Certificate II in Screen (CUF20301)
Certificate III in Screen (CUF30101)
Certificate III in Media (CUF30107)

POLICIES & PROCEDURES FOR STUDENTS

31 July 2009
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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 will be required to work on practical assignments in class and complete research assignments in their own time. Work experience is not an acceptable reason to miss class (see “Employment / Work Experience” policy). A record of attendance is kept for all classes.

Hours of Study
It is recommended that you allocate, on average, 3 hours per week for your studies. This time should be allocated for reading through your notes taken in class, reading your textbooks and handouts, researching material for assignments and, if required, preparing work for class.

Assignment Standards
All written assignments must be typed and must have an official cover sheet.

All assignments must be handed in (with a cover sheet) to the office before the start of class on the due date. The QSFT reserves the right to not mark late assignments - depending when handed in during the semester (see Assessment Plan for details of this). Computer or printer problems are not acceptable reasons for handing an assignment in late. You must accept responsibility for typing/printing your assignment and delivering on time. Extensions can only be granted in exceptional circumstances see the policy on “Assignments/Extensions/Deferred Exams”.

Assignments should be presented in a professional format i.e. well structured, correct grammar, spelling mistake free (using Australian English), accurate referencing and bibliography and student name in the footer of each page. Standards for Bibliography and References should be as per the Bibliography and References document (provided at orientation).

All video assignments must be handed in on your own media (the format of this media will vary for each assignment). The media must have a neatly printed label listing:
• your name and student number
• Area of Study & Unit(s)
• assignment number/title
• lecturer’s name
• due date

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 QSFT.

All assignments are to be completed individually unless otherwise specified in the written assignment sheet.

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 have their results penalised to the extent of the degree of cheating or may be excluded from the QSFT.
Cheating and plagiarising are serious offences and will not be tolerated.

RPL (Recognition of Prior Learning) and Credit Transfer

RPL (Recognition of Prior Learning) in the form of credit will be given for study, demonstrable expertise, and relevant experience to an extent that is consistent with the maintenance of established academic standards/competencies 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 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 $25 non-refundable application fee, plus a conditional deposit of $100 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 competence or a module from a nationally recognised training package or accredited course that has been successfully completed at another Recognised Training Organisation within Australia.

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.

Withdrawal from the Course

Withdrawal from the Course after the third teaching week will result in no refund of fees and a Not Yet Competent result for the Unit(s) on your academic record. See the Refund Policy for further clarification on this.

Assessment/ Extensions/ Deferred Exams

Students are advised in writing of assessment requirements for each Area of Study. Students are required to complete all assignment requirements as detailed in the assignments. Assignments must be handed in to the front office by the stated due date/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 Assessment Request form and submitted to the Head of School (before the due date), who will then make a decision. Assessment items (original or resubmitted) WILL NOT be accepted after two weeks of the due date if no extension has been granted by the Head of School – if the assignment is due during the last 2 weeks of the semester, it will not be accepted after the conclusion of the final week of the semester.

NOTE: To qualify for the Certificate II or III in Screen or Certificate III in Media, you must satisfactorily complete ALL assessment to gain competence in the relevant Units. Therefore, if you miss a deadline and it is too late for your assessment to be handed in, then you will not be able to gain the necessary competence in the relevant Unit/s that semester. If this situation occurs, and the student still wishes to complete the relevant Unit/s in order to qualify for the Certificate II or III in Screen or Certificate III in Media, then they will not be able to do this until the Unit/s are next offered.
Note for non-high school Certificate III in Media students

Late submission of assessment fee: Should an assessment item be handed in late (with no extension granted from the Head of School) then they will only be accepted along with the payment of a late submission fee: Up to 7 days late: no fee. After 7 days: $1.10/day (inc GST).

