathering methods  
• Evidence of extended research  
• Provides a range of solutions & justifies suitability for a range of contexts  
• Demonstrates consistent use & practical application of analytical skills  
• Shares knowledge |
| • Application of research | • High level of written skills  
• Demonstrates advanced use of analytical skills.  
• Professional conduct | • Accesses all avenues/resources to produce a broad response  
• Field reports relating to depth and on the job skills  
• Quality verbal and interpersonal skills to present findings  
• Applies knowledge to achieve industry best practices  
• Transferability of knowledge in a range of contexts and situations |
| • Demonstrates forward planning/thinking | • High level of self-direction | • Uses lateral thinking / problem solving in evaluating plans for the future. |

### Withholding of Results/Awards

While any moneys remain owing to QSFT or if the student has failed to return any item of equipment that is the property of the School, or if the student has not submitted any required outstanding documentation deemed necessary by the QSFT, then a student will not be able to receive their Statement of Results or have their qualification issued.

### Extra Copies of Official Documents/Records

If you require an extra copy/replacement copy of a document, then fees apply.

Diplomas may only be re-issued if your Diploma has been lost or destroyed and you sign a Statutory Declaration. If you require copies of other documents, see the table below for the costs and processing time.

#### Schedule of fees:

<table>
<thead>
<tr>
<th>DOCUMENT</th>
<th>FEE*</th>
<th>PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Record (results)</td>
<td>$11.00</td>
<td>1 week</td>
</tr>
<tr>
<td>Confirmation of Enrolment</td>
<td>$11.00</td>
<td>1 week</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replacement Diplomas</td>
<td>$35.00</td>
<td>3 weeks</td>
</tr>
</tbody>
</table>
* Additional to the fee, will be applicable delivery charges, should delivery be required.

Requests for copies of results must be requested using the “Request for Academic Records” form. Contact the QSFT for this form, which can be posted or emailed. Once the QSFT receives the completed form and payment, the documents will be processed and delivered.

**Access to Student Records**

The following information is kept in a student’s file: Personal - Application and Unit Selection forms, Student ID application forms, copies of results/qualifications, copies of Safety Sense certificates and copies of documentation pertaining to RPL and any correspondence received by/from the QSFT from/to the student. Academic - feedback sheets, assessment validation sheets and exams. If a student wishes to view their academic records and/or personal details, they should make an appointment to meet with the Head of School (or their designated representative) who will remain in attendance while the student peruses their records/details. Appointments should be made at least 24 hours in advance.

For copies of any document refer to the Extra Copies of Official Documents/Records section.

**References**

The School does not issue references for students. To show their achievements when applying for work, students should show their Statement of Academic Record, and examples of work if appropriate.

**Unsatisfactory Academic Performance/Behaviour and Exclusion**

Students are expected to maintain a satisfactory level of performance in their studies. Performance is reviewed by the School Board at the end of each semester. Students with poor performance will be:

- placed on probationary enrolment, or
- asked to ‘show cause’ why they should be permitted to continue their studies, or
- excluded from the course depending on the degree of poor performance.

The above action will also be taken with students who do not abide by the school policies and/or with students about whom the school receives substantial complaints from lecturers and/or other students. Should the student’s actions warrant termination of enrolment during the semester, then no refund of tuition fees for that semester will be given.

**Review of Result / Appeal Procedure**

During the course of a semester, students should discuss their progress in all coursework assessment with the relevant teaching staff. If a student has a concern regarding the marking of an assessment item (when they receive their mark sheet), they should in the first instance discuss the situation with the assessor immediately. If the student is not satisfied with the outcome of this discussion, they should put their concern in writing to the Head of School within 5 days of receiving the result of the assessment item in question.

Upon receipt of the final assessment for PLA for the semester for an Area of Study, if the student believes that their PLA result is incorrect they can request that the School Board review the PLA result. This request must be made in writing to the Head of School within 14 days of the release of the results, accompanied by appropriate information and documentation, and must state the specific grounds on which the application for review is based. Note that there are three possible outcomes of a Review of Performance Level Assessment results: result remains the same, result is amended.
The end of semester Competent or Not Yet competent result for Unit(s) studied should be known to the student by the sighting of the relevant mark sheets that contribute to the Validation of Assessment throughout the semester. However, if a student feels that a mistake has been made in the recording of the official result on the Statement of Academic Record, then the student should notify the School in writing within 14 days of the release of the results, detailing the concern.