If the assessor gives you feedback that an assignment should be redone, in part or in whole, then you will only be permitted one (1) reassessment of each item at no cost. As many of the Practical Assignments are completed in groups, it may be necessary to ask a classmate(s) to help in a reassessment. If more than one reassessment of an item is required then a negotiated fee (based on the time needed for the assessor to reassess + administration costs) will be charged - all resubmitted assignment items must be handed in on the negotiated date during the semester. Should you need to re-sit your final exam due to an unsatisfactory result, then a negotiated date, within 1 week of the first attempt, must be worked out with the Head of School - 1 reattempt is permitted.

Exams are to be taken at the set times.

Assignment extensions and deferred exams will not be granted unless:

- in the case of illness - the student has a letter from a medical doctor certifying that they were unfit up to the due date/time to complete their assignment or to undertake an exam (a medical certificate citing “medical condition” or “patient says he/she was unfit” will not suffice).

Deferred exams may be granted in special circumstances only. Requests are to be directed to the Lecturer. 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 (QSFT) to discuss the situation.

Mailing Address

Confirmation of enrolment and other important information are sent to the permanent address listed on the application form.

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 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.

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

Validation of results
At the beginning of the semester, students will receive an Area of Study Outline and a copy of all assessment items that are required and when they are due during the semester. Assessment that is deemed “satisfactorily contributes towards the Performance Criteria of the Elements of Competency listed” will be returned with a photocopy of the feedback sheet indicating this result. Assessment that is NOT deemed “satisfactorily contributes towards the Performance Criteria of the Elements of Competency listed” will require students to sign their feedback sheet in the relevant section to verify that reassessment is required and knowledge of the details of the reassessment (a photocopy of the feedback sheet will be given to students). The exam cover sheet is also signed as an acknowledgment of undertaking the exam. The original Assessment Plan and the originals 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: Results for this course are based on competency. Competency in all Units for the course is required to achieve the relevant 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 can not gain competence for the relevant Unit in that semester.

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.

Certificates may only be re-issued if your Certificate 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.

Current students pay a different fee for the re-issue of an Area of Study Outlines or Assignment sheets for Areas of Study they are currently undertaking. Should a current student require a copy of past Area of Study Outlines, then they will pay the “Past” fee.
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>Past Area of Study Outlines</td>
<td>55c/page</td>
<td>1 week</td>
</tr>
<tr>
<td>Current Area of Study Outlines or Assignment sheets^</td>
<td>20c/page</td>
<td>1 week</td>
</tr>
<tr>
<td>Replacement Certificate</td>
<td>$33.00</td>
<td>3 weeks</td>
</tr>
</tbody>
</table>

* Additional to the fee will be applicable delivery charges, should delivery be required.
^ Copies of Assignment sheets are only available to current students.

If documents are required urgently, then a surcharge of 100% applies.

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 Forms, Student ID application forms, copies of results/qualifications and copies of documentation pertaining to RPL and any correspondence received by the QSFT from the student. **Academic** – Original 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 Lecturer (or their designated representative) who will remain in attendance while the student peruses their records/details. Appointments should be made at least 1 week in advance.

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

References

The QSFT 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. However, should a student wish to use a QSFT person as a referee, they should contact the Head of School (QSFT) for permission to do so.

Unsatisfactory Academic Performance and Exclusion

Students are expected to maintain a satisfactory level of performance in their studies. Performance is reviewed by the QSFT 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 QSFT policies and/or with students about whom the school receives substantial complaints from other students.

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 feedback form), 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 (QSFT) within 5 days of receiving the result of the assessment item in question.
The end of semester official result for Unit(s) studied should be known to the student by the sighting of the relevant feedback 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 QSFT 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) or part Unit(s) at the completion of the semester for which they are enrolled in that Unit(s) or part Unit(s), and the student wishes to still try to gain competence or satisfactory (progress to date) for that Unit(s) or part Unit(s), then they will be required to re-enrol in that Unit(s) or part 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 unit has been changed.

Reassessment

If a student needs to be reassessed for a Unit(s) or part Unit(s) then it will only be permitted during the semester for which the student is enrolled in the Unit(s) or part Unit(s). A timetable for the semester (stipulating training times and dates for the course in which you are enrolled) will be provided at the commencement of the Course.