**Repeating Units**

Students who are assessed L or M in a Unit(s) at the completion of the semester for which they are enrolled in that Unit(s), and the student wishes to still try to gain competence for that Unit(s), then they will be required to re-enrol in that Unit(s) when it is next offered. Students re-enrolling in a Unit due to an earlier assessment of L or M will receive a 15% reduction on the tuition fees for the Area of Study that the Unit(s) is offered in. Students will not receive a second textbook for the repeated Unit(s) unless the textbook for the Area of Study has been changed.

**Reassessment**

If a student needs to be reassessed for a Unit(s) then it will only be permitted during the semester for which the student is enrolled in the Unit(s) or by special arrangement with the Head of School. The semester is of 16 weeks duration, and no assessment (any attempt) will be accepted after Week 13 (unless otherwise officially scheduled). Specific reassessment conditions are detailed in the Unit of Study Assessment Guide for each Area of Study. After an assessor has reviewed an item of assessment, there is a section on the marking sheet where they can include reassessment details if required - if this occurs, then this section will be countersigned by the student, who will then be given a copy of the reassessment section. Each task can be resubmitted once for reassessment; if after reassessment the assignment task is not achieved then an overall not-yet competent result will be given and the student will be required to re-enrol in that Unit of competency when it is offered again.

**Graduation**

A graduation ceremony is held in December every year. Students who have successfully fulfilled the requirements for the Diploma of Screen or Diploma of Screen and Media qualification either in Semester 1 or Semester 2 of that year will be eligible to participate in the ceremony. All non-graduating students are always invited to attend this occasion.

**General Problems / Queries**

If you have a problem or query and need to discuss it with the office, you are advised to speak to the Office Manager in the first instance (located at QSFT front desk). This staff member is authorised to deal with general problems/queries. You may also leave written messages for the Head of School at the front office. If you are not satisfied with the outcome after speaking to the Office Manager, or if the matter is major or confidential, you should make an appointment to see the Head of School. Please remember that it is best to see the office well before 5pm to discuss your query or make a request, since 5 - 5.45pm is "rush hour" and we want to be able to give you the time you deserve.

**Welfare and Guidance Services**

**Careers and Employment Service**

Students requiring advice on careers and employment in the film and television industry can make an appointment with the Head of School who will assist them.
**Student Counselling**

Students requiring counselling on personal matters or study skills may speak to the Head of School. In certain situations, students may be advised to see a psychologist (Toowong Counselling Centre). This service will be provided at the student’s expense.

Toowong Counselling Centre’s details are:
3/41 Sherwood Road
TOOWONG Q 4066
**PH:** 3870 0955
**MOBILE:** 0404 859540

**Welfare Office**

Students requiring advice on financial matters or other matters not requiring a professional psychologist may make an appointment with the Head of School, who will endeavour to assist them in finding advice.

**Disabilities**

For students who require wheel chair access, the QSFT entrance is located on ground level. Other disabilities will be catered for on an individual basis.
Health Services
A medical centre is located close to the QSFT at Fairfield. Students who require medical attention will be referred to this centre.

ACMED Medical & Specialist Centre
Fairfield Gardens
180 Fairfield Road
Fairfield
Phone: 3844 1100

Student Cards
Student cards are issued each semester and contain an expiry date that is the Friday of the first week of the next semester. Each card (and replacement cards) costs $6.60. Application forms are available from the office at the beginning of each semester.

Complaint Procedure – Australian Residents
If students have a complaint with any aspect of their training, they are encouraged to speak immediately with their lecturer or the Head of School to resolve the issue. The school representative strives to deal with issues as soon as they emerge, so as to help students. If the student is not satisfied that the issue has been resolved, they may wish to speak with or write to the School Chair, setting out in detail the issues of concern. Should you make a written account of your complaint, you will be responded to in writing within 5 working days of it being received by the QSFT. A VET National Complaints Hotline can be contacted at any time for advice. The number is 1800 000 674. The QSFT is a member of the Australian Council for Private Education and Training (ACPET). Through this association, an independent representative may be engaged to act as an objective party in order to ensure a fair and satisfactory solution (costs for this service may apply). Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. The Brisbane centre is located on the 13th floor, Central Courts Building, 170 North Quay, Brisbane. Contact details are: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free Number: 1800 017288. At present there is no fee for use of this service, but this may change. If the matter is still not resolved, students are advised they may take their complaint through the Department of Education, Training and the Arts (DETA) or the appropriate body. Regardless of the magnitude of the grievance, all concerns are documented and treated seriously.

Grievance Procedure – Overseas Students
If a student has a grievance in any area, they should first contact the qsft Head of School who will take responsibility for resolving the matter. The grievance should be outlined in writing and the student will receive a written response confirming receipt to their grievance within 5 working days of it being received by the QSFT. This letter will outline the process and time frame of the investigation into the issues raised by the student. Any subsequent correspondence in regard to the grievance will be responded to within 5 working days of it being received by the QSFT. In the event the student is not satisfied with the outcome, the qsft will arrange for independent mediation to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. The Brisbane centre is located on the 13th floor, Central Courts Building, 170 North Quay, Brisbane. Contact details are: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free Number: 1800 017288. At present there is no fee for use of this service, but this may change. In addition, the QSFT is a member of the Australian Council for Private Education and Training (ACPET). Through this association, an independent representative may be engaged to act as an objective party in order to ensure a fair and satisfactory solution (costs for this service may apply). Nothing in the qsft’s Grievance Procedure negates the right of any overseas student to take action under Australia’s consumer protection laws in the case of financial disputes or negates the right of any
overseas student to pursue other legal remedies. A student may nominate a support person to accompany them at any stage of the dispute resolution process.

If a student is concerned about the actions of the qsft they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the qsft’s registration or a course, if a breach of the requirements of registration is proved. Concerns about the conduct of the qsft should be addressed to The Manager – CRICOS Registration, Office of Non-State Education, Queensland Department of Education, P O Box 15033, City East, Brisbane, QLD 4002. Complaints must be made in writing.

Computers
All students are required to own a computer and printer that enables them to print out assignments, has a CD-ROM and access to the internet and email.

The reasons for this requirement are: all assignments should be typed unless otherwise specified, (as well, some assignments will be done using Excel). The internet can be used to assist in research (especially in the areas of technology for film and television), as well, email is used to send notices to students which enables efficient and faster communication between the students, lecturers and the School.

To help ensure more efficient edit suites, students doing any editing on the qsft editing suites will need to have their own storage device (specification details will be available from the front office). As well, for hygiene reasons, students will need to have their own headphones for editing and sound.

Copyright
All logos, manuals, texts, documents, CDs and other educational and administrative material whatsoever owned by the QSFT are protected by copyright and must not be copied or reproduced either in part or whole or used for gain without the written approval of the School Board of the QSFT.

Equipment Borrowing & Booking
Students are to book the relevant equipment set for assignments. When borrowing School equipment it must be picked up and returned at the designated times. Remember that it is often the case that other students are waiting for the equipment you are dropping off, so please be considerate of your fellow students.

Students are given a time budget for use of equipment for all assignments. Such time budgets reflect real life situations where one must meet deadlines and reduce costs by minimising amount of equipment hire time.

Unless otherwise specified, the equipment borrowing/returning days are Monday, Wednesday and Friday. The borrowing/returning system is administered as follows:

Pick-up: Monday & Wednesday between 4.30pm & 5.30pm. Friday between 3.30pm & 4.30pm
Return: Monday & Wednesday, anytime before 4.00pm. Friday, anytime before 3.00pm.

When equipment is returned, the office needs to check it through. Hence the return times listed, allow for this to occur before ‘rush hour’ and for the equipment to be ready if it is being borrowed/picked-up that same day.

Where a student borrows consumable items such as gels (for lighting and cinematography assignments) it is a condition of borrowing that should these items be ruined, the student must
pay for the item/s. Ruined or missing gels are charged out at $6.60 each. Alternatively, a student can choose to purchase their own set of gels. Gels are available from the Production Shop, 55 Wellington Road, East Brisbane.

Students may not pick-up, drop off or operate any equipment while under the influence of any drug or substance (legal or illegal, prescription or non-prescription) that would jeopardise the safety of anyone or the equipment.

**Equipment Check-Out**

It is essential that all equipment is checked-out on pick-up to ensure it is working and that all the parts required are present. Always pick-up and return equipment yourself – do not use couriers or friends. It is your responsibility to ensure you have picked-up the correct gear and that it is in working order. Also check the equipment before you return it after your shoot. Equipment must be returned by the person who signed it out, as they are responsible for checking the equipment back in. Report any loss, damage or faulty equipment in writing at the time of return. Please take responsibility for the equipment.

With **video cameras** you should always record some footage and then play it back, observing the footage in the viewfinder. If the images are faulty, check that the videotape is OK and that the heads are clean. To clean video heads use a head cleaning tape.

Never use old **DV tapes** since they are prone to problems and also damage equipment. Vtapes should be wound then re-wound by the camera before use so that they are tensioned correctly. If tapes are moist they should not be used. If they have been in cold storage, allow them to heat up to the ambient temperature before opening them so as to avoid condensation.