No assessment (any attempt) will be accepted after the final week of the semester. After an assessor has reviewed an item of assessment, there is a section on the feedback 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.

Note:
- If an assessment item is deemed to require reassessment. The reassessment opportunity is to assist students towards gaining competency.
- If an assessment item is deemed satisfactory, then a student will not be given the opportunity for reassessment of this item.

Graduation

A graduation ceremony is held in Brisbane in early December every year. Students who have successfully fulfilled the requirements for the Certificate II or III in Screen or Certificate III in Media qualification will be eligible to participate in the ceremony.

General Problems / Queries

If you have a problem or query and need to discuss it with the Lecturer, you are advised to speak to the Lecturer directly before or after the scheduled class. If you are not satisfied with the outcome after speaking to the Lecturer, or if the matter is major or confidential, you should make an appointment to see the Head of School (QSFT).

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 (QSFT) or Chair (QSFT), who will assist them.

Student Counselling

It is advisable that students requiring counselling on personal matters or study skills should speak to the Guidance Counsellor (of their high school). If you are not a high school student, then contact the Head of School (QSFT) for details of counsellors in your area. Please note that if students utilise the services of an external counsellor then this will be at the student’s own expense.
Student Cards (Certificate III in Media – non-high school course)

Student cards for (non-high school) Certificate III students are optional. They are issued for the duration of the course and contain an expiry date that is the Friday of the last week of the course. Each card (and replacement cards) costs $6.60. Application forms are available from the Front Office.

Complaint Procedure

If students have a complaint in regard to 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. There is a VET National Compliants Hotline which students may call at any time. 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 grievance 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. Should you make a written account of your complaint, you will receive a written statement of the outcome.

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 Use

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. When equipment is returned, the Lecturer needs to check it through.

Where a student uses consumable items such as gels (eg. for lighting assignments), it is a condition of use 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.
Students may not operate any QSFT 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.

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. Tapes 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.

**Equipment Support**

When using equipment, students are expected to try problem solving if experiencing difficulty. 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.

**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 (eg 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 (eg jibs, dollies)
- Wear UV cream (at least SP30) and protective clothing (eg hat, long sleeved shirt) when in the sun
- Keep back straight and bend knees when lifting. Do not strain yourself.

It is strongly recommended that all students undertake a First Aid Certificate course (eg 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 training building. Most rooms are equipped with smoke detectors.
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. (ie 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 practise being professional while they are still students as this will help them in their career since QSFT 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, eg, don’t put your feet on the chairs
- properly dispose of food/drink rubbish and chewing gum before entering classrooms/studios
- 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 commitment 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.

**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 Training and Employment Act 2000. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

**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 (ie, 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, eg. 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 (eg. 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

1. Place Withdrawn or School Cancels Course - Where a place in the Course is withdrawn by the School or the School is unable to provide the Course, all tuition fees 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 the Course - A student who is not permitted to enrol in the Course, will be eligible for a full refund of tuition fees if they have paid for the Course. The fees will be refunded within 14 days.

3. Nine Days Notice is Given - Where a student gives a minimum of nine days’ 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 Nine Days Notice is Given** - Where a student gives less than nine days’ 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 the Course in First Three Weeks** - A student who withdraws from the semester 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 a semester, for whatever reason, beyond the third teaching week of that semester 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 Course (certified in specific detail by a medical practitioner – a medical certificate is not sufficient)
   - an emotional problem which precludes the student from undertaking the Course (certified in specific detail by a medical practitioner – a medical certificate is not sufficient)
   - a political or civil event which prevents attendance

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.

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.

**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 Principle 12 of 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:\(^1\)

- **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.

\(^1\) These principles are based on those stated in "A Guide to the Competency Standards for Assessment", 1997 (Australian National Training Authority)

- **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.

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 QSFT will make an initial assessment of literacy and numeracy requirements of a student after reviewing the application form. 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 (QSFT). The Head of School (QSFT) 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 (QSFT) to discuss the concern. The Head of School (QSFT) will take responsibility to offer advice to the student and document the outcome of the discussion.

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