With **DV tapes** for DV/mini-DV you should always record black (or any signal) onto the whole tape so that they have continuous timecode before you start shooting. A simple way to do this is to leave the lens cap on and switch the camera onto record. Some cameras have a switch that allows you to record colour bars.

**Equipment Support**

When using edit or sound suites students are expected to try problem solving if experiencing difficulty with equipment. Students will be shown how to use the equipment in a lecture or tutorial prior to the assignment and so should be able to complete assignments without assistance. However, if a student has done their best to solve a problem by following instructions and is still having problems, they can then ask for assistance at the office.

**Austudy**

Students who are in receipt of Austudy should ensure that they comply with their obligations. If you do not, then you will most likely have to pay back funding that you received when you were not entitled to it - if unsure of your obligations, then you should contact Centrelink. At the end of each semester, the QSFT completes a report for Centrelink on the study/attendance habits of its students who are in receipt of Austudy.

Only students studying full-time at the QSFT are eligible to apply for Austudy. At any time if a student in receipt of Austudy changes their study commitments, they should contact Centrelink to notify them of the changes.

**Safety**

All students are required to demonstrate safe work practices.

- Never leave lights turned on without supervision and turn lights off when not required.
• Care is to be demonstrated when using gels, spun, or trace with lights.
• All spun used on lights must be fire-retardant spun. Never use spun that can support a flame. If you are in doubt, test a small piece of spun. If it is fire-retardant, it will just melt and not burn with a flame. All spun purchased by QSFT is fire-retardant; however, check it so as to be sure.
• Never place lights under heat sensors. This will set off the fire alarms which will cause a building evacuation. Also, the fire department will be automatically alerted and will be required to investigate the cause of the alarm. False emergencies can create real ones.
• All electrical equipment must be connected to an earth leakage unit (also known as RCD, Residual Current Device). This will ensure that students will be protected when working with electrical equipment. If you do not know what a RCD is or how to use one, ensure you speak to the Equipment Officer and see one demonstrated.
• Wear gloves when handling hot equipment (e.g. lights)
• Check power cables to ensure their insulation is in working order. Report and tag faulty cables.
• In wet weather be extremely careful with 240 volt equipment.
• Know the amperage ratings of equipment. Do not, for instance, use a 10 amp cable for a 15 amp load.
• Do not allow vehicles to drive directly over power cables. (Use protective cover ramps.)
• Keep well clear of any heavy moving equipment (e.g. jibs, dollies)
• Wear UV cream (at least SP30) and protective clothing (e.g. hat, long sleeved shirt) when in the sun
• Keep back straight and bend knees when lifting. Do not strain yourself.
• If a production member requires urgent hospital attention go to the casualty section of a private hospital such as the Wesley, Mater or St Andrews. This will ensure rapid service. Money is of little significance if someone’s life is on the line.

It is strongly recommended that all students undertake a First Aid Certificate course (e.g. St John’s Ambulance).

Please refer to the Queensland School of Film and Television’s Safety Policy - Appendix 2

Smoking
No smoking is permitted by anyone anywhere within the building. Most rooms are equipped with smoke detectors. Also, if you are on a School film shoot, field trip, or outdoor lecture, it is expected that you refrain from smoking. If you are on a break and wish to smoke, ensure you are doing so in an acceptable area.

The Student Code of Professional Responsibilities when Filming on Location
Filming on location means utilising property that is normally someone else’s (house, store, etc) or a public street, footpath, park or other facility. Production personnel are guests in such places, and are obligated to conduct themselves as such, and treat the public and the location with courtesy. It should not be expected that everyone in the surrounding environment will alter their lives to accommodate the needs of film production. If we do not all work toward improving our relationship with the local communities in which we work, it will become more difficult to find willing locations.

1. When filming in a neighbourhood or business district, proper notification is to be provided to each merchant or resident who is directly affected by production activities (includes parking, base camps and meal areas).

2. Production vehicles arriving on location in or near a residential neighbourhood should enter the area no earlier than the time stipulated on the permit and park one by one, turning engines off as soon as possible. Production vehicles may not block driveways without the
express permission of the municipal jurisdiction or the driveway owner. Cast and crew should observe designated parking areas and adhere to all legal requirements unless authorised by the film permit.

3. Moving or towing vehicles away is prohibited without the express permission of the municipal jurisdiction or the vehicle’s owner.

4. Meals shall be confined to the area designated in the location agreement or permit. Individuals shall eat within the designated meal area. All rubbish must be disposed of properly upon completion of the meal. In addition, all construction, strike and personal rubbish must be removed from the location.

5. Removing, trimming and/or cutting of vegetation or trees is prohibited unless approved by the owner, or in the case of parkway trees, the local municipality and the property owner.

6. All signs erected or removed for filming purposes will be removed or replaced upon completion of the use of the location, unless stipulated otherwise by the location agreement or the permit. Also remember to remove all signs posted to direct the company to the location.

7. Noise levels should be kept as low as possible. Generators should be placed as far as practical from residential buildings. Do not let engines run unnecessarily.

8. All members of the production company should wear clothing that conforms to good taste and common sense. Fully enclosed shoes and shirts must be worn at all times.

9. Cast and crew shall refrain from using lewd or offensive language within earshot of the general public.

10. Crew members shall not display signs, posters or pictures that do not reflect common sense and good taste.

11. Cast and crew are to remain on or near the area that has been permitted. Do not trespass on to another neighbour’s or merchant’s property.

12. Observe the designated smoking area and always extinguish cigarettes in butt cans.

13. If models of weapons are being used or a criminal activity is being enacted the police must be informed in writing prior to the event.

14. If smoke machines are to be used then the fire department must be informed in writing prior to the event.

15. No alcohol or drugs are to be taken while on set. If alcohol has been imbibed prior to coming on set a blood alcohol level of .05 or less is acceptable. (i.e. the limit is the same as the driving limit)

(This code is based on the Warner Bros Code of Professional Responsibility which is required to be signed by all Warner’s filmmakers.)

Action will be taken by QSFT if the public/location owners report any student violating the above code. Students who do not conform to the above rules may be excluded.

**Ethical Standards of Behaviour / Professional Behaviour**

Students are expected to demonstrate ethical standards of behaviour. This includes having respect for other people, not using lewd language toward others, and being courteous.
The School also encourages students to practice being professional while they are still students as this will help them in their career since School staff, lecturers, or industry visitors may be instrumental in helping students obtain employment in the future. For example –

- show respect and consideration for your lecturer and other students by not talking while the lecturer is teaching
- arrive on time for classes, and don’t leave part-way through
- if the lecturer has to carry equipment to or from their car, offer to help
- look after equipment and furniture, e.g., don’t put your feet on the chairs
- properly dispose of food/drink rubbish and chewing gum before entering classrooms/studios
- pickup and return borrowed equipment on time – it often goes out again the same day to another student
- don’t book an edit suite and not turn up. If you are sick, phone and cancel your booking.
- own your own essential stationery items such as staplers and rulers – these are not available for borrowing from the office
- make sure you have a diary and use it. This will help you to keep appointments and to meet deadlines.
- dress code: practise dressing neatly – you will look more professional and appear to be serious about what you’re doing.

**Employment / Work Experience**

QSFT studies require a full-time commitment (or pro-rata equivalent for part-time students) on the part of the student. It is in the best interests of the student that outside employment or work experience undertaken be limited during semester. Students are not permitted to undertake any work which may conflict with QSFT work, classes or study. QSFT would encourage students who wish to take up work experience opportunities to do so during vacation periods only. Students who undertake work experience will, in most instances, need to have their own insurance - contact the School for details.

For students enrolled in the Film Production Area of Study, they must be able to obtain time off work (if they work) to attend the full shoot, the set-up day prior to shoot, the pack-up day after shoot, and any other compulsory activity related to the production of the film.

**The QSFT’s Code of Practice**

As a Registered Training Organisation, the Queensland School of Film & Television (QSFT) has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

**Legislative Requirements**

QSFT will meet all legislative requirements of State and Federal Government which includes the Vocational Education, Training and Employment Act 2000. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. We also identify and comply with Anti-discrimination laws, privacy principles and national copyright laws.

**Access and Equity**

All trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation.
Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality Management Focus
QSFT has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Client Service
We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and student guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our trainee information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review
QSFT has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration
QSFT has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation’s sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. QSFT has adequate insurance policies.

Marketing and Advertising
QSFT markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards
QSFT has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

International Students
QSFT will be bound to the Education Services for Overseas Students Act 2000.

Sanctions
QSFT will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Access and Equity Policy

Overview
Access and Equity means ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training.

The Principles
Our Access and Equity Policy is based on the application of the following principles within a framework of economic viability and fairness to all parties:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within Queensland’s vocational education and training for all people, without discrimination.
- Access for all people to appropriate, quality vocational education and training programs and services.
- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.
- All Policies should be fair to all those concerned whether it be clients, staff, managers, shareholders, directors.

Target Groups
Access and Equity is about abolishing barriers and opening up opportunities to the following target groups:

- People with a disability
- People in Transition and other special groups (i.e. people re-entering the workforce, sole parents, people with literacy issues, the long-term unemployed, and those who have been institutionalised).
- Women
- Aborigines and Torres Strait Islanders
- People from non-English speaking backgrounds
- Rural and Regionally-Isolated communities

Best Practice Strategy
Access and Equity, as a best practice strategy, underpins and informs all other policies and programs within the vocational education and training system. It will be used and considered by all persons in our education and training system when:

- developing their access and equity implementation strategy;
- developing appropriate services and programs;
- formulating, implementing and reviewing their operational policies and strategic plans; and
- evaluating the aims, objectives and delivery of their programs.

Best practice involves the establishment of social justice and an adherence to the principles of access and equity. It involves benchmarking for people who face barriers to successful participation in mainstream vocational education and to achieve improvements for them.
Best practice programs acknowledge the complexity within the specific groups and the multiple barriers to educational participation experienced by some people.

**Objectives**

1. To incorporate access and equity principles and practices in key processes which affect the outcomes for students in the vocational education and training system, e.g. training program development and design; staff development.

2. To achieve equitable access for all current and potential students and clients.

3. To increase the participation of people who are under-represented in vocational education, training and employment services and programs.

4. To increase participation in decision making processes associated with for people from under-represented groups.

5. To encourage positive outcomes for students and clients by giving them enabling skills to participate successfully in vocational education and training services and programs.

6. To develop quality support services which enhance clients’ and students’ changes to achieve positive outcomes.

**The People**

*Clients* are those who use the services provided by the QSFT and are central to our policy. It is their needs the service is trying to meet. If appropriate, a community representative may be invited to participate.

*Staff* at the QSFT need to have a commitment to the policies adopted by the organisation.

*Managers* take a leading role in the policy development and implementation process. Often they lead by example. Managers need to ensure that all our Policies are practical and workable in their implementation.

**Terms and Definitions**

*Affirmative Action* is an umbrella term for a wide range of programs designed to achieve equal opportunity for women, based on merit.

*Cultural Diversity* acknowledges the many differences within society based on cultural backgrounds and experiences (rather than just looking at differences between individuals).

*Discrimination* There are two types of discrimination - direct and indirect.

*Direct Discrimination* occurs when a person is treated unfairly because of their sex, sexuality, race, age or because they have a disability.

*Indirect Discrimination* is more difficult to identify and often occurs unintentionally. Indirect discrimination often happens when there is a requirement (a rule, a policy or a system) which appears fair but has an unfavourable effect on one group compared with another and in the circumstances, the requirement is not reasonable. If the impact of the requirement is proportionally worse on one particular group (e.g. one culture over another; women as opposed to men) then indirect discrimination is probably occurring.

*Equal Opportunity* is about making sure that people are not discriminated against on the basis of race, sex, age, disability, sexuality, marital status or pregnancy. Equal Opportunity legislation ensures that people have an ‘equal starting point’ and that they are not treated unfairly on the basis of difference.
**Equity** focuses on outcomes. Equity is not concerned with treating people ‘the same’; it is concerned with ensuring that all groups of people participate and benefit to the same level.

**Inclusive**: an ‘inclusive’ environment, classroom or curriculum is one that acknowledges and values the differences between people and cultures. It ‘includes’ rather than excludes.

**Refund of Fees – Australian Residents (as per Application and Unit Selection Forms)**

1. **Place Withdrawn or School Cancels an Area(s) of Study** - Where a place in an Area(s) of Study is withdrawn by the School or the School is unable to provide the Area(s) of Study, all tuition fees for that Area of Study will be fully refunded within 14 days. If the offer was made on the basis of incorrect or incomplete information being supplied by the student the School reserves the right to retain 20% of the tuition fees and to refund the moneys within 30 days.

2. **Exclusion from an Area(s) of Study** - A student, who is not permitted to enrol in an Area(s) of Study, will be eligible for a full refund of tuition fees if they have paid for that Area(s) of Study. The fees will be refunded within 14 days.

3. **Four Weeks Notice is Given** - Where a student gives a minimum of four weeks’ notice (from the date of the first day of the semester for which fees have been paid) of an inability to commence the semester, all tuition fees paid in respect of the semester are refundable.

4. **Less than Four Weeks Notice is Given** - Where a student gives less than four weeks’ notice (from the date of the first day of the semester for which fees have been paid) of an inability to commence the semester, tuition fees paid for the semester are not refundable unless the reasons for withdrawing are acceptable to the School (see item 7), in which case the School will refund 80% of the tuition fees.

5. **Withdrawal from an Area(s) of Study in First Three Weeks** - A student who withdraws from an Area(s) of Study within the first three teaching weeks will not be eligible for a refund unless the reasons for withdrawing are acceptable to the School (see item 7), in which case the School will refund 50% of the tuition fees.

6. **Withdrawal after Third Teaching Week** - A student who withdraws from an Area(s) of Study for whatever reason beyond the third teaching week of the course shall not be eligible for a refund.

7. **Ground for Refunds** - A notice of withdrawal due to:
   - an illness/disability which precludes student from undertaking the Area(s) of Study (certified in specific detail by a medical practitioner – a medical certificate is not sufficient)
   - an emotional problem which precludes the student from undertaking the Area(s) of Study (certified in specific detail by a medical practitioner – a medical certificate is not sufficient)
   - a political or civil event which prevents attendance
   - in the case of overseas students - inability to obtain a student visa will be accepted as grounds for a partial refund of fees as set out in 4. and 5., provided that adequate documentary evidence is provided in support of any application for a refund.

8. **Applications for Refund must be in Writing** - An application for a refund must be in writing with the original signature of the applicant (and their guardian, if applicable). When the refund has been approved, the moneys will be paid within 30 days and made payable to the person who made the payment.

9. **Administration Fees are Never Refundable** - Administration fees such as an Application Fee, Late Fee or Credit Card Fee are not refundable under any circumstances.
Refund of Fees – Overseas Students (as per O/S Application and Unit Selection Forms)

1. If your Visa application is rejected, semester tuition fees will be refunded in full. Written proof of rejection is required.
2. If written advice of cancellation is received by qsft at least 28 days before the commencement of the semester, qsft will refund 100% of the semester’s tuition fees.
3. If written cancellation is received by qsft less than 28 days before the semester commences, the following cancellation fees apply: 27 - 21 days notice = 80% refund, 20 - 14 days notice = 70% refund, 13 - 7 days notice = 50% refund, 6 - 1 days notice = 25% refund. (These percentages relate to the semester’s fees).
4. No refund of fees will be given once the semester has commenced.
5. Approved refunds of fees will be paid within 28 days of receiving a written claim from the student.
6. The Application Fee, Accommodation Placement Fee, Agent Fee and Late Fee are not refundable.
7. As all fees payable by students are to be in Australian dollars then refunds will be in Australian dollars and made payable to the person who made the payment.
8. This Policy does not negate the right of any overseas student to take action under Australian consumer protection laws.
9. The Grievance / Complaint process does not circumscribe the student’s right to pursue other legal remedies.

Appendix 1

RECOGNITION OF PRIOR LEARNING POLICY

PURPOSE
The purpose of the Recognition of Prior Learning Policy (RPL) is to ensure that individual’s prior learning gained through training, work experience or other life experiences is appropriately recognised.

1. The RPL shall focus on the competencies held as a result of formal and informal training, not how, when or where the learning occurred.
2. The RPL underpins a system of competency based training. It is essential that training providers have a demonstrable commitment to recognising the prior learning of adults.
3. The RPL shall be available to all potential applicants.
4. The RPL shall involve processes that are fair to all parties involved.
5. The RPL shall involve the provision of adequate support to potential applicants.

OBJECTIVES
1. To increase access to RPL by individuals.
2. To ensure that RPL is an integral component of the assessment of an individual’s eligibility for an award.
3. To encourage training providers to implement RPL policies that are consistent with the National Assessment Principles.
4. To ensure that procedures for RPL incorporate a range of valid and reliable techniques designed to accurately assess competencies held.
5. To promote ‘non-traditional’ (other than classroom/workshop based) learning processes as valid pathways to competency achievement and recognised training outcomes.

KEY PRINCIPLES OF ASSESSMENT IN RPL
All assessment systems for RPL should demonstrate compliance with four key assessment principles:

Validity  Reliability  Flexibility  Fairness

Validity:
- Assessment against the units of competency contained in the Competency Standards for assessment must cover the broad range of skills and knowledge.
- Assessment of the competencies in the standards should integrate knowledge and skill with their practical application.
- Judgement made about competence against any of the units must be based on sufficient evidence. Evidence should be gathered on a number of occasions and in a range of contexts or situations and using different methods.

Reliability:
- The criteria for the judgement of competence must be stated clearly and adhered to.
- Assessment practices in the training and assessment of persons with assessment responsibilities, needs to be monitored and reviewed to ensure consistency of judgement.
- As a minimum requirement people assessing trainee assessors must demonstrate competency in both the Assessment Standard and the Extension Unit.

Fairness:
- Reasonable adjustments are made to assessment procedures for people with special needs.
- Assessment procedures and the evidence (whether product or process) must be made clear.
- A consultative approach to assessment of competency against one or all of the units in the standards is recommended.
- Persons being assessed against the Competency Standards for Assessment must have the opportunity for a review and an appeal of assessment decisions.

Flexibility:
- Assessment procedures should cover both on and off-the-job component of the Competency Standards for Assessment.
- There should be a process for people to seek recognition of their current competency in one or more of the units of competency in the Competency Standards for Assessment without having to participate in a training program.

RISK MANAGEMENT AND QUALITY ASSURANCE
The extent of recognition sought may be up to one hundred percent. It is acknowledged that there is a higher risk associated with this degree of recognition. The amount of risk in the RPL process is directly related to the amount of evidence to be collected; the degree of rigour required; the number of assessors to be used; and the costs of implementing RPL processes. The general principle to be observed is that:

As the level of risk increases there should be a corresponding increase in the rigour of the RPL processes. This increased rigour can be achieved through requiring more evidence of higher quality and the involvement of more assessors to review the evidence and make the final assessment decision.

FEES AND CHARGES FOR RPL
In determining fees and charges for RPL services the principles of access and fairness under the Australian Quality Training Framework will be applied.

STAGES OF THE RPL PROCESS
The RPL process will include the following stages:
• Information
• Initial support and counselling
• Application
• Assessment
• Post-assessment guidance
• Certification

Appendix 2

SAFETY POLICY

The Queensland School of Film and Television is committed to providing and maintaining safe and healthy learning and working environments for students in its care, contract workers, volunteers and visitors to and at the School and/or locations it may use. The QSFT also expects that its students and contractors understand their responsibilities under Section 36 of the Workplace Health and Safety Act.

This is to be implemented according to the requirements of the Workplace Health and Safety Act and its regulations and advisory standards, other related legislation and regulations.

CONSEQUENCES:

• The QSFT will coordinate strategies to meet relevant legislative requirements and organisational objectives regarding the management of workplace health and safety risks.
• Regular audits of workplace health and safety performance of QSFT will be taken
• Support and advice will be offered, where appropriate, to lecturers and students regarding legislative requirements and management of workplace health and safety risks.
• Students, contractors, visitors and volunteers will continue to have a shared responsibility for their own health and safety and that of others who may be affected by their actions.

RISK MANAGEMENT

Before any practical work can be started, a risk assessment must be performed by the student/s undertaking the task. This will consist of:

• A Job Safety Analysis sheet to be handed in to the Workplace Health and Safety Officer
• Clear use of a Risk Assessment Calculator for all identified risks. The results are to be handed to the Workplace Health and Safety Officer.

(This is of particular importance when using mains power and when going on location)
Appendix 3

LITERACY AND NUMERACY POLICY

The Queensland School of Film and Television recommends that prospective students have studied and passed English and Mathematics to Year 12 standard. On application, students should supply a copy of high school results or IELTS results (for overseas students).

The QSFT will make an initial assessment of literacy and numeracy requirements of a student after reviewing the application form. All students are required to discuss their application with the Head of School; during this discussion the literacy and numeracy needs of the student will be discussed. The student at this stage may be required to undertake further assessment through an outside agency (this may be on a Fee for Service basis - agencies will be recommended). Students who are assessed to have literacy and/or numeracy skills that are deemed by the QSFT to be below that required to undertake the course, will be requested to undertake external training (at the student's expense) to improve their literacy/numeracy skills to the required level for admittance to the course; or show cause as to why they should be admitted to the course (in this instance, the QSFT reserves the right not to offer a place to a student if they are unable to provide adequate cause for admittance to the course).

During the course, students will be continually monitored through class/lecture tasks and assignment work. Any apparent literacy and/or numeracy issues are to be reported by lecturers to the Head of School. The Head of School will then be responsible to discuss the issue with the relevant student and document the outcome of this discussion. As well, students who feel that they are experiencing literacy and/or numeracy problems should make an appointment with the Head of School to discuss the concern. The Head of School will take responsibility to offer advice to the student and document the outcome of the discussion.

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